

Terms of Reference

Data Collection Services for

Research on Access to Services for Lebanese Host Communities

1. The Danish Refugee Council in Lebanon

The Danish Refugee Council (DRC) has been delivering humanitarian programming in response to various crises in Lebanon since 2004, working with Palestinian, Iraqi, and Syrian refugees, as well as internally displaced Lebanese affected by the 2006 war, migrant domestic workers, and vulnerable Lebanese host communities. Since 2011, DRC has focused primarily on responding to the Syrian refugee crisis. DRC Lebanon's primary focus today is to improve the living conditions of displacement-affected populations and contribute to the achievement of durable solutions for them.

To that end, DRC implements a multi-sectorial humanitarian response in Lebanon and is present across the country, particularly in vulnerable areas that are home to the highest concentrations of Syrian refugees. These areas include North Lebanon, Akkar Governorate, Central, West and North Beqaa, as well as Saida, South Lebanon in conjunction with a local partner. DRC's response includes protection services such as psychosocial support and legal counselling, economic recovery programming including skills training and career counselling and advocating for the rights of refugees with the Lebanese government and civil society.

For further information about DRC, please refer to our website: <https://drc.ngo/>

2. Introduction and Background to the Research

Since October 2019, the operational context in Lebanon has been impacted by profound socio-political and economic changes. Political instability, a sharp deterioration of the economic and financial situation, an acute health crisis as a result of a rise in COVID-19 cases, and the devastating Beirut port explosion have all contributed to an exacerbation of humanitarian needs of vulnerable and at-risk communities across Lebanon. As a result of the rapidly deteriorating situation, it is estimated that humanitarian needs will continue to escalate throughout 2021, and that competition over scarce resources, including public resources and humanitarian assistance, will continue to intensify.

As needs escalate and funding continues to be challenging, ensuring timely and safe access to humanitarian services is crucial to respond to rising needs within communities and to ensure accountable and responsive humanitarian service provision that reaches the most vulnerable and the most at risk. Moreover, within a rapidly evolving context, it is vital to have a nuanced understanding of existing and emerging barriers and challenges that impede access to services for people of concern to DRC and the broader humanitarian community, and particularly the most vulnerable and at-risk. This has become even more pressing in light of recurring COVID-19 lockdowns that have imposed remote working modalities, and impeded humanitarian service to deliver humanitarian services and in turn further reduced access of communities to assistance.

In Lebanon, little data exists that explores the barriers specific vulnerable and at-risk groups face in accessing humanitarian services and assistance. Understanding these barriers is all the more essential considering the escalating humanitarian needs throughout 2020 and 2021, which are expanding beyond the refugee community to all vulnerable groups in Lebanon, and increasingly including Lebanese host communities themselves.

According to DRC RIMS referral data, the proportion of referrals of Lebanese individuals has increased from 7% in 2019 to 15% in 2020, which indicates the magnitude of needs. However, little knowledge exists on how to communicate with and engage Lebanese communities in humanitarian service provision. Therefore, new perspectives on ensuring access to services for all communities across Lebanon is essential to continue efficient and accountable humanitarian work and provision of services.

3. Objectives of the Consultancy:

In order to fill the above-identified gaps in knowledge, DRC is implementing a research project in order to

- 1) Better understand existing barriers for Lebanese host communities to access humanitarian services.
 - 2) Understand levels of knowledge of existing humanitarian services and preferred channels of receiving information
 - 3) gauge available support systems within Lebanese communities and prevalence of negative coping strategies.
- Research findings aim to inform evidence-based advocacy efforts in Lebanon and improve outreach and targeting strategies for Lebanese host communities in order to improve inclusion in service provision. Thus, the specific objectives of the consultancy are, in close consultation with DRC:

- I. Advise on refining the research design and sampling strategy;
- II. Implement and manage data collection across several locations in Lebanon, including an individual survey questionnaire and a Key Informant Interview (KII) questionnaire developed by DRC;
- III. Ensure quality of collected data throughout all phases of the research process;
- IV. Provide feedback to DRC teams on implementation process, challenges and limitations

A. Research Design and Methodology

1. Research Design

A **mixed research design** is proposed in order to obtain both quantitative and qualitative data. The research aims to be representative of Lebanese host communities across six Governorates in Lebanon, including Beirut, Akkar, North, Bekaa, Baalbeck-Hermel, and South.

Data Collection Methods

a) Individual Surveys

Sampling Design: In order to obtain an acceptable level of precision in the results of the research, a probability sampling approach is required. The survey is to be representative of Lebanese host communities in targeted Governorates (Beirut, Akkar, North, Bekaa, Baalbeck-Hermel, and South). The sampling design should be robust enough to allow for comparison of collected data at Governorate level. DRC estimates that the sample size may be between 600-700 interviews, however, applicants in their proposals are expected to calculate and propose their own estimated sampling size, with a confidence level of 95% and margin of error of 5%. In the sampling design, each caza of selected Governorates should be included. Applicants in their proposals are also expected to suggest an adequate sampling frame for sampling purposes.

Questionnaire: Individual surveys will involve administering interviews with adult household members (above 18 years old) using a questionnaire containing both closed- and open-ended questions. The questionnaire should

not take more than approximately 30 to 45 minutes to complete and will be developed by DRC in English and Arabic. The questionnaire will furthermore be programmed by DRC into ODK for electronic collection of data.

Recruitment and training of enumerators: It is expected that the consultant will recruit and train skilled enumerators required for data collection. Enumerators should be trained on how to administer the informed consent section of the survey tools, as well as on each question contained in the research tools. Enumerators should be familiar with best practices for conducting interviews, including probing techniques for open-ended questions, as well as with data collection procedures in-field.

b) Key Informant Interviews

The consultant is expected to also conduct Key Informant Interviews across different locations of data collection. As a minimum requirement, one Key Informant Interview should be completed per sampled caza. DRC will be responsible for developing the data collection tool and for programming it into ODK for electronic data collection. KIIs should not take more than 30 minutes to complete.

2. Data Quality Assurance

The consultant, in consultation with DRC, is expected to ensure quality of data collected in all phases of the research, including in the design and data collection phase. Proposals are required to include a brief outline of all data quality measures that will be put in place by the applicant.

4. Deliverables:

This service agreement for **Data Collection Services for Research on Access to Services for Lebanese Host Communities** is expected to start on 1 September and ends latest on 15 October 2021, for the duration of 20 days and not to exceed 24 days (7 working hours per day).

Sample Work plan Design and Stages:

Deliverables	September	October
<p>Activity 1: Training of enumerators on data collection tool and methodology The firm will train its enumerators on the various data collection tools developed by DRC, in Arabic, and the methodology of the research, ensuring that the purpose and logic of the tools are well understood by the enumerators prior to roll out.</p>	x	
<p>Activity 2: Data collection Once trained, enumerators will collect quantitative and qualitative data by rolling out the tools, abiding to protection principles, maintaining confidentiality and ensuring, as much as possible, quality of the data collected. Data will be collected in line with the methodology developed by DRC prior to data collection and on which enumerators will have been trained.</p>	x	
<p>Activity 3: De-brief with DRC Teams Once the data collection activities are complete, enumerators will channel their feedback on the process to DRC through a de-brief session. This will allow DRC to identify any potential limitations and shortcomings in the data collection as well as overall impressions of enumerators during the data collection process.</p>		x

Documents to be submitted:

Interested applicants should submit a technical proposal and a financial proposal as per the attached cover letter instructions.

The technical proposal must include:

- Detailed company profile and detailed CVs for individuals.
- Firm portfolio, and statement about experience of enumerators demonstrating previous experience with focus on relevant/similar assignment
- A brief proposal outlining the proposed research approach, methodology (including sample size and suggested sampling frame) and timeline of data collection, for two different scenarios: one scenario where data collection will only be conducted in Bekaa and North of Lebanon, and one scenario that includes data collection in Bekaa, North, Akkar, Baalbek-Hermel, Mount Lebanon, Beirut and South of Lebanon. Financial implication should be included for each scenario.

The financial proposal must specify the following:

- A detailed financial proposal for the services requested in the deliverables as per **Annex F**
- The Daily Costs of the consultancy should be provided in **USD**.
- For an individual applicant, the application should indicate their availability per month. For company applications, the applicant should indicate whether they have any minimum or maximum availability limits

The Consultant shall be responsible for all taxes, national insurance, or other contributions, which are or may be payable out of, or as result of the receipt of, any fees or other monies paid or payable in connection with this Agreement. The Consultant shall accordingly indemnify and hold DRC harmless against all taxes (including VAT), national insurance or other contributions, costs, claims, penalties, interest, expenses, or proceedings arising out of or in connection with such taxes and contributions.

The Consultant should notify DRC of his/her registration for V.A.T. and provides V.A.T. invoices in respect of the Consultancy Services, if applicable.

Experience and technical competencies:

- Demonstrated expertise and previous experience in similar research projects
- Prior experience in developing representative sampling strategies, implementing and managing nationwide data collection
- Working with I/NGOs and an excellent understanding of the context in Lebanon
- Good understanding of humanitarian principles and data protection principles in a humanitarian context
- Excellent training skills and good understanding of data cleaning procedures and ability to implement robust data quality assurance procedures
- Fluency in Arabic & English

Languages:

- Arabic (Native).

Annex C

- English (Fluent).

Key stakeholders:

- DRC Protection and RIMS Team
- Lebanese communities

Location: Based on the above timeframe for outputs and deliverables tables. The consultant will be executing the needed tasks at DRC Beirut Office and in the locations requested by DRC across the country.
