Consultancy to conduct a research study on diaspora humanitarian response

Who we are
Danish Refugee Council (DRC) is a private, independent, humanitarian organization working on all aspects of displacement in more than forty countries throughout the world. The aim of DRC is to protect refugees and internally displaced persons (IDPs) against persecution and to promote durable solutions to the problems of forced displacement on the basis of humanitarian principles and human rights.

1. BACKGROUND AND CONTEXT

Within the last decades there has been a growing interest and trend among Western governments and NGOs to engage diasporas – people living outside their country of origin but with continued emotional and material ties to it – in developing and rehabilitating their countries of origin. The diasporas have an increasingly important role in the political, economic, and social lives of the people in their countries of origin through transfer of money, values, skills, and ideas. In addition, diasporas are becoming increasingly influential actors in humanitarian crisis, often being the first to provide assistance in ways that differ from that of conventional humanitarian systems. However, diaspora aid is provided in parallel to existing systems and mechanisms that seek to inform and coordinate common responses to humanitarian crisis.

Humanitarian needs globally continue to increase substantially and there is a need to explore the variety of actors and approaches involved in humanitarian action and ensure better learning and coordination mechanisms between these actors. Therefore, the Diaspora Emergency Action and Coordination Platform: 1) Continuously provides insight into current modalities of diaspora humanitarian interventions; 2) Conducts a series of workshops for diaspora organizations and institutional aid actors to address identified gaps in knowledge and capacity regarding principles, systems and mechanisms that govern provision of aid on both sides; 3) Develops recommendations, resources and tools on means and methods for improved operational and strategic communication and cooperation between diasporas and institutional actors.

Core activities of DEMAC will include:
• Engagement with the formal humanitarian system in three focus countries to verify local buy-in to explore possible collaboration and coordination with diaspora in emergency responses.
• Development of standard terms of reference for documentation of impact and outreach of past diaspora emergency responses in three focus countries and two new emergencies.
• Testing of the ToRs in three focus countries and two new emergencies.
• Based on results from documentation exercises consultations will be held between diaspora and formal humanitarian system on how the system can possibly reflect diaspora emergency responses in assessments and the overall humanitarian program cycle.
• Results from the documentation exercises should be shared and discussed with diaspora communities for their internal learning and possible coordination.
• Organizing an international conference for sharing and discussing lessons learned from in country processes and the way ahead for collaboration and coordination between diaspora humanitarian response and the formal humanitarian system.

The Platform is financed by USAID from July 2020 until July 2022. To read more, please visit www.demac.org.
2. PURPOSE
Ensuring all deliverables of the consultancy is the responsibility of the Consultant (“The Consultant” means/refers to freelance consultant(s), team of consultants, consultancy Firm/Company).

The consultancy will capture the impact, outreach, and organization of diaspora emergency responses in five selected countries through case studies in three focus countries and two real time reviews of ongoing diaspora responses. The research will be used to enhance the knowledge and awareness within the international humanitarian system in the selected countries about the significance and role played by the diaspora in order to learn Where/How Can Diaspora Fit Within the Humanitarian System. The case studies and real time reviews will follow the existing Humanitarian Programme Cycle to ensure compatibility with existing processes and procedures as they are globally defined by the Inter Agency Standing Committee (IASC).

The consultancy is expected to result in three country-level reports, two real-time review reports and one synthesis report documenting and analysing findings and learnings from past and ongoing diaspora emergency responses, including recommendations on future programmatic approaches as to how to engage with diaspora during humanitarian response.

