



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



ANNEX A

D-SE-14-T12

Second European Union Minorities and Discrimination Survey
(EU-MIDIS II)

TENDER SPECIFICATIONS





1. Description of the tender

The subject of the present call for tender is the provision of services for the implementation of the Second European Union Minorities and Discrimination Survey (EU-MIDIS II) in all 28 EU Member States as specified in Annex A.1 – Technical Specifications.

The contract notice for the present call for tenders was published on 09/09/2014 with reference number 2014/S 172-304207.

2. Division into lots

This tender is not divided into lots. Submission of a tender for only some of the tasks to be performed under the contract will lead to the rejection of the tender.

3. Purpose of the tender

The purpose of this invitation to tender is to award a Direct Services contract for the provision of the Second European Union Minorities and Discrimination Survey (EU MIDIS II).

4. Place of delivery or performance

The place of performance of the tasks shall be the contractor's premises or any other place indicated in Annex A.1 Technical Specifications.

5. Duration

The contract resulting from the present call for tenders shall enter into force the date on which it is signed by the last contracting party.

The duration of the tasks shall not exceed sixteen (16) months from the date of signature. The period of execution of the tasks may be extended only with the express written agreement of the parties before such period elapses.

The execution of the tasks is divided in two (2) phases as described in detail in Annex A.1 - Technical Specifications. Phase 1 of the contract shall enter into force on the date it is signed by the last contracting party. Initiation of Phase 2 lies with the contracting authority's decision and cannot be guaranteed at the time of contract signature. The contractor will be authorised to start implementation of Phase 2 provided that the funding necessary is available in the budget of the contracting authority and upon completion by the contractor of the pilot report in Phase 1. The contracting authority shall inform the contractor about its consent to initiate Phase 2 by a written notice in advance.

Implementation of the contract(s) may not start before the date on which the contract enters into force.

6. Volume

The maximum contract amount has been estimated at € 3.610.000,00 excluding VAT. The volume is divided in phases as follows:





- Phase 1: € 2.535.000,00
- Phase 2: € 1.075.000,00

The contracting authority may exercise the option to increase the estimated contract amount at a later stage via negotiated procedure with the successful tenderer(s) in accordance with Article 134 (1) (e) and (f) of the Rules of Application of the Financial Regulation.

Tenderer's financial offers shall not exceed the maximum contract amount above. Tenders exceeding significantly the maximum contract amount may be rejected by the contracting authority without being evaluated.

7. Terms of payment

The payment arrangements governing the contracts resulting from the present call for tenders are detailed in the relevant articles of Annex B – Draft Contract. Tenderers are strongly advised to carefully read those articles before submitting their tenders.

8. Financial guarantees

No tender guarantee is required.

Based on a risk assessment, the contracting authority will request a pre-financing guarantee in the amount of the pre-financing as stated in Annex B and in the form set out in Annex C.

No performance guarantee will be required.

9. Participation in the tendering procedure

Participation in tendering procedures is open on equal terms to all natural and legal persons coming within the scope of the Treaties and to all natural and legal persons in a third country which has a special agreement with the Communities in the field of public procurement on the conditions laid down in that agreement¹.

10. Consortia or group of service providers

Joint tenders submitted by several economic operators (a consortium or a group of companies) are allowed. In such cases, one of the members must be designated as the group leader or group manager. All members of a consortium or a group of companies (i.e. the leader and all other members) are jointly and severally liable towards the contracting authority. Changes in the composition of the consortium or group of companies must be expressly authorised by the contracting authority.

Tenderers submitting joint bids shall describe how their cooperation will be organised in order to perform the tasks specified in Annex A.1 Technical Specifications.

¹ Please note that the European Union Agency for Fundamental Rights is not part of the Agreement on Government Procurement (GPA) concluded within the World Trade Organisation. Therefore, the Agency's procurement procedures are not open to tenderers from GPA countries.





Joint tenders will be assessed as follows:

- The exclusion criteria will be assessed in relation to each economic operator individually. The Declaration of Honour with respect to the Exclusion Criteria and Absence of Conflict of Interest included in Annex C, duly signed and dated, stating that the tenderer is not in one of the exclusion situations, must be provided by each member of the consortium or the group.
- The selection criteria for economic and financial capacity will be assessed in relation to each economic operator individually. However, economic and financial criteria that shall be achieved above a certain minimum threshold (as specified in the selection criteria mentioned below) will be assessed in relation to the consortium or group of companies as a whole.
- The selection criteria for technical and professional capacity will be assessed in relation to the consortium or group of companies as a whole.

11. Subcontracting

Any intention to subcontract part of the contract must be clearly stated by the tenderer in Annex C. Tenderers must indicate the maximum percentage of the contract they intend to subcontract and the identity of those subcontractors they intend to work with whose intended share of the contract is above 10% of the total contract amount, and clearly state the nature of their links to those subcontractors.

For each subcontractor identified in the tender, tenderers must provide a Letter of Intent signed by the subcontractor stating their unambiguous undertaking to collaborate with the tenderer.

Offers involving subcontracting will be assessed as follows:

- The exclusion criteria of all identified subcontractors whose intended share of the contract is above 10% will be assessed. The Declaration of Honour with respect to the Exclusion Criteria and Absence of Conflict of Interest included in Annex C, duly signed and dated, stating that the subcontractor is not in one of the exclusion situations, must be provided by each identified subcontractor.
- Where the tenderer relies on the economic, financial, technical and professional capacity of the identified subcontractor(s) to meet the selection criteria, subcontractors shall be treated as if they were partners in a consortium or a group of companies for the purposes of the evaluation of the selection criteria, and therefore, they shall provide proof of economic, financial, technical and professional capacity as well.

Tenderers must inform the subcontractor(s) and include in their Letter of Intent that the provisions referring to checks and audits included in the Draft Contract (Annex B) may be applied to them.

Once the contract has been signed, the provisions regarding subcontracting included in the Draft Contract will apply. The contracting authority retains the right to approve or reject the proposed subcontractors.

If the tender includes subcontracting, it is recommended that contractual arrangements with subcontractors include mediation as a method of dispute resolution.





12. Visits to premises

A visit to the premises is not foreseen.

13. Date and place of opening of the tenders

Tenders will be opened at 10:30 hrs on 28/10/2014 at the contracting authority's address. An authorised representative of each tenderer may attend the opening of the bids. Companies wishing to attend are requested to notify their intention by sending a fax or e-mail at least 72 hours in advance to the fax or e-mail. This notification must be signed by an authorised officer of the tenderer and specify the name of the person who will attend the opening of the bids on the tenderers behalf.

14. Contacts between the tenderer and the contracting authority

In principle, no contact is permitted between the contracting authority and the tenderers during the tendering procedure.

However, in exceptional circumstances contact may be made on the tenderers initiative before the final date for the submission of bids, in order (and only for this reason) to clarify the nature of the contract.

Such requests for further information may be made by fax, e-mail or to the address below:

European Union Agency for Fundamental Rights
Invitation to tender No: D-SE-14-T12
Administration
Schwarzenbergplatz 11
Vienna 1040 – Austria
Fax: +43 (0)1 580 30 691 ; e-mail: procurement@fra.europa.eu

Insofar as it has been requested in good time, the additional information will be sent simultaneously to all economic operators who requested the tender documents or who have expressed interest in submitting a tender, as soon as possible and no later than six calendar days before the deadline for the submission of tenders or, in the case of requests for information received less than eight calendar days before the deadline for the submission of bids, as soon as possible after the request for information has been received. The contracting authority will not process any request for additional information made less than five working days before the deadline for submission of tenders.

The answers to the requests for additional information will also be posted on <http://fra.europa.eu/en/about-fra/procurement>. The website will be updated regularly and it is the tenderers' responsibility to check for updates and modifications during the tendering period.

