



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 21 May 2019

Reference: LBN/CO/IC/66/19

Country: Lebanon

Description of the assignment: National Consultant: Qualitative Research on Inter- and Intra-Communal Relations between Palestine and Lebanese Groups through WhatsApp.

Project name: Tensions Monitoring System.

Period of assignment/services: 24 working days spread over a period of 3 months.

Proposals should be submitted online through the UNDP job site at <https://jobs.undp.org/> no later than; **4 June 2019 at 11:59 P.M Beirut Local Time. Proposals will not be received through email.**

Any request for clarification must be sent in writing to the e-mail Procurement.lb@undp.org The UNDP Procurement Unit will respond in writing by standard electronic mail and will send written copies of the response, including an explanation of the query without identifying the source of inquiry, to all consultants.

1. BACKGROUND

Eight years into the Syria crisis, the vast majority (91%) of Syrians think that the Lebanese have been good hosts to those displaced by the conflict. Violence between the host communities and the refugees has remained rare and isolated, with no major instances of communal violence, attesting that social stability has largely been maintained.

At the same time, the relationship is strained, with various pressure points ranging from service provision and job competition, to historical grievances between the two communities. 30% of Syrians reported having experienced verbal harassment in the last three months as of mid-2018, compared to 21% in February-March of 2017.

By contrast, Palestinian refugees in Lebanon (PRL) have been refugees for over 70 years. Most of them are deprived of basic civil and socio-economic rights, such as the right to work or practice professions, run businesses and own property outside gatherings and camps. Most Palestinian refugees are restricted to living in camps or gatherings where they are partly dependent on humanitarian assistance and often live in poverty.

Additionally, tens of thousands of Palestinian refugees from Syria (PRS) fled the war and settled in existing Palestinian camps and gatherings across Lebanon. This has added a layer of issues to the existing constraints and difficulties Palestinians are facing in Lebanon. Palestinian refugees from Syria receive support from UNWRA, as opposed to other Syrian refugees, who fall under the mandate of the UNHCR. With the exemption of the rights to nationality and political representation, Palestinians in Syria are granted similar rights to those of Syrian nationals: education, work, property and freedom of movement. Marked by fragile security, poverty, lack of space, and numerous other socio-economic matters, Palestinian camps and gatherings in Lebanon have also hosted PRS for the last eight years.

Over the course of 2017-8, within the framework of the Lebanon Crisis Response Plan, UNDP and UNHCR, together with other partners, have set up a tension monitoring system to share, consolidate and analyze information on tensions in Lebanon. This system is based on regular perception surveys on tensions implemented by UNDP as well as other data sources. As the lead agency in the Social Stability Sector, UNDP has taken the lead in compiling and analyzing inputs from a range of qualitative and quantitative data sources. These inputs have served to expand and deepen our understanding of the evolution of tensions in particular localities, as well as of the factors that contribute to those tensions using rigorous methods that triangulate and validate multiple data sources. To date, the analysis produced informs key decision-makers to respond to social tensions and changes in a conflict-sensitive and localized fashion.

As of early 2019, the tension monitoring system relies primarily on eight inputs of data, including a quantitative Perception Survey of Social Tensions conducted on a quarterly basis. These key sources are further complemented by partners' assessments, NGO and academic analysis, media reporting and regular situation analysis from the field working groups.

However, the existing system lacks a mechanism for regularly **collecting longitudinal qualitative data across the country** on social tensions between PRS, PRL, and host communities themselves. More specifically, the impact of the Syria crisis on conflict dynamics and social stability in Palestinian camps and gatherings are under-covered in the current tension monitoring system and other monitoring initiatives. The mechanism mentioned above has come as a result of with UNRWA and other key stakeholders. UNRWA has been identified as a key partner during all processes of the mechanism creation, in terms of analysis gap identification, choice of locations, and other multiple coordination meetings.

