Call for Proposals

Aid recipient survey for the 5th edition of the
State of the Humanitarian System

The deadline to respond is 30 September 2020. ALNAP will review submissions and will be in contact with shortlisted candidates soon after. This contract will span between late-2020 and early 2022.

Please note this is one of two ToRs issued for surveys for the State of the Humanitarian System Report. ALNAP is open to receiving combined bids for both TORs from a single consultant/team.

About SOHS 2022

The ALNAP State of the Humanitarian System Report (SOHS) is an independent study that compiles the latest statistics on the size and scope of the humanitarian system, and assesses overall performance and progress of global humanitarian response. The report is ALNAP’s flagship publication and is a critical element of ALNAP’s strategic focus on monitoring and reporting on system-wide performance.

A pilot exercise and three subsequent editions (2012, 2015 and 2018) have already provided a baseline and an analysis of performance between 2008 and 2018. The 5th edition is expected to build on this by adopting a similar methodology, based on OECD DAC criteria. The research will have some adaptations, for example new research components designed to provide a more in-depth understanding of performance on certain criteria.

The main objective however will remain the same: to gather and synthesise evidence to form an overall picture of the global humanitarian system, and indicate how well it is serving the needs of peoples affected by conflict and crises. Specifically, the report will provide a description of the shape and composition of the global humanitarian system and an assessment of its progress and performance over time.

Please see the SOHS Inception Report for more detail.

Aim & Scope

The aim of this consultancy is to collect perception-based data on the performance of humanitarian action from aid recipients in at least five settings using remote mobile- or app-based systems.
The aid recipient surveys carried out in the 2012, 2015, and 2018 editions of the SOHS provided valuable insight into the performance of humanitarian organisations from the perspectives of people in crisis. It sheds light on the effectiveness of the mechanisms that humanitarian actors use to improve the quality, relevance and accountability of their work, and facilitates comparisons of the perspectives of humanitarian professionals and aid recipients on the quality of aid.

The 5th edition of the State of the Humanitarian System Report will again use remote survey instruments (text-based (SMS), interactive voice response (IVR) or live phone interview) to collect data from aid recipients in selected humanitarian response settings, using the same survey questions from the previous SOHS editions to provide consistent comparisons over time.

Aid recipients will be asked their opinions of the timeliness, quantity and quality of aid, whether it addressed their priority needs, and how it could be improved. The surveys will still aim to reach 5,000 aid recipients in total, though the number of settings and final number of respondents will depend on budget and access considerations, as well as their added value to the analysis. In the past, ALNAP aid recipient surveys have been run as one-off surveys, not using a panel design – however, for the 5th edition SOHS and in light of COVID-19 potentially affecting response rates to remote surveys, a panel design will be considered which may involve reaching fewer than 5,000 aid recipients but offering more in-depth data on their experience of humanitarian assistance and protection.

**Activities and deliverables**

1. **Methodology set-up**

   The consultants will be expected to provide a full written methodology, including sampling method and justification, confirmation of minimum five locations for the surveys, and a review of data collection methods to be used and timeframe. The methodology will also include the approach to a panel design, if appropriate, the interview protocol, consent form, and plan for disseminating findings back to research participants.

   In particular, consultants will be expected to engage with the challenge of identifying representative samples of humanitarian aid recipient populations and propose concrete suggestions for addressing this. They will also provide necessary documentation to the ODI Research Ethics Committee for approval.

   Deliverable:

   - Component Inception Report & Methodology

2. **Data collection**

   Consultants will carry out an initial pilot of the survey to understand response rates, number of eligible persons or incidence, questionnaire understanding, and natural fallout with regard to location, gender, and age of the applicable sample. Final results for each location will be provided securely as raw data in an excel or .csv file, organised by user ID, along with demographic statistics such as gender, age, and location. Consultants will also provide detailed production statistics that detail the number of attempts at being contacted, opt-in rate, completion rate, and the drop off rate per question.
Deliverable:

- Data sets, organised by location

3. Statistical analysis and contribution to SOHS Report

The consultants will also undertake statistical analysis of the data sets, organised by queries provided by ALNAP – although ALNAP will welcome suggestions from the consultants on angles to consider in the analysis. A detailed analysis document will be provided with findings in plain English – the consultants will also be asked to review sections of the draft Report to check for accurate reporting and interpretation.

Deliverables:

- Statistical analysis document
- Comments on draft Report

4. Contribution to research process

As one of the key component leads, the consultant(s) will take part in a number of methodological discussions and meetings about SOHS 2022.

Deliverables:

- Participation in kick-off SOHS meeting with other consultants in late 2020
- Interim progress report and participation in mid-term meeting
- Participation in pre-drafting meeting
- Regular check-in calls with the ALNAP Secretariat throughout the contract period

Budget

- The expected budget for this component is 45-55,000 GBP.

Qualifications

ALNAP welcomes bids from research consortia or multinational teams. The research team should meet the following qualifications:

**Essential**

- Experience conducting research in humanitarian contexts
- Proven track record of conducting remote surveys in humanitarian settings
- Proven track record of delivering large, complex projects to deadline
- Proven track record of conducting research collaboratively
- Established relationships among mobile phone providers or survey firms in those places where research is expected to take place.
- Clear understanding of the ethical implications of carrying out interviews with vulnerable people
- Able to write, in English, in a clear and consistent style, adhering to the agreed document length

**Application and selection process**

To apply, please submit a brief proposal (max 6 pages) which outlines how you would approach the work. This should include:

- The composition and location of the proposed data collection team (please note, given the size and geographic spread of the activities outlined in this ToR, preference will be given to proposals which bring together researchers already in-country).
- Details of experience running remote phone-based surveys in low- and middle-income settings
- List of countries covered by the team’s services
- Outline of the team’s standard methodological approach to remote surveys, including how the team would approach sampling
- Key milestones/deliverables and how the team will undertake these
- Estimates of days & budget for each activity/deliverable

The proposal should include links to examples of previous related work and CVs of the proposed research team.

The above should be sent by email to alnap@alnap.org by end of day 30 September. Only short-listed candidates will be contacted for interview.