



**GROUND TRUTH
SOLUTIONS**

TERMS OF REFERENCE

**Agreement for research, analysis, and advocacy to strengthen
humanitarian systems' accountability in oPt**

Occupied Palestinian Territories (oPt)

May 2024

Title: Research, analysis, and advocacy to strengthen humanitarian systems' accountability in oPt.

Duration: To facilitate the presentation of the bids, we request the interested parties to consider a period of 4 months (May to August 2024) to build their narrative and financial proposal. However, we would like to commit to a 2-year agreement to build a meaningful partnership.

Location: Occupied Palestinian Territories (oPt). Primarily in the Gaza Strip, with possible extension to the West Bank.

GTS Focal Point: Programme Manager

About Ground Truth Solutions

Ground Truth Solutions' (GTS) mission is to ensure that people affected by crises have a say in humanitarian action, from individual aid projects to global humanitarian reform. To achieve this, we collect feedback from people at the receiving end of aid. We challenge and support aid agencies to use this feedback to optimise their work. We help agencies to understand and communicate the resulting insight back to affected communities. We work with policymakers, governments, and aid agencies to bring about the change we want to see. To learn more about our vision, please read our [Strategy 2020-2025](#).

Contents

| | |
|---|----|
| 1. Context..... | 4 |
| 2. Partnership | 4 |
| 2.1. What can we bring to the partnership | 4 |
| 2.2. What do we look for in the partnership | 5 |
| 2.3. Scope of the partnership | 5 |
| 3. About the intended work..... | 6 |
| 4. Scope of our upcoming work..... | 7 |
| 4.1. Research scoping & design phase | 7 |
| 4.2. Data collection phase..... | 7 |
| 4.2.1. Quantitative Data Collection | 7 |
| 4.2.2. Qualitative data collection..... | 10 |
| 4.3. Analysis Phase | 12 |
| 4.3.1. Scope of work..... | 12 |
| 4.3.2. Timeline | 12 |
| 4.4. Dissemination & engagement phase | 12 |
| 4.4.1. Scope of work..... | 12 |
| 4.4.2. Timeline | 12 |
| 5. GTS Policies..... | 13 |
| 5.1. Code of conduct | 13 |
| 5.2. Do no harm and risk mitigation | 13 |
| 6. How to express your interest..... | 13 |
| 6.1. Relevant Experience & Skills..... | 13 |
| 6.2. Application | 14 |
| Annex A: Code of Conduct for Enumerators..... | 15 |

1. Context

The current humanitarian narrative on Gaza is dominated by large humanitarian agencies speaking of needs and response, the latter measured in what and how much aid is getting across the border and in which geographic areas it ends up. Over a decade of perception tracking in crises tells us that such information, though important, does not reflect the realities faced by people affected by crises and often does not help them. There must be a better understanding of what access looks like from the community perspective, including the views of particularly vulnerable and hard-to-reach people, how the aid system interacts with more localised means of support (which are far more prevalent in people's lives than international aid systems, especially in the context of the Gaza Strip) and space provided for people to share their biggest priorities for both local and international support.

GTS' approach uses user research and appreciative enquiry to understand community efforts and their limits – as well as asking people directly what their major priorities are in the context of limited support options, instead of asking laundry lists of sectoral questions that raise expectations and don't adequately inform decisions. Where needs assessments use predetermined metrics to gain information about living conditions and service access that is then analysed in sector-based silos, our methodology focuses on what people think, to identify ways humanitarian action can improve.

After the publication of a first report on Gaza in January 2024, GTS is planning to conduct additional research. We are interested in forging a strong, equitable partnership with an oPt-based entity, and intend to sign an agreement for the next two years to collaborate on making community voices heard.

2. Partnership

To be an effective agent of change, we need strong allies at all levels of decision-making. Three factors inform how we identify partners: their alignment with our vision, the leverage they can offer in achieving it and their proximity to communities affected by crisis.

