

**ANNEX A - TERMS OF REFERENCE (TOR)**  
**REQUEST FOR QUOTATION: [No. RFQ/HCR/CZE/SUP/2024/006]**  
**FOR THE ESTABLISHMENT A FRAMEWORK AGREEMENT TO CONDUCT PROTECTION PROFILING AND MONITORING INTERVIEWS IN THE CZECH REPUBLIC**

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**QUOTATION TO BE RECEIVED BY: 01 July 2024 by 17:00 Hrs.**

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**Introduction:**

As of June 2024, over 600,000 refugees from Ukraine have received temporary protection (TP) status under the Temporary Protection Directive (TPD). The Czech Republic is both a transit and, primarily, a destination country for refugees from Ukraine, with one of the highest numbers of registered refugees from Ukraine globally, both by absolute number and per capita. The large Ukrainian pre-war diaspora, the dynamic economy with one of the lowest unemployment rates in the EU and the significant solidarity of the host community with refugees have led to large numbers of Ukrainians choosing to seek safety in the Czech Republic.

As the country does not have external Schengen land borders, it is difficult to track the number of new arrivals and pendular movements. The number of Ukrainian nationals granted TP continues to grow by approximately 4,000-5,000 per month, and many refugees consider the Czech Republic their ultimate destination. While onward and pendular movements from and to the Czech Republic continue, making it difficult to establish the exact numbers of those who remain in the country, currently, over 350,000 hold an active TP registration.

The generosity shown by the Government and the immediate wave of solidarity from the Czech society towards refugees from Ukraine has been remarkable; most are accommodated by the local population, with only a portion in state-run facilities. These efforts are complemented by national and international NGOs and civil society actors, as well as Inter-Agency initiatives of UN Agencies present in the country.

Despite the impressive response provided to date, the ability of the current social and economic structures to absorb and integrate the sizeable Ukrainian refugee population in the longer term is expected to be strained in the longer term.

Accurate and updated data are essential for UNHCR and humanitarian partners to inform their protection- and assistance programmes for refugees, in support of the Czech Government and national stakeholders. In this context, UNHCR Czech Republic is looking for a local research agency to help deliver the Protection Profiling and Monitoring exercise over the course of the second half of 2024 and beginning of 2025, to support the response to the unprecedented situation caused by the war in Ukraine.

**Project Objectives**

The overall objective is to inform UNHCR's planning and implementation of the Ukraine refugee situation response in the Czech Republic and the region. A key objective for the Protection Monitoring and Profiling includes gathering information about the protection environment in the country, including any protection risks. The identification of any trends in the protection environment and their development over time is a key aspect of the exercise.

The data collection is designed to generate an evidence-based national and regional protection analysis to inform protection advocacy, planning, and resource allocation. It will provide access to first-hand and timely information on the protection situation, to understand refugees' overarching needs and the level of access to basic services. It is also developed to provide accurate information on intentions of refugees from Ukraine.

To that effect, research agencies are invited to submit proposals to be granted a framework agreement for the delivery of three rounds of Protection Profiling and Monitoring on behalf of UNHCR. Data collection is scheduled for the upcoming months (third and fourth quarter of 2024 and first two quarters of 2025). The conclusion of a Framework Agreement shall not impose any obligation on UNHCR to purchase any services under the Framework Agreement.

### Geographic Locations

The proposed data collection will require data collection across all regions in the Czech Republic.

### Methodology of the Studies

The task involves mostly quantitative data collection consisting of in-person interviews (a limited number of interviews may be conducted by phone). Target groups among Ukrainian refugees, locations, sample size and any quotas will be determined in coordination with UNHCR. The research agency shall propose the above parameters in their methodology note, which will be assessed as part of this tender. Please note that questionnaires for the exercise will be provided by UNHCR.

Each research should deploy the appropriate methodology. Depending on the information required, face-to-face interviews, phone interviews, online surveys and focus group discussions may be carried out.

The expectation is to have statistically representative data. In case this is not possible the selected supplier should provide an explanation and alternate proposal to ensure the results are as impactful as possible. A detailed methodological proposal for each exercise will need to be submitted by the research agency for review and approval before an exercise can commence. The approved version will form part of the required supporting documents that needs to be submitted together with the actual deliverables when requesting payment.

Individuals under 18 will not be interviewed.

### Expected Deliverables – Protection Profiling and Monitoring – 3 rounds (Q3 and Q4 of 2024, Q1 of 2025)

Deliverable	Minimum Number of Conducted Interviews	Estimated Duration	Provided by UNHCR	To be Submitted Before Start of Exercise	To be Submitted upon Completion of Exercise	Payment % upon Completion of each Deliverable	Review and Approvals Required
Data collection (face-to-face interviews); training of enumerators; data quality assurance measures and report	400 (each round)	30 days	Data collection tool; training materials	Methodological note	Data quality assurance report	100%	UNHCR Project Team

### Institutional Arrangement

The research agency will work under the supervision of the Information Management- and Protection Units at UNHCR Czech Republic. A data sharing agreement between the research agency and UNHCR may be required, which will regulate the handling of confidential data.

### Duration of the Work

The total duration of the deliverables outlined above is expected to be up 30 working days per round of data collection. Work will be required during the second half of 2024 and first two quarters of 2025. Additional work may be required upon request.

## What to Submit

### a. Budget / Financial Proposal

The research agency should submit a budget with a detailed breakdown including daily rates, enumerators' fees, travel costs, field movements, enumerators' training, data collection, and data quality assurance.

