Terms of Reference

Secondary Data Analysis:
Document Tagging for DEEP Project

"Humanitarian assistance in urban contexts"

German Red Cross

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Abbreviations

FFO	German Federal Foreign Office
GRC	German Red Cross
GP	Global Project
FbF	Forecast-based Financing
DRR	Disaster Risk Reduction
ToR	Terms of Reference
NS	National Red Cross/Red Crescent Society

1. Background

Globally, the proportion of the population living in cities is steadily increasing. Already today, more than half of humanity lives in cities, with two thirds projected for the middle of the century. A target of migratory movements of various causes, their most rapid growth often takes place in areas that offer poor conditions for a safe and dignified life, such as unsecured slopes, floodplains or the further densification of already highly populated areas. Urban populations thus become vulnerable to a number of specific threats. The rapid growth of cities leads to a variety of challenges for local governance, with many Local Authorities being less prepared and equipped to address some of the key issues at stake. Technical infrastructure such as water supply, wastewater management, energy supply, health care, education and waste management cannot keep up. As urban social structure differs greatly from that in rural areas, often social cohesion is less developed in cities. Yet, many urban areas also suffer strongly from the effects of climate change and are subject to a variety of natural hazards or man-made risks like violence and armed conflict. Today, there are more refugees and internally displaced persons (70 million according to UNHCR) than at any time in the past 70 years. Most of them settle in urban areas, seeking safety.

For these and many more reasons, urban areas are now a major focus of attention for humanitarian assistance in both conflict and non-conflict situations. The international humanitarian community has realised that it is necessary to design and implement responses to urban crises differently – we need to "think urban". Established and successful methods of humanitarian aid in rural areas are applicable to cities and their specific conditions and needs only to a very limited extent, regardless of the nature of the crisis.

Thus, the prerequisite for effective, efficient, relevant and, most importantly, people-centered humanitarian response to crises in urban settings is a solid understanding of their specific conditions in general as well as to the individual context with its complexity, processes and social, cultural, legal and structural situation. An integrated approach is essential, covering both traditional sectors of humanitarian assistance along with cross-cutting issues such as capacity strengthening, disaster preparedness, inclusion, cashed-based interventions and anticipatory humanitarian aid. The basis for success lies in adapted and further developed methods of assessing needs and specific vulnerabilities. Urban disasters with their complexity and need for special coordination are yet to be fully understood.

2. Objectives and expected results of the consultancy

Against this background, the consultancy contributes to the systematisation and dissemination of knowledge in the area of "humanitarian assistance in urban contexts". Embedded in the DEEP urban team's project, the consultancy aims at filling the project with content along the GRC Urban Response Frame. By using the DEEP (https://beta.thedeep.io/) as an innovative platform for humanitarian analytics, German Red Cross (GRC) is aiming to vitally contribute to more effective urban programming and evidence based humanitarian response.

DEEP is an intelligent web-based platform offering a suite of collaborative tools tailored towards humanitarian crisis responses. It includes common analysis workflows and frameworks for thinking using both structured and unstructured, quantitative and qualitative data. By using a customizable analysis framework, users can easily catalogue information contained in large amounts of documents and export it to a variety of formats. Supporting this DEEP has a long term vision of using text analysis techniques in order to streamline the process of sourcing information from online sources and semi-automating document information extraction. Data in DEEP is visible only to users granted access to a project space and is stored using modern web technology standards.

Objectives

This consultancy aims to populate the project "Humanitarian Assistance in Urban Contexts" embedded in the DEEP platform with data and by this supporting in the implementation/ testing of innovative approaches in regards to (urban) knowledge management. This includes searching for and uploading of leads, as well as tagging the entries applying the Urban Response Analytical Framework.

The purpose of tagging the secondary data is to structure the information from multiple documents and sources to enable and support information-driven and effective humanitarian response in urban settings. The tagging will include all the documents (145 documents, approx. 2000 pages) listed in GRC Scoping Study – Humanitarian Assistance in the Urban Context and the GRC Report on Recent Methodological Developments and Trends in Humanitarian Assistance in Urban Contexts: Nov 2019 – July 2020 (?) (41 documents, approx. 600 pages).

