

1. Terms of Reference

Resident Coordinator's Office Community Perception Surveys

Duration: August 2019 -May 2021

Contract Modality: Institutional contract

Duty Station: N/A

2. Background

The Community Perception surveys envision to collect and aggregate feedback from disaster prone and affected communities through a variety of sources, and advocates to have the voice of affected people heard in response decision making. This method has been incorporated into Emergency Response Preparedness planning for monsoon and is endorsed by the national government and UN system/HCT.

“Engagement with and accountability to affected people is critical. Affected people need to be kept informed about available services as without access to reliable, timely, and accurate information, survivors may be unable to make the choices necessary to develop their own survival strategies to recover and rebuild from any kind of disaster”.

The importance of accurate community feedback, and effective outreach to affected communities to close the feedback loop is well recognized by the Humanitarian Country Team (HCT), humanitarian partner's and the government's National Reconstruction Authority (NRA).

3. Scope of Work

The RCO will support the identified organization to use a locally adapted approach that will deliver operational and actionable findings to humanitarian clusters and all those involved in recovery and reconstruction efforts. From this agreed approach, the identified organization will conduct focus group discussions to determine perception survey questions and then undertake perception surveys across severely affected and prone municipalities to natural disaster including flood, landslide and earthquake. The programme is led and managed by the RCO but the findings will be owned by the broader humanitarian community in Nepal. These surveys will focus on perceptions related to services, people's sense of agency, outcomes and the quality of relations between aid providers and the affected population as well as help the clusters to understand perception of community such that they can better plan their response activities. These findings must utilize data collected locally from prone and affected communities, using an agreed methodology, to support and advocate with government and partners to adapt activities and interventions to take into account perceptions of affected people. The perception surveys must demonstrate a robust and representative sample in the highly prone and affected areas, to ensure findings can provide wider insight on trends and issues. During the implementation of the survey, the provider will also aim to close the feedback loop with affected communities by providing information on access to services and on the response to previous feedback.

The data collected through these surveys will be the property of RCO, and delivered to the **RCO** for further aggregation and analysis once it is collected. The recommendations will be owned by the broader humanitarian community. The data itself, having private information, must be treated as confidential by the partner organisation and data protection assurance must be provided by the supplier.

3.1 Specifically, the selected organization is expected to complete the following outputs:

- Design data collection format for perception survey question in suitable platform preferably KOBO Toolbox.
- The survey questions will be provided by the RCO. Each perception survey will consist of about 15-20 questions. The selected organization must convene the survey at the household level. All the questions in the survey must be asked to the individual household.
- Conduct perception surveys across sampled municipalities prone or affected to natural disaster including flood, landslide and earthquake. The number of municipality will be determined by RCO. Each round of survey most likely to be consist of 10-15 districts spread across the country. Every round of survey will likely be comprising with sample size of approximate 1,000-1,800 household for flood and landslide (prone / affected) and 1500-2500 household for earthquake (prone / affected) areas. All raw data will be submitted to the RCO along with a summary of quality assurance mechanisms used to verify data collection.
- Conduct Focus Group Discussion (FGD) in targeted municipalities prone or affected to natural disaster as per the guidelines prepared by RCO to triangulate survey results. Also, conduct three-four FGDs to understand the perception of the community which will help to frame the perception surveys questions.
- All perception surveys must be done in digital platform with the use of mobile technology (smartphones) and preferably in Kobo Tool Box application or it's compatible application.
- The perception surveys must be carried out by the team of trained enumerators. The team should reflect gender parity.
- Clean data and focus group discussion report must be provided to RCO.

4. Deliverables and Targets

Activity	Target
<i>Number of perception surveys conducted</i>	Progress and update report to the RCO on each round perception survey highlighting challenges in data collection and quality assurance steps taken to verify data and results.

	<p>The clean data must be submitted to RCO.</p> <p>The sample size and number of municipalities will be as per 3.1</p> <p>The survey method and modality will be as per 3.1</p>
<i>Number of Focus Group Discussion conducted</i>	Report on Focus group discussion along with collected data must be submitted to the RCO.
<i>Training of Enumerators</i>	<p>Two-day training must be conducted to the enumerators as per the guidance from RCO. The training must cover the AAP concept, survey questionnaire orientation and induction, methodology and technology implemented for carrying out survey.</p> <p>Debriefing session with enumerators must be held after each survey round. The report should include detail reflection on field observations and lessons learned from these debriefing session</p>
<i>Design the question using kobo toolbox</i>	<p>The survey question will be provided by the RCO. The survey question must be designed in the suitable application platform preferably kobo tool box.</p> <p>cleaned data should be delivered to RCO within 2 days of completion of survey.</p>

5. Schedule of Payments

Payment Schedule	Deliverable / Payment
Upon completion and submission of each round of survey data, reports as outline 4	100% of the cost quoted by the selected organization for each survey as per the financial proposal

Note: The financial proposal should be submitted per household survey unit per geographical location in the format attached in the annex.

6. Management Arrangements

The selected organization bears full responsibility for the overall management of activities, and bears all substantive, operational, and financial, monitoring and evaluation responsibilities, and will be responsible for reporting to the Humanitarian Accountability Officer.

7. Requirements

- Must be locally registered business, non-governmental organization (NGO), civil society organization (CSO) or academic organization in Nepal
- Must have experience in research, information collection, surveying tools and methodologies
- Must have demonstrated experience in field enumeration with digital application
- Must have experience in capacity building, particularly of enumerators

8. Qualifications of Project Team

Applications from qualified private sector, civil society, academic and non-governmental organizations are encouraged.

Project Manager & Survey Coordinator: 10 Nos

- A minimum of 2 years demonstrated experience and expertise in survey data collection, research methodology, and random sampling techniques, especially across varied geographical terrain;
- Demonstrated ability to manage a large team remotely;
- Ability to mobilize a large number of trained enumerators within a short timeframe;
- Experience conducting data collection for UN, INGO or NGO;
- Experience working with disaster affected and prone communities will be asset.

Trained Enumerators: 100 Nos

- Understanding of research methods;
- Experience conducting data collection for UN, INGO or NGO;
- Experience working with disaster affected and prone communities will be an asset.
- Experience in field enumeration in digital platform

9. Interested candidates to provide technical and financial proposal that includes:

- Understanding of assignment;
- Outlining past experience of firm;
- Methodology proposed for this assignment;
- Work plan that outlines clear timelines for assignment;
- Financial proposal detailing per unit cost per household in different geological location as per attached sheet.

ANNEX 1: Financial Proposal Format

Province	Ecological Region	Districts	Rate per household data in NRs
1	Mountain	Taplejung, Sankuwasabha and Solukhumbu	
	Hill	Ilam, Panchthar, Terhathum, Dhankuta, Bhojpur, Khotang and Okhaldhunga	
	Terai	Jhapa, Morang, Sunsari and Udayapur	
2	Terai	Saptari, Siraha, Dhanusha, Mohottari, Sarlahi, Rautahat, Bara and Parsa	
3	Mountain	Dolakha, Sindhupalchok and Rasuwa	
	Hill	Ramechhap, Kabhrepalanchok, Bhaktapur, Kathmandu, Lalitpur, Nuwakot, Dhading, Sindhuli and Makwanpur	
	Terai	Chitawan	
4	Mountain	Manang and Mustang	
	Hill	Gorkha, Lamjung, Kaski, Myagdi, Tahahu, Syangja, Parbat and Baglung	
	Terai	Nawalparasi East	
5	Hill	Rukum East, Gulmi, Pyuthan, Rolpa, Palpa and Arghakhanchi	
	Terai	Nawalparasi West, Rupandehi, Kapilbastu, Dang, Banke and Bardiya	
6	Mountain	Dolpa, Mugu, Humla, Jumla and Kalikot	
	Hill	Rukum West, Jajarkot, Dailekh, Salyan and Surkhet	
7	Mountain	Bajura, Bajhang and Darchula	
	Hill	Achham, Doti, Dadeldhura and Baitadi	
	Terai	Kailali and Kanchanpur	