Similarly, contact may in exceptional circumstances be made on the contracting authority's initiative:

- a. before the final date for the submission of bids, in order to inform interested parties of an error, a lack of precision, an omission or any other material shortcoming in the drawing up of the documents of the invitation to tender; or





- b. after the opening of bids, where a bid requires clarification or in order to correct material errors made in drawing up a bid.

Please note that in any event such contact may not result in a modification of the terms of the bid.

15. Alteration or withdrawal of tenders

Tenderers may alter or withdraw their tenders by written notification prior to the deadline for submission of tenders. No tender may be altered after the deadline for submission. Withdrawals must be unconditional and will end all participation in the tender procedure.

Any such notification of alteration or withdrawal must be prepared and submitted in accordance with the instructions on how to submit tenders included in the Invitation to tender, and the envelope must also be marked with "alteration" or "withdrawal" as appropriate.

16. Variants

Variant solutions are not allowed and will not be taken into consideration.

17. Assessment of the tenderers

Tenderers will be assessed on the basis of the exclusion (Phase I) and selection (Phase II) criteria described below.

17.1 Exclusion criteria (Phase I)

The aim of this phase is to assess if tenderers fall in any of the exclusion situations listed below and therefore, cannot take part in the tender procedure.

17.1.1 Exclusion situations

Tenderers shall be excluded from participation in the present procurement procedure if:

- a. they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b. they or persons having powers of representation, decision making or control over them have been convicted of an offence concerning their professional conduct by a judgment of a competent authority of a Member State which has the force of *res judicata*;
- c. they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify including by decisions of the EIB and international organisations;
- d. they are not in compliance with their obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;





- e. they or persons having powers of representation, decision making or control over them have been the subject of a judgment which has the force of *res judicata* for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity, where such illegal activity is detrimental to the Union's financial interests, and
- f. following another procurement procedure or grant award procedure financed by the Union's budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

Tenderers shall be excluded from the award of the contract if, during the present procurement procedure:

- g. are subject to a conflict of interest, and
- h. are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information.

17.1.2 Documentary evidence

At the tendering stage, tenderers shall declare that they are not in one of the situations listed above by submitting a signed Declaration of Honour and Absence of Conflict of Interest, in accordance with the form included in Annex C.

In addition, the tenderer to whom the contract is to be awarded (including all members of the consortium or group of companies and identified subcontractors whose intended share of the contract is above 10%) shall provide, within fourteen (14) calendar days and preceding the signature of the contract, the following documents as proof that the tenderer is not in one of the situations described above:

- for points (a), (b) and (e) above, recent extract(s) from the judicial record or, failing that, an equivalent document(s) recently issued by a judicial or administrative authority in the country of origin or provenance showing that those requirements are satisfied
- for points (a) or (d) above, a recent certificate issued by the competent authority of the State concerned.

Where the document or certificate referred to in the first two bullet points is not issued in the country concerned and for points (c) and (f) above, it may be replaced by a sworn or, failing that, a solemn statement made by the interested party before a judicial or administrative authority, a notary or a qualified professional body in its country of origin or provenance.

Depending on the national legislation of the country in which the tenderer is established, the document referred to above shall relate to legal persons and/or natural persons including, where considered necessary by the contracting authority, company directors or any person with powers of representation, decision-making or control in relation to the tenderer.

The contracting authority may waive the obligation of a tenderer to submit the documentary evidence referred to above if such evidence has already been submitted to it for the purposes of another procurement procedure and provided that the issuing date of the documents does not exceed one year and that they are still valid. In such a case, the tenderer shall declare on its





honour that the documentary evidence has already been provided in a previous procurement procedure and confirm that no changes in its situation have occurred.

Administrative or financial penalties may be imposed by the contracting authority on tenderers who are in one of the exclusion situations after they have been given the opportunity to present their observations.