Ground Truth Solutions invites proposals from research firms, academic institutions, or independent consultant(s) to establish this partnership, investigate and champion the views of people affected by crisis in oPt, jointly conducting research and evidence-based advocacy efforts to elevate community voice and agency and ensure that humanitarian response and resilience planning, implementation, monitoring, advocacy and funding decisions are informed by the views, priorities and perceptions of affected people. This includes the development of research proposals, the collection and analysis of data using qualitative and quantitative methods, the creation of operational frameworks for research, the tracking of evidence and impact, and joint learning. While being mindful of the political complexities, the scope of work would also include joint advocacy efforts, contributing to ensure information provided by communities is nuanced, understood, and used for the betterment of the humanitarian response, for advocacy on access or aid, and/or to change the narratives of people affected by crisis.

2.1. What can we bring to the partnership

GTS has been working with communities affected by crises around the world over the last decade, tracking perceptions through mixed methods research, as well as engaging in dialogue and advocacy with humanitarian stakeholders, local organisations, UN, INGOs and the international donor community.

Working across the three major levels of humanitarian action, namely the field implementation level, the response leadership level, and the global governance level, GTS actively contributes to, and often leads, global accountability policy discussions. Thus, we bring significant dialogue opportunities with donors, coordinators such as UN OCHA, conveners such as the IASC and Grand Bargain workstreams, as well as networks such as the CHS Alliance and ALNAP.

Our team comprises experts in quantitative and qualitative research methods, community engagement and accountability, communications, policy, and advocacy. GTS offers an in-house statistics team that can work together with our partner to design the sampling approach and oversee data collection in a collaborative, quality-focused manner.

GTS is also uniquely placed to engage in relationships with global donors and conduct fundraising. Funding to continue our 2024 research in Gaza has already been secured, covering costs for quantitative and qualitative data collection, some of our partner's staff costs, as well as dissemination and engagement activities.

2.2. What do we look for in the partnership

We are interested to work with an oPt-based entity that has strong ties in the region, has experience and capacity to conduct both quantitative and qualitative survey in Gaza and the West Bank, with whom we can design and implement research and advocacy.

We are looking for a partner that:

- Shares our belief that participation done right will lead to higher quality aid, better value for money, and increased acceptance of humanitarian action among those supposed to benefit.
- Is committed to producing robust research and evidence to improve humanitarian aid design and monitoring based on consultations and by using people's feedback to measure progress.
- Is interested in contributing to facilitate interactive dialogue between aid providers and the communities they serve and supporting practitioners to make their systems more conducive to people-centred aid.
- Could support us in identifying and engaging key agents for change (national NGOs and other local partners, institutional donors, the United Nations, the Red Cross and Red Crescent movement and INGOS) that aspire to increased uptake of – and improvement on – our findings.

2.3. Scope of the partnership

- a. The objective of the partnership would be to investigate and champion the views of people affected by crisis in oPt, jointly conducting research and evidence-based advocacy efforts to elevate community voice and agency and ensure that humanitarian response and resilience planning, implementation, monitoring, advocacy, and funding decisions are informed by the views, priorities, and perceptions of affected people.
- b. We would like a partnership that enables both parties to jointly engage in strategic planning including longer-term prioritisation of research questions and advocacy efforts, resource mobilization efforts, and structured mutual knowledge sharing and learning.
- c. The collaboration would cover the co-design and execution in four main phases: the research scoping & design phase, the data collection phase, the analysis phase, and the dissemination & engagement phase. The section 4 below gives a good example of how this translates into specific activities.
- d. We envision the first stage of the partnership to last two years.
- e. The values that will guide the partnership will be developed jointly with the chosen partner, but we expect them to be based on a common desire to for excellence, honesty, and accountability.

While we would like to have unearmarked funding available that allows us to entirely develop our research from scratch together with our partner after forming our partnership, due-diligence constraints force us to request interested parties to submit a proposed approach and detailed budget for specifics outlined below in section 4.