UNDP seeks to contract a consultant to undertake a regular qualitative survey on Palestinian social relations to address this analytical gap. The surveys will be designed to become a monitoring tool providing in depth analysis of local conflict dynamics to feed into the tension monitoring system and be included in briefing key decision makers in country.

2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

WhatsApp Surveying is a pertinent tool for qualitative surveying in the Lebanese context for two reasons. First, the voice note function is a very popular and widely used tool in Lebanon including among refugees (84% of Syrian refugee households use the tool and the figure is reportedly as high amongst Palestinian populations). Second, the voice message function allows the researcher to send survey questions collect people's stories directly including from people who are illiterate, constituting a more confidential and inclusive form of data collection than traditional forms of qualitative research.

The main objectives of this research are to:

- Investigate local conflict dynamics and causes of social tensions between PRS, PRL and Lebanese host communities.
 - The primary focus of this study will be the PRL – Lebanese host community relationship
 - The secondary focuses of this study will be:
 - PRL-PRS relations
 - Intra-communal PRL and intra-communal PRS relations
- Examine how these intercommunal and intra-communal dynamics change over time
- Provide details on how and why tensions have emerged or intensified, explore outliers and positive deviance and highlight unanticipated and novel findings.
- Key groups with the target populations will be examined, including but not limited to women, youth, older persons and persons with disabilities.

Provisional Thematic Areas of Coverage¹:

- SWM,
- Funding Cut and their Implications
- Recreational Spaces
- Unconventional Governance Structures
- Proliferation of Arms and Drug Use
- Living Conditions
- Youth and Perceptions of Other Communities
- Employment and Food Security
- Effectiveness of Aid and Assistance
- Interactions with Security Forces

There will be 3 components to the primary research conducted for this study, which are:

- Qualitative data from the WhatsApp survey

¹ Noting that the questioning will be left purposefully open to allow the respondent to discuss the matters that are most pertinent to them.

- Qualitative data from Focus Group Discussions (FGDs)
- Qualitative data from Key Informant Interviews (KIIs)

The deliverables required are as follows:

Deliverable 1: 6 working days: FGD and KII Tool Design

Activity 1: Review project documents, previous reports produced using the WhatsApp surveying methodology.

Activity 2: Lead the design of the FGDs and KIIs to be conducted in the field.

Deliverable 2: 6 working days: Data collection

Activity 1 Facilitate Focus Group Discussions (FGDs), Key Informant Interviews (KIIs) and field visits. The indicative sample size is ***(to be determined following consultation)*** respondents

Deliverable 3: 12 working days: Submission of FGD & KII notes

Activity 1: Submit the data collected in the FGDs and KIIs, in a format agreed upon with UNDP.

Activity 2: Present findings in the form of briefings in different forums to be selected by the Social Stability Sector at UNDP.

For additional information, please refer to ANNEX I – Terms of Reference

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

Academic qualifications:

- BA in social sciences, humanitarian work or a related subject.
- MA in social sciences, humanitarian work or a related subject.

Years of Experience:

- At least 3 years of experience.

Technical Experience:

- The consultant is preferably a Palestinian National with developmental/humanitarian experience.
- Experience working in an organisation that promotes conflict sensitivity & do no harm, or a peacebuilding organisation (or similar) that demonstrates an explicit adherence to those principles.

- Experience in conducting Focus Group Discussions (FGDs) or facilitating community consultations with vulnerable populations.
- Experience with analyzing qualitative data.
- Experience working in Lebanon, Specifically in Palestinian camps and gatherings.

• **Other assets:**

- Fluent Arabic language, proficiency in English is required.
- Excellent qualitative data collection and analysis
- Excellent writing skills
- Adaptability to diverse stakeholders
- Proactive
- Culturally sensitive and aware of Lebanese context, in particular Palestinian camps and gatherings.

