1. Introduction

1.1 Purpose of the consultancy

The purpose is to conduct, on behalf of the Start Network, interviews with a range of our stakeholders. These will include various positions within our membership, collaborators and partners on our various programmes (including academia, private sector as well as CSOs) and the UN and other major humanitarian agencies. Interviews will need to be undertaken across a range of geographical locations, though all are expected to be done remotely.

The consultant is required only to work on arranging the interview time slot and conducting the interviews and providing a cleaned output of all the interviews in English. The Start Network will provide the questionnaire for the interviews and have established contact with the stakeholder.

1.2 Overview of Start Network

The Start Network is made up of 41 aid agencies across five continents, ranging from large international organisations to national NGOs. Together, our aim is to deliver more effective humanitarian aid, harnessing the power and knowledge of the network to help people affected by crises.

We are working to create a humanitarian system in which responses to crises are defined by those closest to them based on humanitarian need; early and predictable funding is released to reduce the impact of crises and the cost of responses; and diverse organisations work together to innovate and adapt to the humanitarian challenges of the future. Ultimately, our aim is to minimise the loss of life, livelihoods and dignity we see all too frequently in humanitarian emergencies. We believe this is only possible through a collective effort to change the humanitarian aid system.

Our work focuses on three areas to change the system:

- **Localisation**
  We believe a more balanced system, that shifts power to those closest to the front line will generate more effective and appropriate responses for people affected by crises.

- **New forms of financing**
  We believe that by understanding the risks we face and providing fast, early, and dependable funding, we can help communities to become better prepared and more resilient to crises.

- **Collective innovation**
  We believe that new ways of working are needed to tackle the challenges we face. By innovating collectively, we can share expertise, insights and perspectives to shape a more effective humanitarian system.
1.3  Scope of contract opportunity

The Start Network is seeking consultants to able to conduct interviews remotely across a range of geographical locations and languages over a period of 1-3 months. Interviews are expected to take 45-60 minutes each, and a small percentage are expected to be conducted in a foreign language which will require transcribing into English. Bidders are asked to include in their letter of interest which languages they can access.

More information on the scope of work can be found in Section 3.

2.  Instructions for bidding

2.1  Timescales

Interested parties are requested to review and respond to sections 3 and 4, with completed sections and requested documents submitted via email (no hard copies required) to operations@startnetwork.org

2.2  Start Network not bound

This Request for Proposal does not constitute an offer and Start Network does not bind itself to accept any proposal. Start Network reserves the right to accept a proposal in part, rather than in full in order to complete the work by the end of August.

We are looking to make an early decision and will consider all proposals in the order received.

If you have any questions in the meantime, please contact operations@startnetwork.org

2.3  Confidentiality

Documentation in relation to this Request for Proposal and any proposals received by the Start Network in response to it shall be treated as private and confidential save where the disclosure is required by law.

Bidders shall not:

- Release any information relating to the RFP and the proposal that they intend to make; other than with professional advisers who need to be consulted with regards to the preparation of the proposal;
- Canvass directly or indirectly with any other bidder concerning the award of a contract;
- Canvass directly or indirectly with a member of Start Network staff (including its consultants and contractors) concerning the award of the contract.
2.4 Contract

The formal contract agreement will be in a form prepared by the Start Network.

Terms of reference

2.5 Context

The Start Network is a collective of 41 humanitarian organisations present across 200 countries and territories worldwide. It has been in operation since 2010 and has evolved over time growing its membership and funding and working with a range of stakeholders through the Start Fund contingency fund, DEPP programmes and DEPP Labs, risk financing and early action, and other initiatives.

As the Start Network approaches its 10th anniversary in 2020, it would like to conduct a large stakeholder survey to understand and capture its engagement, reputation, and influence.

2.6 Purpose and deliverables of consultant

The purpose is to conduct interviews with a range of Start Network stakeholders. These will include various positions within our membership, collaborators and partners on our various programmes (including academia, private sector as well as CSOs) and the UN and other major humanitarian agencies. Interviews will need to be undertaken remotely across a range of geographical locations.

The consultant is required to arrange and conduct up to 200 interviews and then provide a cleaned output of all the interviews in English.

Interviews are expected to take 45-60 minutes each, and those conducted in a foreign language will require transcribing into English by the consultant.

The questionnaire may vary slightly depending on the stakeholder being interviewed. The following stakeholder types will be covered:

1. **Members**: in this instance non-assembly representatives to look at how awareness and engagement is evident at different levels within the organisation. It is hoped to cover CEOs, Regional officers, National officers and Field officers.

2. **Wider sector (including collaborators on DEPP programme, DEPP Labs and risk financing/early action work)** - to capture the impact/influence/reputation of the Start Network as seen by the rest of the sector including the UN, academia, private sector, other NGOs, and other humanitarian networks/groups.

Outputs

i) A complete list of stakeholders interviewed with basic information on contact details/date interviewed/language interviewed.
ii) A cleaned and complete dataset for all interviews undertaken, transcribed from the language of interview into English where necessary.

Management oversight

The service provider will be selected by committee composed of members of the Start Network Evidence and Learning and Operations team. Contact details, stakeholder introductions and interview questionnaire will be provided by the Start Network team.

2.7 Key sources of information

2018 Start Network Annual Report

2.8 Timeline

Interviews to be conducted June to the end of August 2020.

2.9 Qualifications

The consultant should have the following skills and qualifications:

- Demonstrable expertise in conducting interviews and collecting/recording qualitative information remotely and face-to-face
- Ability to undertake interviews in a range of languages and transcribe back into English (desirable)
- Demonstrable experience working across cultures and contexts
- Excellent verbal and written communication in English required
- Knowledge of the international humanitarian sector desirable

3. Bidder’s proposal

3.1 Company information

Please provide the following information:

<table>
<thead>
<tr>
<th>1 Basic Details of Your Organisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Name of the organisation submitting the tender:</td>
</tr>
<tr>
<td>1.2</td>
</tr>
<tr>
<td>1.3</td>
</tr>
<tr>
<td>1.4</td>
</tr>
</tbody>
</table>
4.2 Proposal requirements

Qualified and interested parties are asked to submit the following:
- Letter of interest
- A rate for each interview completed (both for those conducted in English and for those conducted in a foreign language and transcribed back to English).
- Please clarify which languages you are able to work in, including if this is only English
- Contact details of two references relevant to the nature of the work required.

All applications should be sent electronically to: operations@startnetwork.org with attachments in PDF and a subject line: Stakeholder survey

4.3 Cost

The price and rates quoted shall include all costs (services, travel and expenses, together with all general risks, liabilities and obligations, set out or implied).

4.3.1 Please provide your proposed cost in the table below.

<table>
<thead>
<tr>
<th>Work stage / activity</th>
<th>Daily* rate</th>
<th>Proposed number of hours/days</th>
<th>Total cost GBP</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kick off meeting</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4.3.2 Other costs:

If there are any further costs or expenses that you propose charging please detail these. Start Network will not be liable for any additional costs that are not set out in the Bidder’s proposal.

4.3.3 Assumptions

Please set out any assumptions you have made in determining your proposed costs.

4.3.4 Every £ Counts in Humanitarian Response

We are committed to reducing the charity’s operating costs so that maximum resource can be spent on programmes which directly benefit communities affected by disasters and emergencies.

Should you be willing to provide any element of the products or services on a pro bono basis, offer a cost reduction, service enhancement or any other charitable support to the organisation, please set out your proposal.