Furthermore, within the consultancy another set of documents should be identified covering all publications on humanitarian assistance in the urban context that were published between August 2020 and December 2020 and contain the key works "humanitarian assistance/aid/response" AND "urban" (cf. Results Phase 2). The information should be tagged applying the urban response analytical framework. The tagging of the documents should also support in assessing the appropriateness and practicability of the urban frame for tagging large amounts of documents and should provide a list of examples for further training purposes.

All the information collected will be systematically tagged based on the agreed analytical framework, and complemented by the required metadata to filter results appropriately, e.g. by stakeholders, source, etc. In addition, the provider is asked to complement every subpillar and dimension/subdimension of the analytical framework with one or two meaningful and illustrative examples for the respective tags. The provider will be asked to hand in a final report summarizing the experiences in working with the urban analytical frame including a reflexion on the frames proposed amendments, challenges in the training of the professional taggers and possible recommendations (max 10 pages). The expected number of documents to be tagged is about 200. The project should be completed end of March 2021

Results

Phase 1: Preparation, Design, Adaptation and Training.
- Setting up the project
- Inception report
- Agree with GRC on documents to be tagged listed in the Scoping Study and Report. The tagging team will be in charge of uploading, recategorizing and renaming all the documents on the DEEP.
- Team Training and Test-Tagging: Training the team and test tagging (about 50 documents) in close consultation with GRC's focal point.
- Analysis framework: Reviewing the urban response analytical framework along its appropriateness and usability in tagging huge amounts of leads.

Phase 2: Information Research, Adaptation, Information tagging.
- Research of another set of documents that were published between August 2020 and December 2020 containing the key works "humanitarian assistance/aid/response" AND "urban"; Documents of interest: Guidance notes, handbooks, policy papers, case studies, toolkits, scenario analysis, fact sheets, briefing papers, reports, reviews, operations updates, field assessments, tools, methodologies, (academic) papers, best practices and lessons. The search is to be conducted mainly (but not exclusively) on the usual databases and search engines for humanitarian assistance.
- Selection of documents along criteria in agreement with GRC
- If needed: Adaptation of framework based on the new identified documents
- Short summary/report on the content of the newly identified documents and amendment of the urban response frame (if needed)
- Interim report on trends and amendments
- Tagging of the aforementioned documents plus additional documents identified in a follow up search
- Tagging of all selected documents
- Collection of examples for further training purposes
- Final report after phase 2 of max. 10 pages + annexes (examples for training)

Key Results

The outputs of the consultancy should function as a solid base for the applications GRC's urban project on the DEEP. The urban repository is mainly developed to be shared with GRC's humanitarian partners in order to meet their needs for structured information on the urban context.

At the end of the consultancy project, the following will be available:
- A comprehensive repository of secondary data for humanitarian assistance, categorized as per the commonly agreed analytical framework
- Adapted/ Reviewed analytical frame: Urban Response
- Word and excel exports of the categorized data via the DEEP export module.
- Inception, interim and final report on experiences with tagging training, examples for tagging training, document research and classification and working with the analytical frame.

All data for the project added to DEEP (including leads and entries) as well as the analytical frame will be entirely owned by GRC, and only users that GRC has added to the project will be able to view, modify or export the data.

3. Process & Methodology

The provider is asked to present a short description of process and methodologies applied and shall thereby consider at least consider the following steps and timetable:

Proposed Steps and Timetable

	Start (Earliest on)	End
PHASE 1		
Onboarding / Introduction online	18.12.2020	
Setting up the project and training structure Adaptation of framework 1 Inception report and final agreement on ToR with GRC	January 2021	30.01.2021
Training and test tagging of up to 50 documents	January 2021	15.02.2021
PHASE 2		
Search (documents August 2020 - December 2020) and selection of documents along quality criteria in cooperation with GRC Adaptation of framework 2 Interim report	February 2021	
Tagging of documents (approx. 150)	February 2021	March 2021
Collection of examples	February 2021	March 2021
Presentation of results and preliminary report to the urban team		31 March 2021
Final report delivery		15 April 2021

4. Reporting

4.1 Inception Report

The inception report offers the opportunity for the provider and GRC to clarify the contract and the ToR after a first study of the existing documents. The provider will give feedback to GRC about the ToR with the intention to clarify open questions and possibly changes in methodology and timetable. The inception report should be delivered before the consultancy starts. Based on the inception report the ToR can be adapted and shall finally be agreed between the two parties. The inception report should not be longer than five pages.

4.2 Interim report

The interim report should comment on the necessary amendments of the urban response frame, inter alia a review of the newly published documents. The interim report should not be longer than five pages.

4.3 Final report

Final reporting should contain experiences with tagging training, examples for tagging training, document research and working with the urban response analytical frame. The final report should not be longer than ten pages plus annexes (examples for tagging training)

5. Responsibilities and Duties

GRC

- GRC will ensure the provider has access to GRC thematic network for GPII and provide contacts to all focal points.
- GRC will share available information and documents on previous and current research approaches conducted by the team, GRC, and other partners.
- GRC will support the selection of documents identified in the research phase by the provider

Provider/Consultant

- The provider/consultant is responsible for the training, tagging and adaptation of the review, the timeframe and all organisational issues related to the consultancy, which he/she will closely coordinate with GRC.
- The provider/consultant is responsible for the research of relevant documents (cf. results phase 2)
- and the selection of documents along quality criteria and in cooperation with GRC.
- The provider/consultant is responsible for uploading and tagging of all (agreed) documents on the DEEP, applying the adapted urban response frame covering all expected outputs and presentation of results to GRC.
- The provider/consultant is responsible for the reporting in all phases, from inception report up to the final report, including the collection of training examples for tagging.

6. Users of the Outputs

The main direct target group is German Red Cross, especially Global Project I and II, and its humanitarian partners. This includes delegates, representatives of National Society, German NGOs working in the field of humanitarian assistance in an urban context, as well as academic stakeholders working on urban humanitarian approaches. The indirect target groups are Partner National Societies working in urban areas.

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7. Quality and Ethical Standards

The provider/consultant should take all reasonable steps to ensure that the services are designed and conducted respecting and adhering to standards of the IFRC, who are used in evaluations but apply equally to all other types of exercises (See footnote[1]) here especially with respect to accuracy, transparency and collaboration with GRC. The existing data security rules have to be respected. The provider/consultant has no right to share or publish internal information coming up during the exercise.

8. Provider's/Consultant's Profile

The provider/consultant should have profound experiences in working with the DEEP and count on a comprehensive knowledge of the humanitarian system on an implementation, strategic and policy level. The provider/consultant should have experiences in (a) working with the DEEP and applying customizable analytical frameworks (b) (online) training of professional taggers. Profound insights into the discussion on humanitarian assistance in urban contexts are an added value.

9. Criteria for the Evaluation of Tenders

Based on a short proposal, presenting a concept for the implementation of the consultancy, and references for at least 3 projects on the DEEP, the following criteria apply for the evaluation of tenders:

- Price of the offer in relation to the estimated budget (55%)
- Expertise in text analysis techniques and knowledge of humanitarian assistance (15%)
- Schedule: Being able to deliver the requested work within the proposed schedule (30%)

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[1] Utility (usefulness and used); Feasibility (realistic and cost efficient); Ethics and legality; Impartiality and independence (unbiased, taking into account all stakeholder views); Transparency; Accuracy (appropriate methods used for correct data collection and analysis); Participation (meaningful involvement of stakeholders if appropriate / feasible); Collaboration (with key stakeholders to improve ownership, legitimacy and utility).

The points are allocated to the fulfilment of the individual criteria according to the scheme:
- 0 points = not fulfilled
- 1 points = satisfactorily fulfilled
- 3 points = optimally fulfilled

Supplement
The bidder(s) with the highest overall score will be awarded the contract
Tender prices shall be presented with and without VAT.
Tender prices must remain valid until 30 days after this date.