3. About the intended work

Overall, we aim to elevate community voice and agency and ensure that humanitarian response and resilience planning, implementation, monitoring, advocacy, and funding decisions are informed by the views, priorities and perceptions of affected people living in Gaza, and the oPt more broadly. Together with our partner, we want to hear from communities on their self-identified priorities to inform the response; provide a space for people to anonymously share views and create an accurate record of community views at scale; and inform out-of-the box ways of working and funding to best support the self-identified needs of the people of Gaza, as well as in the West Bank, as the humanitarian crisis changes shape. **The anticipated three goals for our current work are:**

1. People living in crisis in Gaza, or recovering from crisis in Gaza/surrounds, have an opportunity to share their views, overcoming multiple barriers to doing so in the absence of a conducive data collection environment, systematic needs assessments and independent, robust data that is being collected and analysed by entities other than aid providers themselves. In doing so, they have an opportunity to influence decision-making at a critical time, find ways to engage in the response more systematically, and understand their right to participate, receive transparent information and comment on decisions that impact them.
2. The humanitarian response is better informed as it makes decisions about how to allocate insufficient resources as the situation continues to change, factoring in short- or long-term ceasefires, continued access issues, forced displacement or other eventualities. This outcome is highly likely in Gaza due to a willing and supportive humanitarian country team and donor community.
3. The global narrative on aid in Gaza is more nuanced, more informed by citizen and refugee views, and global advocacy is supported by the systematic inclusion of voices from people impacted by the crisis, especially those with particular challenges or potential solutions for aid and support.

The major activities can include, but are not limited to:

1. Conduct a robust, large scale quantitative data collection on mutual aid and support, resilience, priorities, and information ecosystems. This will be done face to face, applying a now tested and adapted methodology in Gaza. It will hone in on vulnerable groups, community aid facilitators and other key informants. The data will be analysed with local partners and triangulated with humanitarian information, packaged in an accessible format for dissemination.
2. Engage people further on themes of interest, through qualitative dialogue with both aid providers and people affected by the crisis. This will likely take the form of open-ended questions as optional adjuncts to surveys, dedicated qualitative interviews and/or adapted user journey interviews, case studies, and dialogue with the humanitarian community on opportunities, challenges, and ways they've been responsive to community agency.
3. Undertake an advocacy and communications campaign in multiple languages, to ensure the information provided by communities is nuanced, understood, and used for the betterment of the response, for advocacy on access or aid, and/or to change global narratives of people affected by crisis. To do this, we will provide tailored opportunities for people to engage with the data

(reports, briefs, workshops, presentations, webinars, closed door advocacy meetings and online dissemination).

Our longer-term goals and activities in oPt should build on these but are subject to change and will be co-designed with our partner.

4. Scope of our upcoming work

For our upcoming work in Gaza, the collaboration with the selected partner will include co-design and execution in four phases: the research scoping & design phase, the data collection phase, the analysis phase, and the dissemination & engagement phase. In each phase, both partners are to be expected equally according to their expertise and unique position.

In particular, we are looking for a partner that can:

4.1. Research scoping & design phase

Support, guide, and contribute to scoping efforts to ensure impactful research and the definition of research questions that are informed by people realities and by the context. Provide insights and guide the selection of most relevant target groups based on the scope of the research and research questions. Support identifying the vulnerable and marginalised populations. Contribute to the definition of the geographic scope of the research and provide insight on accessibility and feasibility to conduct the research in specific locations in Gaza Strip.

4.2. Data collection phase

4.2.1. **Quantitative Data Collection**

Co-design a quantitative survey, including sample design, enhanced questionnaire testing (including cognitive testing + piloting), data collection (face-to-face surveys), and translation of any open-ended responses into English. We considering at the beginning one round of face-to-dace data collection in Gaza conducted around June with an overall sample of 1,500 surveys.