### b. Methodology / Technical Proposal

The research agency should include a methodology note for executing a data collection of in-person interviews (how will enumerators be trained; strategies for identifying and approaching refugee respondents, methods for avoiding duplication between data collection rounds, strategies for ensuring representativity as much as possible, data quality assurance methods, etc.) The technical proposal should outline both the general approach to data collection used by the contractor, as well as the specific approach for data collection within the context of this assignment. This should include specific approaches relating to data collection with vulnerable groups, outreach and identification methods towards the target population and existing size of the outreach network. The methodological section should also cover the enumerator recruitment or existing capacity to collect data in the Ukrainian language.

## Qualifications of the Successful Research Agency:

- Staff within the organization with a proficient level of English and Czech for communication and reporting purposes
- Proficiency in Ukrainian and Czech for data collection purposes is required
- Ability to hire Ukrainian-speaking enumerators
- Experience with training and supervising a pool of enumerators
- Minimum of 5 years of experience of the agency or the leading expert in conducting qualitative and quantitative surveys, including with sensitive data
- Experience in protection-related research, gender-sensitive needs analysis and expertise in doing research/analysis on hard-to-reach populations
- Strong quantitative and qualitative research skills, especially in studies involving household questionnaires
- Ability to implement required data quality assurance measures
- Strong communication and writing skills
- Contextual knowledge of and experience in working in the Czech Republic
- Ability to incorporate feedback and flexibility to accommodate UNHCR's evolving needs.

## Confidentiality Undertaking:

Note that the selected agency will be required to ensure that, before taking up their functions, all personnel working on the project sign a written undertaking to comply with each of the following:

- Code of Conduct in Relation to the Provision of Services
- Special measures for protection from sexual exploitation and sexual abuse
- Confidentiality Undertaking
- UNHCR Policy on the Protection of Personal Data of Persons of Concerns

## In addition, the supplier is required to respect the following Ethical Principles:

- *Comprehensive and systematic inquiry: Contractor should make the most of the existing information and full range of stakeholders available at the time of the review. Contractor should conduct systematic, data-based inquiries.*

- *Competence: Contractor should possess the abilities and skills and experience appropriate to undertake the tasks proposed and should practice within the limits of his or her professional training and competence.*
- *Honesty and integrity: Contractor should be transparent with the contractor/constituent about: any conflict of interest, any change made in the negotiated project plan and the reasons why those changes were made, any risk that certain procedures or activities produce misleading review information.*
- *Respect for people: Contractor respect the security, dignity and self-worth of respondents, program participants. Contractor has the responsibility to be sensitive to and respect differences amongst participants in culture, religion, gender, disability, age and ethnicity.*

**Criteria for Selection of the Best Offer:**

The offers received from the research agencies will be evaluated using a combined scoring method. The combined scoring method assesses the offers with the technical merits of the proposals – where the qualifications and methodology will be weighted a max. of 70%, and later combined with the price offer which will be weighted a max of 30%.

**Technical Scoring Grid (100 Points; Pass Marks 70 points)**

Technical Assessment Criteria	Maximum Obtainable Points
<b>Sector expertise:</b> Proven competencies in statistics, field-based consultations, facilitating meetings/discussions (including online), and analytical report writing. Strong quantitative and qualitative research skills, especially design and analysis of studies involving focus group discussions and key informant interviews. <b>(Min. 5 years of experience)</b>	30
<b>Proposed methodology:</b> Solid description of the methodology for both in-person and online surveys (how will respondents be identified and located, how will duplication between data collection rounds be avoided, how will representativeness be ensured, how will training of enumerators be conducted, how will data collector be recruited and trained, how will population with specific needs be approached etc.).	30
<b>Local experience and presence:</b> previous and/or ongoing programs in the Czech Republic; local knowledge and experience with surveying hard-to-reach populations.	20
<b>Language Requirement:</b> Proficiency in English, Czech and Ukrainian for communication, data collection and reporting purposes is required.	15
<b>Experience with UN:</b> Previous relevant work experience with United Nations or other multilateral/bilateral development assistance agencies.	5
<b>TOTAL</b>	<b>100</b>

Research agencies scoring 70 points and above in the technical assessment, will be considered technically qualified, and only then will their price proposals be reviewed and compared for the assessment of the overall ranking of the proposals. Those obtaining lower than 70 points will be technically non-responsive proposals; price proposals of such agencies will not be compared.

**a. Assessment of the Price Proposals (30 Points) or 30%**

The lowest-priced bid from among the technically qualified agencies will obtain the full marks of 30 points in the price proposal. Price proposals of remaining qualified agencies will be prorated against the lowest priced bid using the following formula to derive the marks in their price proposal:

Marks obtained by Agency = Lowest Priced Bid (amount) / Bid of the Agency (amount) X 30 (Full Marks)

**b. Award of the Contract / Award Criteria**

The contract will be awarded to the agency (the bidder) whose proposal obtains **the highest cumulative marks (points)** when the points obtained in technical and price proposals are aggregated together.

**Applications**

To apply, interested research agencies are requested to submit the following documents **by 01 July 2024 by 17:00 Hrs.**

- A short cover letter introducing the research agency
- Technical proposal for the completion of the aforementioned deliverables
- Financial proposal for the completion of the aforementioned deliverables
- Any examples of previous research/analysis relevant to the application

**For any inquiries**

For any inquiries you can write to Information Management Unit:  
[czeprim@unhcr.org](mailto:czeprim@unhcr.org) and a copy to [hunbusupplyunit@unhcr.org](mailto:hunbusupplyunit@unhcr.org).