# Questions and Answers

Request for Proposals: No. RFP/BRA/2022/005

For the provision of Consultancy Services to support the development & launch of social and behavioral change communication strategy

| No. | Question | UNHCR Response |
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| A001 | The duty station is listed as Brazil. Can the assignment be performed from another country with travel or is UNHCR looking for a locally based organisation? | The project can be carried out partially from another country with travels to Brazil. Kindly refer to item 13 of the TORs (Annex A): *Some activities can be done remotely. Planned travels to the country and states is a part of SBCC strategy and plan development process. The travel schedule will be discussed during inception meetings. Travel will be required at least once to Boa Vista – RR and Manaus – AM.* |
| A002 | Can UNHCR provide an approximate budget available for the assignment? | We do not disclose this information during the tendering process. |
| A003 | Regarding technical criteria, we could not access the examples on potential technologies. Can UNHCR also clarify what technology they are referencing here? | Please try with these links *ICRC on health*, *CARE on cash*, *IRC* On compatibility of proposed technologies, these should be aligned with the references provides in this *UNHCR link*. |
| A004 | 2c lists a range of activities, including "Guide the development, pre-testing, and finalization of SBCC messages, products, and other tools for change with most appropriate audiences" which appears to be intended to be part of the plan (for completion after this project), and not preparation for that plan (for completion during this project).  However, the text then indicates "contractor is expected to lead the process of prototype development with engagement of relevant stakeholders ", which would entail a much broader scope of project than is indicated in other areas, including the methodology and deliverables sections.  Could you clarify the purpose of the list of activities under 2c? | We envision these to be mostly UNHCR stakeholders at this point in time. So mostly different UNHCR units in Brazil, the region and HQ. Our idea is to run the SBCC messages, products, and other tools for change with relevant UNHCR Units. |
| A005 | It is unclear whether we must help develop the strategy and also assist with its implementation. | We are already implementing a communication strategy with some behavioural change elements. So, the idea is to analyse what is done and incorporate the lessons learned in the SBCC strategy. |

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| A006 | 2b (page 4) indicates that UNHCR would like a workshop that draws upon the lessons of the audit (2a).  However, the schedule listed under item 8 (page 8) has the workshop occurring at the start of the project, before the audit has been completed.  Can we assume that the schedule is flexible to best meet the need? | The audit should happen before the workshop. We confirm this is a typo. |
| A007 | Is the workshop primarily an activity to understand UNHCR's current communications and elicit ideas and discussion around the use of social and behavioral change techniques for them, or to training UNHCR staff on those techniques, or a mix of both? | R.A mix of both |
| A008 | 2a mentions "provider side solutions" (as does 1.6), including training and evaluating drafts. Is this part of this project, or something UNHCR would like to do in the future? | We have some loose activities already. The idea is to work with UNHCR in the ones that work and develop its potential. |
| A009 | On ongoing support to workshop participants, 2b. mentions ongoing consultations for workshop participants.  Is that 5 total consultations, or 5 per participant? Also, an "additional retainer" is mentioned – should that be part of this proposal? | 5 total and yes |
| A010 | This is an ambitious program with numerous detailed analyses and deliverables.  The listed timeframe looks unrealistically short to accomplish all of this effectively and to create a progressively building base of knowledge that builds on prior stages.  If the listed timeframe flexible? | Services must start this year, but the timeframe for completion is indeed flexible. Please clearly explain in your proposal the schedule you are proposing to meet UNHCR objectives. |
| A011 | We noticed that Brazil's Ministry of Citizenship is not mentioned under the methodology section as stakeholders to engage. We believe it would be valuable to include them; is that allowable? | Yes, but only through UNHCR. |
| A012 | Which communication channels does UNHCR currently use to target refugees? | Facebook and WhatsApp mostly. |
| A013 | Does UNHCR focus on, and want to focus for this project, on refugees currently within formal programs of asylum and temporary residency, or to include those in Brazil who have not applied for asylum or temporary residency? | All Venezuelans in need of protection. |
| A014 | We recognize and support the focus to "recognize gender and social norms" and "address questions related to social and economic equity and poverty and other vulnerabilities" (page 5) and "to consider gender, ethnicity nuances" (page 7).  To adequately address these issues, may we select among the broader suite of tools available (i.e., using feminist evaluation or intersectional lens) to complement the SBCC strategy? Or does UNHCR have an existing preferred approach? | UNHCR has a AGD approach and Community Based Protection. |

| A015 | Does UNHCR have an existing repository of materials to be audited, or would that be part of the desired discovery process? | Please refer to UNHCR Evaluation Unit website and our own evaluations will be provided to the contracted company. |
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| A016 | Similarly, would there be readily available information on the specific services available to refugees & migrants that the communications would cover? For example, existing financial training to the refugee & migrant community? | Yes, that would be made available. |
| A017 | Does UNHCR have detailed information on the target audience; for example, data on mobile phone access and usage by Venezuelan refugees/asylum seekers? | Some data is available and will be shared with the contracted company. |
| A018 | More broadly, the desk review methodology suggests data analysis as a core component. What type of data do the UNHCR / government currently track on their communications activities? | We have some reports on our Facebook ads & WhatsApp that will be made available to the contracted company. |
| A019 | In terms of inclusion, we noted the primary focus on English with a preference for Spanish and Portuguese as well. Will UNHCR staff be able to support with cultural adaptation/translation of materials as needed into indigenous languages, where we lack fluency? | Yes |
| A020 | Can UNHCR confirm if all activities listed under 2c should be executed as part of this project (and scoped into the current budget? | Yes. Each activity line should be factored and costed in the proposal. The consultancy will help HCR Guide the development, pre-testing, and finalization of SBCC messages, products, and other tools for change with most appropriate audiences. Part of the process has already started but the consultancy will help guide and finalize of SBCC messages, products, and other tools for change. |