4.2.1.1. *Scope of work*

- a. Work closely with us in designing the survey tools (including translation of survey questions from English into Arabic)
- b. Appoint, train (with GTS support), and manage a team of capable enumerators in Gaza (ideally half of which should be women) with appropriate education levels and experience in collecting both qualitative and quantitative data from people affected by humanitarian crisis, ideally also with experience in the use of cognitive interviewing. The selected partner needs to ensure adequate behaviour of enumerators.
- c. Ensure that enumerators have or are provided with materials and training they need to enable them to complete the assignment within the timeframe, including training on collecting data with SurveyCTO and the survey provided by GTS.
- d. Demonstrate that it has a methodology for testing the survey. For budgeting reasons assume a testing phase including (we are flexible, but want to ensure we can compare different offers):
 - A Cognitive Testing Phase: To test understanding of the questionnaire; to assess the ease/difficulty with which respondents understood the question and to provide

suggestions on how to improve the questionnaire. Interviews should take place within one day. Cognitive test scores and recommendations for changes to the survey should be shared and discussed with us.

- A pilot phase: The pilot phase will be carried out using the finalised survey tool and should involve a sample of 50 to 100 participants. The questionnaire to be used with the suitable software, which we will provide.
- e. Facilitate face-to-face surveys based on the random walk approach and possibly sampling using randomly generated GPS coordinates.
 - Ideally, we want you to explain how feasible it is to work with the GPS coordinates to identify the locations provided of where the surveys will take place (including possible mapping applications, which are operational independently of the telephone connection) to ensure random sampling in jointly pre-identified locations.
- f. Ensure enumerators submit data in a timely manner (as far as possible) and share with us brief daily updates where necessary on progress and/or challenges experienced in the field.
- g. After data collection, we would ask you to submit a final report after data collection covering the number of successfully completed interviews and the number of unsuccessfully completed interviews, adherence to co-developed survey and sampling strategy, as well as any relevant observations made and issues experienced by your enumerators and supervisors.

4.2.1.2. Quality Assurance for Quantitative Data Collection

We suggest the following measures will be taken in order ensure that the data quality is of a high standard and accurately captures the opinions of affected people.

We expect our partner also to carried out daily data quality checks (how it has been done so for previous data collections) and how to identify poor quality data and fraudulent interviewers. Together with our partner we would like to:

- a. Develop enumerator training materials that reflect the enhanced questionnaire testing.
- b. Ensure that all interviews are an appropriate length determined upon finalisation of the questionnaire. Detect any interviews under a pre-determined appropriate length to assess adherence to both partners quality assurance standards.
- c. When situation and means of communication allows, interviews should be submitted immediately following the conclusion of the interview before beginning the next interview. GTS reserves the right to reject any interviews over what GTS deems an excessive length of time which does not adhere to our quality assurance standards.
- d. Assess 50-100 initial data points including translations for quality assurance after the test day or first days of data collection according to the GTS format guidelines.
- e. Have daily quality assurance checks, discuss, and provide feedback to the enumerators, addressing any potential concerns.
- f. Ensure sufficient supervision of enumerators conducting surveys to make sure that the project explanation is accurate, questions are being asked in a clear way, and that responses are being accurately recorded. Documentation of the daily quality assurance analysis and/or meeting notes from debriefs with enumerators.

4.2.1.3. Survey methodology and sample design

- a. Our partner should be able to propose a sampling methodology and strategy, with the support of GTS, based on available sources of information and trying to mitigate the high constraints prevailing in Gaza Strip.
- b. The sample will be stratified by displacement status (IDP on site/off-site, general population). Depending on location size, sampling at site level will be done using random walk or using randomly generated GPS points, where interviews will be conducted. For each location, one scoping day should be budgeted, during which IDP sites, locations of IDP off site will be mapped, to ensure that IDPs can be found and random walk approach and sampling using randomly generated GPS points can be implemented. The service provider will be asked to provide the results of the scoping to GTS before data collection ensues.
- c. There will be around 20-25 questions, including some demographic questions. Questions will be either multiple choice or binary/Likert scale questions and, will include some open-ended questions.
- d. The field researchers will identify themselves as working for an independent organisation and as completely independent from the aid organisations working on the ground in Gaza.
- e. No respondent is required to identify himself or herself by name, and no reader of the survey data (or subsequent reports we will write) will be able to identify what any individual respondent has said.
- f. The field researchers will use cognitive interviewing in an initial testing round to ensure respondents fully understand the questions asked of them.
- g. Surveys will be conducted in Gaza. While the survey should ideally cover for all 5 governorates of Gaza Strip (North Gaza, Gaza City, Deir el-Balah, Khan Younes and Rafah), the feasibility will be evaluated jointly by GTS and the selected partner based on analysis of the constraints and the security risks.
- h. Sample size: approximately 1500 surveys with men and women, aged 18 and above will be conducted in total across specified areas in Gaza using a random sampling approach. Key demographics for the sampling (e.g. gender, age, location, IDP in shelter, in informal newly erected camps, etc.) will be representative of the target population.

4.2.1.4. Timeline

It is anticipated that the design phase will happen in May and the data collection in June 2024. However, the timeline will be discussed between GTS and the selected partner while considering the conflict dynamic and the access, availability, and communication constraints. A detailed work plan will be jointly designed once the partner is selected.

4.2.1.5. Deliverables

The expected deliverables for the data collection are:

- a. Verification and translation of survey tool.
- b. Completion of face-face data collection.
- c. Submission of translated open-ended questions.
- d. A short report after the data collection covering the number of successfully and unsuccessfully completed interviews, adherence to agreed survey and sampling strategy, and any relevant observations and issues.

- e. Completion of enumerator survey.

4.2.2. Qualitative data collection

The qualitative data collection will complement findings from the perception surveys to better engage with various stakeholders on themes of interest through dialogue with both aid providers and crisis-affected people. This will likely happen in the form of open-ended questions as optional adjuncts to surveys, dedicated qualitative interviews and/or adapted user journey interviews, case studies, and dialogue with the humanitarian community on opportunities, challenges, and ways they have been responsive to community agency.

4.2.2.1. Scope of work

- a. Identify with GTS the topics and sub-themes of interest based on contextual knowledge, desk review, and analysis of quantitative data.
- b. Jointly identify with GTS the most adapted and feasible methods (e.g. open-ended questions as optional adjunct to the surveys, qualitative interviews with key informants, adapted user journey interviews, case studies, etc.).
- c. Co-design of the data collection tools (including translation of tools from English into Arabic) with GTS.
- d. Jointly design a sampling approach and identify relevant respondents in collaboration with GTS.
- e. Appoint, train (with GTS support), and manage a team of capable enumerators in Gaza (ideally half of which should be women) with appropriate education levels and experience in collecting both qualitative and quantitative data from people affected by humanitarian crisis, ideally also with experience in the use of cognitive interviewing. The selected partner needs to ensure adequate behaviour of enumerators.
- f. Ensure that enumerators have or are provided with materials and training they need to enable them to complete the assignment within the timeframe.
- g. Demonstrate that it has a methodology for testing the data collection tools. The testing phase must include:
 - a. **A cognitive testing phase:** to assess the ease/difficulty with which respondents understood the question and to provide suggestions on how to improve the questionnaire. Interviews should take place within one day. Cognitive test scores and recommendations for changes to the tools should be shared and discussed with GTS.
 - b. **A pilot phase:** The pilot phase will be carried out using the tools and should involve a sample of 3 to 4 participants.
- h. Conduct in-depth face-to-face interviews (alternatively phone interviews, based on risk assessment for both enumerators and respondents, as well as access constraints).
- i. Interviews will be conducted in Gaza Strip. While the interviews could potentially take place in all 5 governorates of Gaza Strip (North Gaza, Gaza City, Deir el-Balah, Khan Younes and Rafah), the feasibility will be evaluated jointly by GTS and the selected partner based on analysis of the constraints and the security risks.
- j. Write verbatim transcripts and translate into English.

4.2.2.2. Quality assurance for qualitative data collection

We suggest the following measures will be taken in order ensure that the data quality is of a high standard and accurately captures the opinions of affected people. We expect our partner also to describe in detail the data quality checks are carried out on a daily basis (how it has been done so for previous data collections) and how to identify poor quality data and fraudulent interviewers.

Together with our partner we would like to:

Right after the pilot:

- a. Review the transcriptions of first discussions for feedback before moving ahead with the rest of the planned interviews/discussions.
- b. Conduct a debriefing after the first round to identify challenges, and lessons learned for the rest of the process.

During regular data collection:

- a. Transcripts are uploaded daily to a shared file with GTS.
- b. Ensure that transcriptions are filled out in the template provided by GTS.
- c. Ensure that interruptions, pauses, non-verbal cues and expressions are accurately depicted in the verbatim transcriptions.
- d. Assigning each speaker a code to ensure confidentiality while keeping an accurate record of relevant demographic information in a separate encrypted excel sheet.
- e. Debriefing notes after qualitative discussions are recorded and shared with GTS.
- f. Regular check-in calls with the GTS team as needed based on observations/feedback gathered from the transcripts.

4.2.2.3. Target groups

The qualitative data collection is expected to engage both aid providers (around 15-20 interviews) and people affected by the crisis in Gaza Strip (around 15-20 interviews). The sampling approach and target groups will be detailed jointly between GTS and the selected partner.

4.2.2.4. Timeline

It is anticipated that the design phase will happen in May and the data collection in June or July 2024. However, the timeline will be discussed between GTS and the selected partner while considering the conflict dynamic and the access, availability, and communication constraints. A detailed work plan will be jointly designed once the partner is selected.

4.2.2.5. Deliverables

- a. Inception report outlining methodology and research tools.
- b. Verbatim transcriptions of the interviews and/or focus group discussions, and their translation into English while excluding personally identifiable information.
- c. Audio recordings of the interviews or focus group discussions.
- d. Final report, including an executive summary and a short list of key recommendations from the dialogues.

4.3. Analysis Phase

The selected partner and GTS will jointly conduct the analysis for both the quantitative and qualitative data. It is expected that quantitative data analysis will inform the finalisation of the approach for qualitative data collection.

Together with our partner, we would like to:

4.3.1. Scope of work

- a. Conduct joint analysis sessions and, when possible, foster the participation of people affected by crisis and humanitarian actors.
- b. Ensure analysis inform the formulation of relevant recommendations for the betterment of the humanitarian response and support engaging a wide range of actors participating in the humanitarian response.
- c. Use our analysis to inform further research objectives.

4.3.2. Timeline

It is anticipated that the analysis phase will start as soon as 50% of quantitative data points are available and ends in July 2024. However, the timeline will be discussed between GTS and the selected partner. A detailed work plan will be jointly designed once the partner is selected.

4.4. Dissemination & engagement phase

Mindful of the political complexities involved, the selected partner and GTS will jointly disseminate the data. We will identify and engage key stakeholders aiming at contributing to a more nuanced global narrative on aid in Gaza, as well as and inform out-of-the box ways of working and funding to best support the self-identified needs of the people of Gaza.

Together with our partner, we would like to:

4.4.1. Scope of work

- a. Identify the most relevant agent of change in the complex ecosystem of actors in-country.
- b. Develop an engagement strategy to ensure the information provided by communities is nuanced, understood, and used for the betterment of the response, for advocacy on access or aid, and/or to change global narratives of people affected by crisis.
- c. Provide tailored opportunities for people to engage with the data (reports, briefs, workshops, presentations, webinars, closed door advocacy meetings and online dissemination).
- d. Find meaningful ways for people affected by the crisis to access and engage with the data.
- e. Foster an interactive dialogue between aid providers and the communities they serve.

4.4.2. Timeline

The engagement and dissemination strategy will be designed in parallel with the research design and data collection. However, most of the dissemination activities should take place late July to August 2024.

5. GTS Policies

5.1. Code of conduct

The selected partner will ensure that all enumerators adhere to the GTS Code of Conduct for Enumerators ([Annex A](#)). If any aspects of the Code of Conduct have not been adhered to, GTS reserves the right to withhold payment completely or until data has been collected in line with the above code of conduct.

In cases where the enumerator's behaviour constitutes a fundamental breach of the Code of Conduct, leading to the safety or wellbeing of participants being compromised or resulting in reputational damage of the organisation, GTS reserves the right to immediately terminate the contract of the enumerator/s and the selected partner.

In cases where it is brought to the attention of GTS that the actions of enumerators have constituted a clear breach of safeguarding practices, (e.g. sexual exploitation and abuse) GTS will also report this to relevant authorities.

5.2. Do no harm and risk mitigation

The partner must clearly indicate how the data will be collected in a responsible manner. It must ensure that all risks for respondents have been carefully identified along with mitigation measures to prevent any harm is caused to people directly or indirectly involved.

The partner will contribute to the elaboration of a protection incident referral protocol and will be required to follow this protocol. Researchers/enumerators will be trained to identify and report cases safely.

The partner must demonstrate that all risks for enumerators have been carefully identified along with mitigation measures to minimise the risks as much as possible. The selected partner and GTS will jointly design a simple protocol to clarify when and how GTS will be informed and involved where appropriate.

6. How to express your interest

6.1. Relevant Experience & Skills

- A degree in Social Sciences, International Development, Humanitarian Action, or any other related area of study / equivalent experience.
- A strong and proven background (e.g., through prior publications or references) in international development or humanitarian action.
- Familiarity with the context of oPt, preferably with experience working with civil society organisations and humanitarian actors.
- Proven research skills, including in both quantitative and qualitative analysis.
- Excellent analytical and reporting skills.
- Fluency in written and spoken English and Arabic. Excellent written English.

6.2. Application

To facilitate the analysis, we request all interested parties to build their narrative and financial proposal based on the content of section 4, which presents the scope and timeline of our upcoming work (May to August 2024).

Interested candidates are required to apply by **17 May 2024** at the following address tender@groundtruthsolutions.org indicating 'GTS Research & Advocacy – oPt'.

The application must include:

- A brief cover letter and CV / organisational profile.
- A narrative proposal outlining a proposed methodological approach (maximum of 5 pages); the deliverables and tasks outlined; and expected number of days each task will take.
- A financial proposal, (maximum of 2 pages) including a detailed breakdown including staffing.
- 1 page (or more) on your experience working on similar projects (i.e.: prior publications or at least two references).

Questions concerning this consultancy can be directed to the above email. Applications will be reviewed on a rolling basis as we are seeking to recruit a suitable candidate as soon as possible.

Annex A: Code of Conduct for Enumerators

Overview

Ground Truth Solutions (GTS) is an international non-governmental organisation that helps people affected by crisis influence the design and implementation of humanitarian aid. As an enumerator, you are tasked with carrying out data collection using tools designed by Ground Truth Solutions to capture the perceptions and feedback of affected people. Enumerators must comply with ethical standards of research and abide by Ground Truth Solution's Code of Conduct throughout the entirety of their employment.

