

Annex A: Terms of Reference for Data Collection and Analysis Services

Introduction to UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950, by the United Nations General Assembly. The agency is mandated to lead and coordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>.

1. Statement of Purpose and Scope of requirements

UNHCR is seeking to identify and contract a service provider to **conduct data collection and analysis to inform prioritization of UNHCR's interventions in specific locations within Ukraine**. The service provider will be required to conducting these surveys through SMS or web-based platform to assess the needs and challenges faced by displaced persons and host community members in specific geographical locations within Ukraine.

The successful service provider will be offered a one-year Frame Agreement with the requirement to conduct a **maximum of 25 surveys** in different geographic locations within Ukraine. Surveys may take place in any place in Ukraine. A maximum of **4 surveys at the same time** in different locations within Ukraine may be required during this period.

Each survey could contain a **maximum of 25 pre-defined questions** that will be provided by UNHCR and based on a **sample of maximum 400 respondents per survey**.

2. Required deliverables

The service provider will be required to provide the below indicated deliverables **for each individual survey** within a **timeframe of maximum two weeks upon receiving a formal request from UNHCR by the way of a Purchase Order (PO)**:

1. Develop a **sample representative** of the overall population in a specific location (preferably Hromada level, otherwise Raion or Oblast level) for each survey by using relevant and available databases, outreach, and methodologies.
2. Conduct **remote quantitative data collection** through phone calls or web-based survey platform for each survey.
3. Perform **data clean-up and analysis** for each survey.
4. Develop and share with UNHCR one **online data dashboard¹ and presentation** for each survey.
5. For each conducted survey, share with UNHCR an anonymized list of contacts of respondents.

Interested service providers are requested to provide an all-inclusive quote for conducting a total of 25 online surveys (web-based or by phone calls/SMS) based on the above-mentioned requirements and describe the process and methodology suggested.

¹ Data dashboard is a type of data visualization that may include tools such as graphs, charts and tables. It represents a summary of different, but related data sets, presented in a way that makes the related information easier to understand.