To ensure comparability and cross learning between the case studies and work towards replicability of procedures in future DEMAC work, the Consultant will:
- conduct relevant desk research and literature review
- develop the methodological framework to ensure quality and consistency of case studies and real time reviews and the consolidation into a meta-analysis and report
- ensure the conduction of field-level data collection and reporting, whether done by own field representatives or by identifying relevant consultants in the pilot countries
- provide technical expertise on effective methods for capturing learning to each case study location
- define similarities and differences across nationalities and geographies with a view to identify recommendations, lessons learned and best practices across the differences.
- produce a high-quality analysis paper consolidating global learning that has been captured through the case studies and real-time reviews, for internal audience; as well as a brief document with key highlights for an external audience. The report is expected to suggest and discuss programmatic recommendations as to how to engage with diaspora during humanitarian response.
- present findings at an international conference
- ensure quality and consistency throughout all deliverables

The case studies will document and amalgamate learning from previous diaspora emergency responses in each of the focus countries and will allow the humanitarian system to analyse and discuss how to better engage and coordinate with diaspora. They will also be used towards the concerned diaspora to analyse and learn from past experiences. How the findings relevantly can and will be integrated as part of coordinated humanitarian response activities (e.g. needs assessments) will be explored with the Humanitarian Country Team during the process of development of the annual Humanitarian Response Plan.

The case studies will include documentation on:
- Who – profile of diaspora emergency actors, including geographical location as well as social and professional profile, level of and types of organization (incl. non-formalized organizations)
- What triggered and shaped the diaspora response
• What was done, and how (individual remittances, community-based collections, formation of diaspora organizations etc.)
• How - Implementation modalities, including relations/ collaboration/ coordination between the diaspora actors, between diaspora actors and local partners, and between diaspora actors and the humanitarian system
• Where – identification and analysis of geographical areas that received support from the diaspora, and areas that did not.
• Levels and dynamics of accountability and transparency within diaspora responses, towards diaspora donors and beneficiaries.
• Overall effects of the diaspora led / supported emergency response.
• Concrete effects in communities that have been assisted by diaspora – including identification of practices that may have challenged humanitarian principles.
• Main gaps in the diaspora response vis-à-vis identified needs in the overall humanitarian response.
• Challenges experienced by diaspora during the different stages of support – including transfer of funds.
• Applied criteria for selection of beneficiaries.
• Attitudes and practices from the formal humanitarian institutions as to how / why / why not they engage with diaspora.
• Where/How Can Diaspora Fit Within the Humanitarian System

In order to ensure high-quality case studies, the Consultant will ensure relevant presence in the targeted focus countries.

The Consultant will be prepared to conduct up to two real-time reviews of diaspora engagement should a sudden onset crisis erupt or an existing crisis drastically escalate during the implementation of this project in a setting that lives up to a set of criteria developed to guide decisions on when and where DEMAC will activate targeted geographical engagement.

The real time reviews will be conducted in sudden onset emergency or a drastic escalation of an existing humanitarian crises. The real time review will be divided in two parts where the first will be conducted within the first 2 weeks to ensure compatibility with the Multi Cluster Initial Rapid Assessment (MIRA) as defined by the IASC. The first 2 weeks will be done remotely by monitoring crowd funding platforms, social media, and direct contacts with identified diaspora organisations/networks to establish a snapshot of the initial diaspora engagement in terms of Who is engaged, What they do, How they do it, and Where. As the response further matures the Consultant will shift to the location of the emergency and from there further document the Who, What, How and Where, harvesting information from local partners, beneficiaries, other stakeholders and to the extent possible from Money Transfer Organizations. A main focus will be to assess the extent and significance of the diaspora engagement as well as identification of

1 During a sudden onset emergency or a spike in an existing crisis, DEMAC will apply the following steps:
1. Conduct a standardized rapid desk assessment to determine the relevance of DEMAC activation.
   The standard for that desk assessment is still to be developed, but will as a minimum include i) level of emergency (e.g., is it declared as Humanitarian System-Wide Scale-Up by the Emergency Relief Coordinator and IASC?), ii) Does the emergency occur in a location that has a relatively large diaspora that can be determined to be engaged in responding to the occurring emergency.
2. (if 1. determines relevance of DEMAC activation:
   a. Start liaising with humanitarian actors to advocate for and facilitate relevant diaspora engagement.
   b. Ensure availability of additional funds to ‘activate’ DEMAC for new crisis
3. Conduct real-time mapping and review of diaspora engagement
   During the cause of this grant period, decisions for activation of DEMAC beyond the three agreed-to pilot countries will be discussed with OFDA.
the main gaps from the diaspora engagement. The findings from the real time reviews will continuously be shared with the DEMAC team to raise the awareness of the diaspora activities and to ensure that ongoing assessments within clusters, and across clusters reflect activities of diaspora engagement.