Code of conduct

1. **Safety first:** the safety of both the enumerator and the survey participant should always be prioritised over research interests. Enumerators should avoid putting themselves or others in danger during the data collection process.
2. **Informed consent:** ensure consent is entirely voluntary and acknowledge that unequal power dynamics arising from the enumerator-respondent relationship can make it difficult to do so. It should be made clear that contribution to the survey will not result in direct changes to aid provision. Respondents should also be given a focal point contact at the data collection company should they later decide that they no longer consent to their data being shared.
3. **Do no harm:** avoid inducing further trauma by following the 'do no harm' principle. This principle requires humanitarian organisations and their partners to avoid exposing people to additional risk. In practice, this means that enumerators must remain neutral and aim to mitigate the potential negative effects of data collection. Enumerators should strive to redirect the conversation if traumatic topics emerge which the enumerator has not been trained to handle. Participants should not be urged to share their experiences of trauma under any circumstances. In such cases, it is important to notify your supervisor of this.
4. **Manage expectations:** there is a risk that false expectations will arise if enumerators do not properly explain the purpose of the survey. This can be unfair to those in a vulnerable situation and creates a reputational risk for Ground Truth Solutions. If respondents believe that Ground Truth Solutions has the capacity to implement certain changes but do not, future data collection efforts may become difficult. This can be mitigated by ensuring participants are fully aware of the objectives and rationale of the survey.
5. **Confidentiality:** reassure participants of the confidentiality of the data collection and clarify that Ground Truth Solutions is independent from any aid agency. Participants may have concerns that participation will have negative repercussions on their safety and well-being. In such cases, participants should be reassured of the confidential and anonymous way in which data is collected, stored, and disseminated.
6. **Safeguarding:** enumerators are prohibited from engaging in discrimination and abusing the authority of their position. Sexual exploitation and sexual abuse amount to a failure to adhere to ethical obligations and signify a clear breach of contract. "Sexual exploitation" is defined as any actual or attempted abuse of a position of vulnerability, power, or trust, for sexual purposes – including, but not limited to – profiting monetarily, socially or politically from the sexual exploitation of another. The term "sexual abuse" is understood as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. Enumerators are also prohibited from engaging in sexual relations with a child – here defined as any human being below the age of 18 years – in any context. If there are incidents of misconduct by enumerators, enumerators are required to report the incident(s) to the data collection company for review.

7. **Empowerment:** we abide by the commitment to treat participants as key actors in evaluation and not simply as the objects of evaluation. This can be done by ensuring that participants are informed about the nature, purpose, and results of their participation.
8. **'Closing the loop':** every effort should be made to provide participants with the means to access the results of their participation in data collection activities. This can be done by sharing the website/Facebook/email details of Ground Truth Solutions, which will be provided to you during training if the participant has given their consent. The enumerators will be informed prior to data collection which medium will be used for sharing the data with respondents. It should be emphasised that their contact information would be only used for sharing data with respondents and for no other purpose.

Breach of conduct

If any of the above code of conduct has not been adhered to, Ground Truth Solutions reserves the right to withhold payment completely or until data has been collected in line with the above code of conduct.

In cases where the enumerator's behaviour constitutes a fundamental breach of the code of conduct, leading to the safety/wellbeing of participants being compromised or resulting in reputational damage of the organisation, Ground Truth Solutions reserves the right to immediately terminate the contract of the enumerator and the independent data collector.

In cases where it is brought to the attention of Ground Truth Solutions that the actions of enumerators have constituted a clear breach of safeguarding practices, (e.g. sexual exploitation and abuse) GTS will also report this to relevant authorities.

Responsibilities

- Keep a low profile and do not attract excessive attention to yourself or research participants.
- Remain aware of your surroundings and potential security risks. Adapt research to security risks and maintain strict confidentiality.
- Refrain from consuming any alcoholic beverages or recreational drugs during working hours (including lunch breaks as the consumption will affect your performance afterwards).
- Obtain informed consent. If the participant has only agreed to participate in the survey, you have not obtained informed consent. Participants must understand who you are, how you will use their information, and the possible consequences for themselves and their communities. Explain that participation or refusal to participate will not have any effect on the individual's prospects of receiving assistance in the future.
- Ensure that participants understand the difference between receiving aid and participating in research.
- Remain aware of ethical issues and the inherent power imbalance between researcher and research subject. Do not force or intimidate people to answer for the sole purpose of fulfilling your data collection objectives. Treat informants as key actors in evaluation and not simply as the objects of evaluation. Participants should be respected throughout the research process. This includes being attentive to their welfare and security and protecting their privacy and confidentiality. For this reason, you should abstain from smoking during interviews and have your phone on silent. You should never take calls during an interview.
- Do not ask people to come to you in another location to conduct an interview, as this poses a risk to their safety and security. If you are not conducting individual interviews or house visits, notify GTS immediately to confirm a change in approach. Do not keep respondents waiting.

I have read and agree to abide by the Ground Truth Solutions Code of Conduct. I understand that violation of any part of this agreement may result in disciplinary actions on the part of my organisation and/or Ground Truth Solutions.

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Enumerator's name and signature

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GTS staff name and signature

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Location, date

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Location, date