

Call for Expression of Interest

Operation of UNHCR Hotline

HCR/ARM/2021/001

1 **Timeline**

Posted	Nov 22, 2021
Clarification Request Deadline	Dec 10, 2021
Application Deadline	Dec 17, 2021
Notification of Results	Dec 30, 2021
Start Date	Jan 1, 2022
End Date	Dec 31, 2022

2 **Locations**

- A Armenia
 - a Gegharkunik Province
 - b Ararat Province
 - c Ararat Province
 - d Ararat Province
 - e Gegharkunik Province

3 **Sector(s) and area(s) of specialization**

- A Protection
 - a Protection - general
 - b Protection advice and support

4 **Issuing Agency**

UNHCR

5 **Project Background**

The escalation of the conflict in and around Nagorno- Karabakh region that started on the 27th of September of 2020 and continued until 10 November 2020 forced large number of people to flee to Armenia and forced tens of thousands of people living near the conflict area into temporary displacement within Azerbaijan. The number of people falling under the auspices of UNHCR in Armenia has increased drastically, as a result of an increased number of persons who found themselves in a refugee-like situation in the country. According to official figures, as of 1 October 2021, 20,433 individuals from Nagorno Karabakh are currently residing in Armenia. Around 88% of these individuals were women, children and elderly. This is in addition to over 4,000 refugees and asylum-seekers who enjoy protection in Armenia. The main purpose of the project is to operate the UNHCR hotline as a complain and feedback mechanism for UNHCR activities in Armenia. The project will also help the Operation collect proxy data on protection trends and concerns in

order to inform UNHCR programming to ensure adequate response.

6 **Expected Results**

The Hotline will operate as a complaint, feedback and response mechanism for beneficiaries of previous and future UNHCR and partners projects, so that the population of concern is involved in the implementation of programmes and has opportunities to express their views, raise protection needs and concerns to have the opportunity making informed decisions and to participate meaningfully at all stages of UNHCR Operations Management Cycle. The Hotline project will allow UNHCR to keep track of all the queries, needs and complaints trying to resolve them in timely and accurate manner for the benefit of PoC. The Hotline will also allow to incorporate received feedback in further decision-making on programmes design and tailoring them to the evolving context. The Hotline will serve as a tool for collecting information regarding protection risks and concerns, needs of PoC to UNHCR and will facilitate quality referrals of them to relevant service providers.

7 **Indicative Budget**

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8 **Other Information**

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9 **Selection Criteria**

Name	Description	Weight
Sector expertise and experience	- specific skills, sector specialists, knowledge and human resources; - proven experience in coordination with government entities; - proven experience of work with UN agencies.	40
Project management	- ability to deliver project objectives; sound financial and project management capacity; - coordination with agencies working in the same sector; - capacity to deliver quality reporting in line with UNHCR reporting requirements.	30
Local experience and presence	- ongoing programme in the area of operation, where possible engaging refugees and other POC. - proven experience and collaboration with other national organizations and local CBOs. - proven working relations and engagement with relevant government authorities.	15
Cost effectiveness	- level of direct costs and administrative costs imposed on the Project in relation to project deliverables; - evidenced and documented contribution of resources to the Project; - proposed budget being in line with the intended project target.	15

10 **Attachments**

Description	URL
Annexes to the Call for Expression of Interest - EOI/ARM/2021/01 (HL)	Download the document here
Call for Expression of Interest	Download the document here

11 **Concept Note Template**

[Download the document here](#)

12 **For more information on this partnership opportunity, and to apply, please visit**

[UN Partner Portal](#)

