Terms of Reference: Documentation of ChatMap use cases and impact

Purpose	**Documentation of ChatMap use cases and impact**
Duration of assignment	November 2026 to Feb 2027
Work location	Remote, globally
Type of contract	Service agreement
Budget	USD 5,000
Project Lead	Fabrizio Scrollini

About the assignment

The Humanitarian OpenStreetMap Team (HOT) wants to document how communities and organizations use ChatMap, what it changes for them, and how HOT can measure its impact. We seek an experienced researcher to document six ChatMap experiences across three regions and turn that evidence into a report and communication material.

ChatMap is HOT's open source tool that turns WhatsApp, Telegram or Signal chats into maps. People share locations, photos and messages in a group chat, export the conversation, and ChatMap places each report on a map. No installation or mapping experience is needed. Communities and partners have used it in risk mapping with students and local collectives in Comuna 8, Medellín, in the 2025 Hurricane Melissa response in the Caribbean, and in damage assessments after recent earthquakes.

The assignment has **four objectives:**

1. Document six ChatMap experiences, two in each of Latin America and the Caribbean, Asia Pacific, and Africa.
2. Identify what users gain from ChatMap, the challenges they meet, and the conditions that make it work.
3. Propose indicators HOT can use to measure the impact of ChatMap, grounded in the evidence collected.
4. Produce content HOT can turn into communication items as the research progresses.

About the Humanitarian OpenStreetMap Team

HOT works at the intersection of participatory mapping, community-led development, humanitarian response, open data and technology. We support a global community of thousands of volunteers who use open geospatial data for humanitarian response and the Sustainable Development Goals, mapping in solidarity with people affected by or at risk of disaster. HOT works with humanitarian and development partners including the Red Cross, Médecins Sans Frontières, UN agencies and governments.

Scope of Work

Phase 1: Plan (November 2026)

The consultant will:

- Hold a kickoff meeting with HOT.
- Agree with HOT the criteria for selecting the six cases, such as type of user, context (emergency or preparedness) and access to people.
- Draft the interview guide and the consent form.

Deliverable: Inception note with the work plan, the list of cases, the interview guide and the consent form.

Phase 2: Collect (November to January 2026)

Once HOT approves the inception note, the consultant will:

- Review other available ChatMap experiences, including HOT project records, webinars, blog posts and community reports.
- Hold 10 to 15 semi-structured interviews with ChatMap users, community leaders and partner organizations across the three regions.

- Write a short brief for each case and share it with HOT once ready, flagging findings, quotes and stories the communications team can turn into posts, blogs or short videos.

Deliverable: Six case briefs of about two pages each, with quotes and photos cleared for use.

Phase 3: Analyze and write (January 2027-February)

The consultant will:

- Compare the cases and draw lessons on what users gain, the challenges they meet, and the conditions that make ChatMap work.
- Propose a short set of indicators HOT can use to measure ChatMap's impact, based on the evidence gathered.
- Share a full draft for HOT review, then deliver the final report.

Deliverable: Final report of about 7,000 words in English, covering the cases, lessons and impact indicators, with an annex of product feedback users raised.

Proposed Process

We envision a collaborative and iterative approach. The consultant and HOT will meet every two weeks. HOT will return comments on each deliverable within five working days, and the communications team will draw on the case briefs as they arrive.

Who will you be working with on our team?

The consultant will report to Fabrizio Scrollini, Senior Director of Global Programs. HOT will introduce the consultant to ChatMap users and partners in each region, share existing project records, and connect the consultant with the ChatMap product team and the communications team.

Timeline

Activity	Date
Contract signature and kickoff	November 2026

Inception note	November 2026
Six case briefs	20 December 2026
Draft report	20 January 2027
Final report	28 Feb 2027

Budget and payment schedule

HOT will pay a fixed fee of USD 5,000, covering all fees and costs of the assignment, in two installments.

Installment	Amount	Condition	Expected date
First	USD 2,500 (50%)	Contract signature	November 2026
Second	USD 2,500 (50%)	HOT approval of the six case briefs	Feb 2027

Consultant profile

We seek a consultant with:

- Experience as a researcher, preferably with a PhD in a relevant field preferred, and a track record in qualitative research and in documenting community experiences.
- Experience in developing qualitative and quantitative impact indicators
- Knowledge of OpenStreetMap, community mapping and the humanitarian open mapping ecosystem.

- Familiarity with ChatMap and its use with communities.
- Ability to interview and write in Spanish and English.
- An existing network in the open mapping community,

Ethics, data protection and intellectual property

The consultant will obtain informed consent from every interviewee and follow the HOT Code of Conduct and HOT's data protection policies. ChatMap data often holds personal locations, photos and phone numbers. The consultant will share or publish this data only with consent, and will anonymize it in the report unless the person agrees to be named.

HOT owns all deliverables and may publish them under an open license, crediting the consultant as author.

Application Instructions

Interested candidates should send their resume (maximum 2 pages) by email to operations@hotosm.org, with the subject line “Documenting ChatMap Use Case” and your name, by 12:00 noon (UTC) on Wednesday, November 18, 2026. Applications received after this deadline will not be considered.