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

(I). Technical **Proposal:**

(i) **Letter to UNDP Confirming Interest and Availability for the Individual Contractor (IC) Assignment**

(ii) **Explaining why** you are the most suitable for the work

(iii) P11 (Personal History Form) including past experience in **similar projects** and at least **3 references**, mentioning the references' e-mails addresses.

5. FINANCIAL PROPOSAL

- **Contracts based on daily fee**

The financial proposal will specify the daily fee, travel expenses and per diems quoted in separate line items, and payments are made to the Individual Consultant based on the number of days worked.

The Contract will specify a daily fee, and monthly payments will be made to the awarded Individual Consultant as follows:

Daily Fee x Number of Days Worked per Month = Monthly Payment

In this respect, the consultant shall take into consideration the following:

- A daily working fee must be all inclusive;
- An IC time sheet must be submitted by the Contractor.

In order to assist the requesting unit in the comparison of financial proposals, the financial proposal shall be presented using the format of Appendix a - Annex III.

Travel:

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

6. EVALUATION

Individual consultants will be evaluated based on the following methodology:

Cumulative analysis

When using this weighted scoring method, the award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:

- a) responsive/compliant/acceptable, and
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

** Technical Criteria weight; [70%]*

** Financial Criteria weight; [30%]*

Only candidates obtaining a minimum technical score of 70 points would be considered for the Financial Evaluation.

| Criteria | Weight | Max. Point |
|--|---------------|-------------------|
| <u>Technical Competence</u> | 70% | 100 |
| <ul style="list-style-type: none"> • <i>Criteria A: Qualitative Research & Humanitarian/ Development Work</i> • <i>Academic Qualifications:</i> • <i>BA (14 points)</i> • <i>MA (20 points)</i> | | 20 |
| <ul style="list-style-type: none"> • <i>Criteria B: Palestinian Camp/Gathering Dynamics</i> • <i>Years of Experience:</i> • <i>3 Years of experience (14 points)</i> • <i>For each addition year an additional point until reaching 20.</i> | | 20 |
| <ul style="list-style-type: none"> • <i>Criteria C: Facilitation of FGDs and KIIs</i> • <i>Experience in conducting Focus Group Discussions (FGDs) or facilitating community consultations with vulnerable populations (15 points)</i> • <i>Experience working in an organisation that promotes conflict sensitivity & do no harm, or a peacebuilding organisation (or similar) that demonstrates an explicit adherence to those principles. (10 points)</i> • <i>Experience working in Lebanon, Specifically in Palestinian camps and gatherings. (15 points)</i> | | 40 |
| <p><i>Competencies:</i></p> <ul style="list-style-type: none"> • <i>Excellent technical grounding in conflict sensitivity and do no harm, particularly at a strategic level (10 points)</i> • <i>Strong understanding of the LCRP in Lebanon. (10 points)</i> | | 20 |
| <u>Financial (Lower Offer/Offer*100)</u> | <u>30%</u> | 100 |

| | |
|---------------------------|--|
| <u>Total Score</u> | Technical Score * 0.7 + Financial Score * 0.3 |
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How to apply:

The consultancy is open for all national consultants who meet the selection criteria and propose a competitive fee. Interested consultants are requested to apply only through this UNDP jobs portal.

Submissions through any other media will not be considered.

The application must include all of the following documents:

1. P11,
2. Annex 3 (Offerors Letter) and
3. Financial proposal

All files shall be submitted in one single document and uploaded as word or PDF file to the UNDP job site.

It has been observed that bidders don't submit all requested documents and thus reducing their chance to be selected for a contract with UNDP. before you submit your offer please revise that the application is complete and comprises all four (4) documents.

Incomplete applications will not be considered.

ANNEXES

ANNEX I - TERMS OF REFERENCE (TOR)

ANNEX II - INDIVIDUAL CONSULTANT CONTRACT AND GENERAL TERMS AND CONDITIONS

ANNEX III - OFFEROR'S LETTER TO UNDP CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT