

## **ANNEX B RFQ/2023-10/BGR**

### **Terms of Reference for establishing a Long-Term Agreement (LTA) with a Research Agency/Entity for conducting surveys, needs assessments, studies and analyses related to displaced populations in Bulgaria to inform UNHCR's response**

#### **I. BACKGROUND INFORMATION**

Since the escalation of the conflict in Ukraine in February 2022, over two million refugees from Ukraine have entered Bulgaria and as of September 2023, the Government of Bulgaria has granted Temporary Protection to more than 168,000 refugees fleeing Ukraine, of whom the majority are women and children. As of September 2023, an estimated 56,000 Ukrainian refugees remain within the country. UNHCR in Bulgaria, together with partners and through the inter-agency response, is assisting the Government response to the humanitarian needs of the refugees.

Additionally, Bulgaria as an external EU border, plays a strategic role in refugee protection within Europe. In 2022, Bulgaria's State Agency for Refugees (SAR) registered over 20,000 asylum seekers, most from Syria and Afghanistan. As of end-August 2023, there have been more than 13,000 asylum applications which are higher numbers for the same period. Amid an increase in arrivals of Afghan and Syrian asylum seekers since 2022, UNHCR supports Bulgaria's Government to ensure policies and legislation are in line with international and EU standards, and promotes a comprehensive refugee response, grounded in a multi-stakeholder, whole-of-society approach.

In order to provide adequate support in a very dynamic situation, UNHCR is monitoring the needs through regular collection of information on the situation of the displaced populations, and on the institutional capacities of key stakeholders, engaged with protection and service provision and their respective needs for support.

In view of the above, UNHCR is looking for a research agency/entity to conduct on-demand surveys, needs assessments, analyses, and other data collection to help with the regular assessment of the situation of refugees, asylum seekers and stateless persons in Bulgaria.

#### **II. PURPOSE AND OVERALL OBJECTIVES**

The purpose is to secure regular and timely data collection and analyses for informing UNHCR Bulgaria's interventions. The results will ensure an understanding of the evolving situation and needs/evidence-based program designing for UNHCR.

The selected agency/entity will be expected to conduct a minimum of three to five surveys, needs assessments, studies, or analyses with different scope and focus within a period of one year. The surveys would cover displaced populations as well as host community members (e.g. public opinion surveys) in Bulgaria.

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**Objectives:**

- ☐ Identify and gain a better understanding of the multisectoral needs (e.g. protection, education, basic needs, health, livelihoods and socio-economic inclusion), capacities and vulnerability situation of the refugees, asylum seekers and stateless populations through the collection, systematization and analysis of primary and secondary data.
- ☐ Understand needs and vulnerabilities of different groups, including women, children, older people, persons with disabilities and others who may face additional risks and barriers.
- ☐ Ensure that perspectives and preferences of displaced populations are reflected in strategic and response planning.
- ☐ Enhance targeting for the provision of assistance, through collection of adequate evidence and data to better inform data driven targeting.
- ☐ Improve accuracy and completeness of comparable socio-economic indicators of refugees to support evidence-based policy making and planning for inclusion.
- ☐ Research on key areas to inform eligibility conditions of refugees to national services.
- ☐ Map attitudes towards refugees and asylum seekers in Bulgaria.
- ☐ Assessed knowledge, attitudes and practice of service providers and other key stakeholders.

It is expected that, depending on the concrete tasks, data collection will cover, but will not be limited to:

- ☐ Refugee, asylum seeker and stateless families, children, and adolescents.
- ☐ Service providers and volunteers engaged with support of refugees in Bulgaria.
- ☐ Key stakeholders at national, regional, and local levels.
- ☐ International organizations, Civil Society Organizations, and refugee and host communities.

**III. IMPLEMENTATION APPROACH AND METHODOLOGY**

The different tasks may require different methodologies. These may include a combination of methods and tools, such as surveys, in-depth interviews, focus group discussions, observations, opinion polling, etc. If appropriate, refugee communities can be involved in methodology developing and data collection.

The tasks may also require quantitative and qualitative data collection from key stakeholders at national and local level as well as the management and personnel of the facilities/centers providing protection/accommodation for the refugees' children, families, and adolescents, including the most vulnerable ones. The proponents should demonstrate technical and operational capacity as outlined in the evaluation criteria.

**Ethical considerations**

The selected agency/entity will be required to clearly identify any potential ethical and data protection issues, as well as the processes for ethical review and oversight of the research/data collection process in their proposal. Protection Information Management Principles that can be found at [PIM Resource Centre - PIM Guide](#) and the UNHCR Policy on the Protection of Personal Data of Persons of Concern to UNHCR that can also be found at [Refworld | Policy on the Protection of Personal Data of Persons of Concern to UNHCR](#) should be consistently applied throughout the research process.

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#### **IV. DELIVERABLES**

It is expected that the agency will provide a set of deliverables, defined on a case-by-case basis for each specific task:

- ☐ Detailed description of the methodology, including concrete research tasks, research hypotheses, defined target groups and stakeholders, data collection instruments and strategy, indicators to be included in the questionnaires/inquiries, sampling method, methodology for focus groups and individual interviews, etc.
- ☐ Detailed work plan, including the specific tasks, timeframe and deliverables.
- ☐ Final version of all questionnaires: logic check and piloting.
- ☐ Manual for enumerators (as applicable to the deliverable).
- ☐ Training of enumerators (as applicable to the deliverable).
- ☐ Preliminary data collection and data analysis.
- ☐ Final reports.
- ☐ Presentations of results, including per target groups.
- ☐ Executive Summaries (as applicable to the deliverable).

*All deliverables should be in English. Questionnaires for refugees should be translated when necessary to relevant languages. The ability to meet deadlines is essential.*

#### **V. TIMEFRAME**

The LTA will be valid between *20 December 2023 and 19 December 2025*. Depending on the situation and needs, the duration of the LTA may be extended with 12 months.

The exact timeline and deliverables for each research task will be defined by UNHCR on a case-by-case basis and will be agreed with the selected agency.

The long-term agreement will be established on a time-bound basis rather than a cost basis. The budget for each survey, study or analysis will vary depending on the scope of the specific assignment.

#### **VI. MINIMUM REQUIREMENTS AND QUALIFICATIONS OF THE AGENCY/ENTITY**

- Relevant research experience.
- Ability and resources to provide a full set of technical capacities related to various data collection methods.
- Excellent organizational skills and ability to meet tight deadlines.
- Fluency in English of key team members.
- Knowledge of Ukrainian, Russian, Arabic of team members is an asset.
- Relevant experience with humanitarian organizations is an asset.
- Expertise in emergencies and/or refugee issues is an asset.
- Innovative approaches and the ability to provide real-time data is an asset.

#### **VII. STANDARD PROCEDURES IN THE DELIVERY OF THE PRODUCTS**

In case of late delivery of services and unsatisfactory performance by the Contractor, UNHCR may refuse to accept delivery of all or part of the services and claim liquidated damages as per UNHCR Special Terms and Conditions.

#### **VIII. PAYMENT SCHEDULE**

Payment for the services provided shall be done in accordance with UNHCR rules and regulations, and upon satisfactory completion of each specific assignment and within 30 days of submission of invoice and detailed report of services provided. Services shall be

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paid at the rate established in the contract, unless a different agreement is reached and approved by UNHCR.

#### **IX. MONITORING AND EVALUATION OF THE ASSIGNMENT**

The selected contractor will work under the direct supervision of the Senior Protection Officer.

Payment for the services will be affected upon the Supervisor's acceptance of the services. In case of unsatisfactory performance, the contract will be terminated by a notification letter sent 30 days prior to termination.

UNHCR reserves the right to withhold all or a portion of payment if performance is unsatisfactory, if work/outputs are incomplete, not delivered or for failure to meet deadlines. All materials will be the property of UNHCR. The agency/entity cannot use the data for their own purposes, nor license the data to be used by others, without the written consent of UNHCR.

#### **X. SUBMISSION OF PROPOSALS**

**Proposals should be submitted to:** [bombol@unhcr.org](mailto:bombol@unhcr.org) as attachments, subject of the mail: RFQ/2023-10/BGR and **NO LATER** than **23:59 h. on 4<sup>th</sup> of December 2023**.

**Offers received later than 23:59 h.CET+1 on 04 December 2023 and not as per the requirements will not be reviewed.**

**The selected vendor is obliged to register to the UNHCR supplier's portal and add relevant documents.**

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**Approved by:**

**Seda Kuzucu**

Representative UNHCR for Bulgaria

**21.11.2023**

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