These penalties are detailed in Article 109 of the Financial Regulation No 966/2012 of 25 October 2012 (OJ L 298 of 26 October 2012) and Article 145 of the Commission Delegated Regulation No 1268/2012 of 29 October 2012 on the rules of application of the Financial Regulation (OJ L 362 of 31 December 2012).

17.2 Selection criteria – Phase II

The aim of this phase is to assess if tenderers have sufficient economic and financial capacity and sufficient technical and professional capacity to perform the contract.

17.2.1 Economic and financial capacity

Proof of economic and financial capacity of the tenderers shall be furnished by the following documents and minimum requirements:

(a) Copy of the financial statements (balance sheets, and profit and loss accounts) for the last two (2) financial years for which accounts have been closed, where publication of the accounts is required under the company law of the country in which the economic operator is established. In case of a consortium, each consortium member shall present their own financial statements.

If the tenderer is not obliged to publish its accounts under the law of the state in which it is established, a copy of audited accounts for the last two (2) financial years should be presented. In case of a consortium, audited accounts for each consortium partner shall be presented.

(b) A statement of the annual average turnover for the last two (2) financial years for which accounts have been closed. The minimum average annual turnover of the tenderer shall be of 2.000.000,00 EUR. In case of a consortium, the annual average turnover for each of the partners shall be presented. The sum of the annual average turnovers of each partner will be taken into account to reach the minimum annual average turnover of 2.000.000,00 EUR.

If for some exceptional reason which the contracting authority considers justified, the tenderer is unable to provide the documentary evidence requested above, he may prove its economic and financial capacity by any other means which the contracting authority considers appropriate.

The contracting authority may waive the obligation of a tenderer to submit the documentary evidence referred to above if such evidence has been submitted to it for the purposes of another procurement procedure and still complies with the requirements above.

An economic operator may, where appropriate and for a particular contract, rely on the economic and financial capacities of other entities, regardless of the legal nature of the links it has with them. It must in that case prove to the contracting authority that it will have at its disposal the resources necessary for the performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal. The





contracting authority may require that the economic operator and the entities referred to above are jointly liable for the execution of the contract.

17.2.2 Technical and professional capacity

Proof of the technical and professional capacity of the tenderers shall be furnished by the following documents and minimum requirements:

(a) The educational and professional qualifications of the tenderer and/or those of the firms managerial staff, in particular, those of the person or persons responsible for providing the services.

The tenderer is requested to include the CVs in Europass format and the signed evaluation grids of at least the following profiles described in Section 8 of Annex A.1 Technical Specifications:

- one (1) Project Coordinator
- one (1) Senior Survey Expert
- one (1) Senior Sampling and Weighting Expert and
- twenty-eight (28) National Survey Experts, with at least one (1) per EU Member State.

A different National Survey Expert shall be assigned to each of the countries where the survey will be carried out.

The proposed CVs must possess the minimum educational and professional requirements stated in Annex A.1.

(b) A list of the principal services provided in the past three (3) years, with the sums, dates and recipients. Tenderers are required to prove that they have completed at least two (2) trans-national survey projects involving at least three (3) EU countries in the past three (3) years.

The list of the principal services shall be accompanied by certificates of satisfactory performance and completion of the services issued by clients/contracting authorities or any other form of documentary evidence proving the execution of the services for at least the two (2) projects mentioned above.

(c) A statement of the annual average manpower of the tenderer in the last three (3) years. The minimum annual average manpower in the last three (3) years shall be of at least ten (10) people.

An economic operator may, where appropriate and for a particular contract, rely on the technical and professional capacities of other entities, regardless of the legal nature of the links it has with them. It must in that case prove to the contracting authority that it will have at its disposal the resources necessary for the performance of the contract, for example by producing an undertaking on the part of those entities to place those resources at its disposal. The contracting authority may require that the economic operator and the entities referred to above are jointly liable for the execution of the contract.





18. Assessment of tenders – Phase III

The aim of this phase is to evaluate from the technical and the financial points of view the offers submitted by the tenderers. The award method is based on the best value for money.

