

ANNEX F - TERMS OF REFERENCE

Consultancy for undertaking a comprehensive review of the Data Entry & Exploration Platform (DEEP)

BACKGROUND AND CONTEXT

The Data Entry and Exploration Platform (DEEP) (app.thedeep.io / thedeep.io) was initially established in 2016 in the aftermath of the Nepal Earthquake in 2015 and developed to strengthen collective sense-making and analysis. It is an online collaborative platform for humanitarian analysis which meets the need for common means to compile, store, structure and share data and information. The focus is mainly on unstructured and qualitative data meeting the gap and complementing platforms such as the Humanitarian Data Exchange (HDX), a repository for quantitative data.

The DEEP is governed by a multi-stakeholder consortium that constitutes a cross-section of humanitarian actors, including international NGOs, UN agencies and RCRC Movement. The current members of the DEEP Governance Board are DRC, IDMC, IFRC, iMMAP, OHCHR, Okular-Analytics, UNHCR, UNICEF and UNOCHA. The technical platform is developed and maintained by the Data Friendly Space (DFS) with the secretariat is established and hosted by Danish Refugee Council (DRC).

DEEP is being adopted by an increasing number of humanitarian and development organizations seeking to achieve a more robust, collaborative and transparent approach to needs assessments and analysis with some 4,800 registered users in more than 70 countries.

During 2021, DEEP has successfully contributed to the strategic planning through the Humanitarian Programme Cycle (HPC) and other planning tools in many contexts:

- Through a BHA-funded project, DEEP partners directly supported the secondary data analysis and production of Humanitarian Needs Overviews (HNO) in four countries as a continuation of a GIMAC-initiative in support of seven countries.
- UNHCR has DEEP deployed in 17 countries in the Americas in support of the Venezuela crisis.
- DRC is deploying DEEP in the roll-out of the Protection Analytical Framework (PAF) and piloting it in Latin America. DRC is also promoting DEEP for their country-based core analysis with pilots in two contexts.
- IFRC is using DEEP on a regular basis in support of secondary data analysis and operational learning across their operations including monitoring of the refugee context and situation in Turkey, in support of the biggest cash program in the world, funded by the European Union.
- iMMAP supported six countries through the use of DEEP for secondary data analysis.
- UNDCO piloted DEEP to assist in the development of the Common Country Analysis (CCA). Training is ongoing to further the use of DEEP for UNCTs in other contexts.
- DEEP is also collaborating with academic institutions - École Polytechnique Fédérale de Lausanne (Switzerland), Johannes Kepler University Linz (Austria), the Institute for Scientific Interchange (Italy) and MIT Lincoln Lab (USA) - for NLP development.

DEEP is an integral part of the Grand Bargain – Workstream 5. To improve joint and impartial needs assessments – with its aim to support collaborative humanitarian analysis through structuring of qualitative data and secondary data analysis. The Joint Intersectoral Analysis Framework (JIAF) is the most used and promoted analysis framework in DEEP and has provided the basis for the current automation of text extraction using NLP.

The DEEP was released out of beta in the spring 2022 featuring an updated interface, user experience and an NLP module. The extensive beta-testing period was in practical terms considered by users as a fully functional platform.

PURPOSE

While the DEEP is completing a 2-year grant period with the Bureau of Humanitarian Assistance (BHA)/USAID and with likely funding for another 2 years, the DEEP Governance Board is commissioning an independent comprehensive review with a two-fold objective of

- 1) measuring the impact of DEEP to this date; and
- 2) identifying relevant use cases for further development and extended services of DEEP.

The comprehensive review will form the basis for decisions by the DEEP Governance Board on how to move forward on enhancing DEEP services to meet the needs of the humanitarian and development communities.

This comprehensive review will be undertaken with the support and funding from the BHA/USAID.

PLANNING AND IMPLEMENTATION

The review initiates the new BHA project (July 2022-June 2024) and is planned for September-October 2022 with an impact analysis informing the end of project report for the BHA-project (October 2020-September 2021) due end of October.

The review will include a substantial user survey as to take stock of capacities, current DEEP experience in support of collaborative in-country analysis and to scope further needs for DEEP enhancements.

A mixed methodology is suggested for the survey and following exercises are expected to be included:

- 1) Desk review and research based on advised documents by the DEEP Project Manager and complemented by other relevant literature obtained by the consultant team.
- 2) Online satisfaction and experience survey for DEEP users administered through the DEEP platform.
- 3) Qualitative key informant interviews covering end user experiences, strengths and challenges in using DEEP, and areas of improvement and development of the platform.
- 4) Impact analysis exploring the effectiveness and quality of the analysis and outputs from DEEP in informing Humanitarian Needs Overviews (HNOs) and equivalent needs analysis and investigate the link to strategic and operational decision-making and response. (For example through a review of the yearly OCHA-led review of the Humanitarian Needs Overview and Humanitarian Response plans to be able to compare the quality year to year and across contexts.
- 5) Identification and communication of case studies and potential new use cases including a stakeholder mapping.

The research shall be completed in consultation with the DEEP Project Manager and based on an advised monitoring and evaluation framework. It is anticipated that the consultant team will be in regular contact, on a weekly basis, with the DEEP Project Manager.

The Consultant team will lead the development of the methodology for qualitative and/or quantitative data collection and design of tools to conduct key informant interviews and surveys. An inception report will be requested after an initial review of relevant documentation setting out the conceptual framework to be used in the review, the key survey questions and methodology including selection criteria of key informants. The DEEP Project Manager shall approve the inception report prior to implementation. The selection of the key informants will be at the discretion of the consultant to ensure the independent nature of the review, while advice will be considered from the DEEP Project Manager to ensure the inclusion of expert users, key organisations and geographic and thematic spread.

The DEEP Project Manager will take responsibility for ensuring timely responses to drafts and inputs to the consultant team. The research activities are expected to be conducted ideally within 15 August-15 October 2022.

The Consultant team will be responsible for the planning and implementation of the data collection and analysis. This will include identifying and training of researchers and data collectors when necessary/relevant. It is expected that consultants/researchers/data collectors will have the needed language and technical skills.

DELIVERABLES

Key deliverables for the Real-Time Review include:

1. **Inception report** including methodology, timeline and workplan of the research within 10 days of project commencement.
2. **Initial finding reports** based on the desk review, satisfaction/user survey and impact analysis within 6 weeks.
3. **Comprehensive review report** of 20-30 pages excluding visualizations and annexes. The report will be drafted based on the finding of data analysis and will contain
 - a. **Executive summary** of 2 pages on main findings.
 - b. **Methodology outline.**
 - c. An **overview of findings** from the data collected including impact analysis.
 - d. Three to four **in-depth case studies** agreed with the DEEP Project Manager.
 - e. Comprehensive list and details of **potential use cases** for expansion of DEEP services.
 - f. A concluding section with an overview of gaps, challenges and opportunities, including **recommendations.**
 - g. Annexes including survey questionnaires, respondent lists and stakeholder mapping.
4. Survey results in appropriate format for further review and analysis.
5. **Presentation and briefing** for DEEP team and Governance Board and any other relevant stakeholders and external audiences defined by DEEP Project Manager.

Timeframe: The contract period for this assignment is 15 August to 15 October.

Payment Plan: 100% of the price for conducting the review according to these ToRs, will be paid upon the completion of all deliverables.

PROCEDURES FOR SUBMISSION OF QUOTATION

The detailed submissions guidelines can be found in the RFP Invitation Letter

PRIMARY CONTACT POINT IN DRC

The consultant will collaborate closely with the DEEP Project Manager, Cecilia Utas, cecilia.utas@drc.ngo

MINIMUM TECHNICAL REQUIREMENT OF THE TEAM OF CONSULTANTS:

- Technical knowledge on the use of data and analysis in the humanitarian aid system including the link to strategic and operational decision-making.
- Research background in humanitarian/emergency response.
- Relevant academic background (Masters level).
- Significant experience in qualitative and quantitative research methods.
- Strong communication skills (oral and written) in English and other relevant languages.
- Excellent analytical, interpersonal, communication and reporting skills.
- Previous experience in conducting similar evaluations/research for international donors.

- Strong methodological and analytical skill in terms of being able to guide a team of researchers and subsequently analyse and synthesise results at meta-level.

PROPOSAL EVALUATION

For the award of this project, the evaluation criteria below will govern the selection of offers received. The evaluation is made on a technical and financial basis.

The proposed offers by bidders will be evaluated using, inter alia, the following criteria, and points will be allocated in the scale from 1 to 10 for each of the criteria stipulated below, whereas the weighting is as follows:

1. Company qualifications (30%) (Documented with the filled-out Supplier Registration Form and a list of last 3 similar research projects executed, including two samples)	<ul style="list-style-type: none"> - General liability/capacity of the company (5%) - Previous relevant research projects executed (with focus on the set-up as required, with a consultant coordinating and supervising a team of researchers) (10%) - Relevant experience in data and analysis in the humanitarian aid sector (15%)
2. Proposed services (40%) (Documented with the technical proposal)	<ul style="list-style-type: none"> - Content of the proposal suitable for the requirements (20%) - Proposed methodology for the qualitative and/or quantitative research (20%)
3. Personnel qualifications (30%) (Documented with CVs of relevant staff involved in the project)	<ul style="list-style-type: none"> - Experience of core people who will work on the project with similar projects (30%)
Total	100%

Three (3) technically most compliant candidates will be invited to the interview to further elaborate on:

- Previous relevant research projects executed
- Proposed methodology for the qualitative and/or quantitative research
- Experience of core people who will work on the project Interview to assess the company qualifications, proposed services, and personal qualifications

All bidders must obtain an average score of at least five for the total technical scoring, to proceed to the financial evaluation. The financial offer will then be weighed against the technical offer.

WITHDRAWAL AND TERMINATION

This agreement shall be effective as stipulated in the contract upon signing.

DRC may terminate this agreement with immediate effect on occurrence of any irregularities, anomalies relating to the services provided and non-compliance of any terms and conditions as agreed upon in the contract. DRC may terminate this agreement with immediate effect, if the provided design material is of very poor and unacceptable quality.

In the event of a major natural disaster, war or major civil or political unrest the contract may be renegotiated and jointly revised between the two parties recognizing any consequent change in the environment for implementation.

CONFIDENTIALITY

All information presented, obtained, and produced is to be treated as DRC's property and is considered as confidential for all other purposes than what is outlined in the ToR. Selected consultant is upon signing of the contract required to sign a confidentiality agreement. The material prepared by



the consultant cannot be sold, used, or reproduced in any manner (partially or in full) by the consultant without prior permission from DRC.

ADDITIONAL INFORMATION

For additional information regarding these terms of reference or submission instructions, please send your questions to: Nuri Sharashidze at nuri.sharashidze@drc.ngo and Cecilia Utas at cecilia.utas@drc.ngo.

HOW TO APPLY:

The deadline for submissions is 10 August, 23:59 CET. Please find the bid submission instructions in RFP invitation letter and template. **Bids sent to the email address above will not be considered.**