As with the case studies, the Consultant will ensure relevant presence in the countries during the real time reviews.

**Geographical Area and Target Group:** The study will collect primary data in five selected pilot countries (to be decided).

It is DEMACs experience from similar previous research, that the information solicited is often perceived to be sensitive as it relates to transfer of private funds, clan dynamics, ethnic and religious networks etc. It is thus essential that the Consultant have local partners that have or can develop a strong level of trust with key informants while maintaining a necessarily degree of objectivity.

### 3. PLANNING AND IMPLEMENTATION

The research shall be completed in consultation with DRC Diaspora Programme / the DEMAC team.

**Desk Research:**
The Consultant will carry out a substantial desk research to establish already existing information about diaspora humanitarian engagement. The review is anticipated to include, at a minimum a review of reports issued by relevant UN agencies and NGOs as well as relevant academic papers. The desk research will also include a mapping of active diaspora groups engaged in humanitarian response.

**Methodology & Tools:**
The Consultant will lead the development of the methodology for qualitative and quantitative data collection and design of tools to conduct key informant interviews with diaspora groups in the three pilot countries for the case studies and the two countries for the real-time review. The interviews shall, as a minimum, include the following themes: role(s), connections, information sharing, impact, and outreach.

**Field Data Collection:**
The Consultant will be responsible for the planning and implementation of the field data collection and analysis. This will include identifying and training of field consultants/researchers and data collectors when necessary/relevant. It is expected that field consultants/researchers/data collectors will have the needed language, technical skills, and access to the geographical areas. The Consultant is responsible for identifying, supervising, and coordinating in-country field consultants and informants and ensuring the quality of the data collected.

**Scope of the Field Research:** Approximately 90 (30 per case) in-depth qualitative key informant interviews with diasporas in the selected countries.

**Analysis & Report Writing:** The consultant will be responsible for analysing and consolidating the data into one overall meta-level research report that 1) reflects the different cases in a consistent way and 2) includes high-level meta analyses and – based hereon – relevant recommendations for programming. DRC Diaspora Programme will support this process and review draft sections as they are prepared.
In drafting the report, the Consultant will adhere to the DRC editorial guidelines for written products and presentations, which will be provided as part of the contract.

**Expected outputs**
- 3 Case studies and 2 real time reviews reports of diaspora responses across selected countries.
- 1 high-quality analysis paper consolidating global learning that has been captured through the case studies and real-time reviews, for internal audience
- 1 brief document with key highlights for an external audience
- Recommendations for the development of standard terms of reference for documentation of impact and outreach of past diaspora emergency responses in three focus countries
- Present findings at DEMAC events

**Timeframe of the assignment**
The research is expected to run from September 15th, 2020 to March 15th, 2021.

The ToR can be found here: [https://drc.ngo/relief-work/procurement-in-drc](https://drc.ngo/relief-work/procurement-in-drc) (RFP Reference no.: RFP-DK-HQC-2020-005)

**How to apply:**
Procedures for submission of quotation
Interested teams, consultants, companies are expected to submit the following items in response to these terms of reference:
- Updated CV(s);
- A technical proposal (no more than 15 pages) that covers (i) the consultant’s suitability for the assignment, (ii) suggested process, approach and methodology, and (iii) a proposed payment plan (optional);
- A budget covering daily consulting fees in USD (see section on ‘proposal evaluation’ for details);
- A statement of availability for the duration of the research;
- One or more work sample(s) of similar assignments; and
- Completed DRC Supplier Profile Registration Form.

**Submission of Bid**
Please use the documents available here: [https://drc.ngo/relief-work/procurement-in-drc](https://drc.ngo/relief-work/procurement-in-drc).
The bid can be delivered directly to the tender box, mailed or delivered by courier services, or alternatively send by email to the following dedicated, secure & controlled email address:
[tender@drc.ngo](mailto:tender@drc.ngo)

**THE RFQ BID FORM CANNOT BE EMAIL TO ANY OTHER DRC EMAIL ADDRESS**