Technical offers shall comply, with regards to the EU coverage and sample size, with the following **minimum requirements** as set out in Annex A.1 Technical Specifications:

- All 28 EU Member States shall be covered by the survey
- A minimum overall net sample size of 25,200 successfully completed interviews
- In each EU Member State, the net sample size per target group shall range between 400 and 800 respondents.

Technical offers which do not satisfy the minimum requirements above may be rejected without being evaluated as per the award criteria below.

18.1 Technical evaluation

Tenderers' technical offer will be evaluated on the basis of the following technical award criteria and their corresponding weightings:

Technical Award criteria/sub-criteria	Weighting in %
(a) Project management	25
(a.1) Work programme	40
(a.2) Composition of the project team	60
(b) Project methodology	75
(b.1) Outline of sampling approaches	30
(b.2) Outline of interviewer/enumerator selection and training methodology	15
(b.3) Research methodology	25
(b.4) Outline of the final technical report and detailed quality assurance plan	15
(b.5) Outline of the translation procedure	15
TOTAL	100

For each criterion (and sub-criterion) a number of points in a range between 0 to 100 points will be given. A tender can reach a maximum of 100 points per criterion and a maximum of 100 points in total. After the application of the corresponding weightings per criterion and sub-





criterion as per the grid above, tenders scoring less than 60% in the total overall points or less than 50% in the points awarded for a single criterion will be excluded from the rest of the assessment procedure.

For a detailed description of each award criterion and instructions on how to prepare the technical proposal please carefully read Section 23, Part 2.

18.2 Financial evaluation

18.2.1 Financial award criteria

The tender with the lowest financial offer will receive 100 points in the financial evaluation. The remaining tenders will receive lower price indicators in proportion to their prices and in accordance with the following formula:

$$\text{financial score for tender X} = (\text{lowest price} / \text{price of tender X}) * 100$$

18.2.2 Information concerning prices

The financial evaluation of the offers will be based on the prices quoted by the tenderers in their financial proposals. Tenderers must fill in the Financial Offer Form included in Annex C.

When filling in the Financial Offer Form, tenderers must take into consideration that prices shall be:

- expressed in euro. For tenders in countries which do not belong to the euro zone, tenderers shall quote their prices in euro and the price quoted may not be revised in line with exchange rate movements. It is for the tenderer to select an exchange rate and assume the risks or benefits deriving from any variation.
- inclusive of all costs and expenses, directly and indirectly connected with the goods and/or services to be supplied/provided and including all the charges (travel and subsistence), unless otherwise stated in the tender documents.
- free of all duties and taxes (in particular VAT). According to Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, the European Union Agency for Fundamental Rights is exempt from all charges, taxes and dues, including value added tax; such charges may not therefore be included in the calculation of the price quoted; the VAT amount must be indicated separately.

Prices are fixed and not subject to revision.

19. Contract award – Phase IV

The contract will be awarded to the tenderer offering the best value for money, on the basis of the following quality-price ratio:

Score for tender X = (financial score of tender X * 40 / 100) + (total quality score (out of 100) for all award criteria of tender X * 60 / 100)

20. Information to tenderers on the outcome of the tender





The contracting authority will inform tenderers of decisions reached concerning the award of the contract, including the grounds for any decision not to award a contract or to recommence the procedure.

The contracting authority will inform as soon as possible all tenderers whose tenders are rejected of the reasons for their rejection. If a written request is received, the contracting authority will inform, within not more than 15 calendar days from the date on which the written request is received, all tenderers who meet the exclusion and selection criteria, of the characteristics and relative advantages of the successful tender and the name of the tenderer to whom the contract is awarded.

However, certain details may not be disclosed where disclosure would hinder application of the law, would be contrary to public interest or would harm the legitimate commercial interests of public or private undertakings or could distort fair competition between those undertakings.

21. No obligation to award the contract

The tendering procedure shall not involve the contracting authority in any obligation to award the contract.

No compensation may be claimed by tenderers whose tender has not been accepted, including when the contracting authority decides not to award the contract.

22. Cancellation of the tender procedure

In the event of cancellation of the tender procedure, tenderers will be notified of the cancellation by the contracting authority. If the tender procedure is cancelled before the outer envelope of any tender has been opened, the unopened and sealed envelopes will be returned to the tenderers.

In no event shall the contracting authority be liable for any damages whatsoever including, without limitation, damages for loss of profits, in any way connected with the cancellation of a tender procedure even if the contracting authority has been advised of the possibility of damages.

23. How to submit the tender

All tenders must be presented in three parts:

Part 1 – Administrative Proposal

In the Administrative Proposal, tenderers must include all the information and documents required by the contracting authority for the assessment of tenderers on the basis of the exclusion and selection criteria described above. For that purpose, tenderers must fill and sign the following documents using the forms included in Annex C:

Section A: Tenderers Identification

- Tenderers identification form (administrative details). If the tenderer is a consortium or a group of companies, only the leader must fill in the form.





- Legal Entities Form, to be signed by a representative of the tenderer authorised to sign contracts with third parties. There is one form for individuals, one for private entities and one for public entities. If the tenderer is submitting a joint offer, a Legal Entities Form must be submitted by each consortium or group member. It also has to be submitted by each identified subcontractor whose intended share of the contract is above 10% of the total contract value.
- Bank Identification Form filled in and signed by an authorised representative of the tenderer and its banker. In case of a joint offer, only one of the members of the consortium or group of companies, usually the leader, must complete the Bank Identification Form.
- Power of Attorney (in case of joint offers). In case of a joint offer, the power of attorney has to be signed by the leader and all consortium partners, preferably in a single document.
- Statement on Subcontracting, indicating the intention of the tenderer to subcontract part of the contract and the percentage of subcontracting per identified subcontractor.
- Letter of Intent of identified subcontractors (only if the tenderer intends to subcontract part of the contract).

Section B: Exclusion Criteria information

- Declaration of Honour with respect to the Exclusion Criteria and Absence of Conflict of Interest. To be submitted by each consortium or group member in case of joint offers and by each identified subcontractor whose intended share of the contract is above 10% of the total contract value.

Section C: Selection Criteria (Economic and Financial capacity)

- Copy of the financial statements (balance sheets, and profit and loss accounts) for the last two (2) financial years.
- Statement on the annual average turnover for the last two (2) years.

Section D: Selection criteria (Technical and Professional Capacity)

- Educational and professional qualifications of the profiles requested in Annex A.1 Technical Specifications, including CVs of the proposed experts and signed evaluation grids.
- List of principal services performed in the last three (3) years, including documentary evidence of performance of at least two (2) projects.
- Statement on annual average manpower.

Part 2 – Technical proposal

In the Technical Proposal, tenderers must include all the information required by the contracting authority for the evaluation of tenders on the basis of the technical award criteria described in the corresponding sections of these Tender Specifications, in particular:

(a) Project management

(a.1) Work Programme





The tenderer shall present a detailed Work Programme proposal in the technical offer, indicating key stages of the project, their duration and expected milestones, and describing how the project activities will be implemented, as described in the Annex A.1 – Technical Specifications. The Work Programme shall indicate what measures will be applied to implement the survey – taking into account its scope and volume – to meet the deadlines set and ensure the quality, consistency, and timeliness of work in all stages of the survey life cycle and in each country selected to take part in the survey. The Work Programme shall also show what measures will ensure that the National Survey Experts are at all times up to date concerning their tasks, as well as measures implemented to ensure the quality of the inputs received from the National Survey Experts.

The tenderer's Work Programme shall indicate clearly the amount of time (in working days) which each team member will devote to the FRA survey.

The Work Programme shall reflect the possible contingency provisions which might have to be adopted in the course of the fieldwork with particular attention to addressing access to the target groups and low response rates in each country.

The Work Programme shall define measures to mitigate any risks that might occur during the implementation of the project.

(a.2) Composition of the project team

The tenderer shall provide details about the composition and organisational structure, and the quality of the central management and coordination team and the national fieldwork and data collection teams. The tenderer shall present a proposal outlining the organisation and composition of the central management and coordination team, including team composition in terms of expertise, balance of skills, allocation of respective roles, responsibilities and contributions to the project activities as described in sections 4 and 5 of Annex A.1 – Technical Specifications.

(b) Project methodology

The tenderer shall describe in detail the specific methodology (or methodologies) for conducting the survey considering its scope and volume, and shall justify the choice of a the proposed approach(es). The choice of approach(es) must be grounded in established social science survey methodologies and experiences in sampling and surveying ethnic minorities or immigrant populations, the background to which should be outlined. The tenderer shall describe and document their experiences of having used the chosen methodology or methodologies, in practice, taking into account, in particular, the comparative aims of the project.

(b.1) Outline of sampling approaches

The tenderer shall describe and justify in detail the proposed sampling approaches for each survey country / each target group and the sampling frame and sampling strategy(ies) to be used. At the outset, the sampling strategy(ies) outlined by the tenderer should have the aim of attaining a national coverage of the sample in the identified countries, and any measures to ensure the sample representativeness of the target population(s) within each EU Member State or the respective targeted areas – deviations from this aim need to be explained and justified.





The tenderer shall outline which procedures are seen appropriate for sampling hard-to-reach or elusive populations and describe how expected challenges might be effectively met.

The tenderer shall describe the systematic approach they propose to use for the selection of households and respondents within households to be surveyed.

The outline shall specify the sampling approaches proposed for Roma population in areas with high, medium and – where possible – low density within the framework of an optimal random (probability) sample. The implications of the choices made shall be justified in detail. The outline shall include the expected challenges of different approaches and measures how these might be effectively met.

The tenderer shall outline how to achieve a weighting scheme and estimates for a probability sample and/or the best balance between feasibility, costs, bias and precision.

(b.2) Outline of interviewer/enumerator selection and training methodology

The tenderer shall describe in detail the number of interviewers to be used in each EU Member State, as well as approaches for selection of interviewers with a view to the particular needs of interviewing the survey target groups, and the requirements this sets for the composition of the interviewing teams. The outline shall also propose specific practices to be applied during fieldwork with regard to each EU Member State and/or target groups surveyed.

The tenderer shall propose a detailed design for the interviewer training programme that ensures that the interviewers in all EU Member States receive the same training content.

The tenderer shall outline ways in which the training will prepare the interviewers to carry out the interviews, explain the goals of the interviews, deal with respondents who are not proficient in the language(s) of the EU Member State to be surveyed or are illiterate, cover the ethical and safety considerations for carrying out the interviews, and help handle stress related to the interviews.

The tenderer shall describe any measures which help gain access to hard-to-reach communities and how to develop constructive contacts with potential respondents.

(b.3) Research methodology

The tenderer shall propose and describe in detail a (comparative) survey methodology for conducting the interviews with the selected units of the target groups indicated. The tenderer shall outline the content of the background research/preparatory work and describe development of the fieldwork materials.

The tenderer shall outline, for each EU Member State and target group included in the survey, the mode of interviewing, i.e. whether they intend to use automated survey systems such as CAPI, CASI, ACASI, etc., or paper-and-pen interviewing (PAPI). In case PAPI is proposed for any of the EU Member States, the tenderer shall justify the choice and describe in detail how they intend to design the additional interviewer training (see Activity 1.3 and Activity 1.7 & 2.7 in the Technical Specifications).





The tenderer shall outline whether and which different survey systems will be used and explain the implications of having multiple modes, more specifically the way in which comparability and timeliness will be ensured.

The tenderer shall propose ways/solutions to assist respondents with language difficulties.

The tenderer shall explain in detail ways of collection, entry and processing of survey metadata, and ways of linking it to the interview data.

The tenderer shall also present a proposal on any additional measures which will be implemented during fieldwork to ensure the confidentiality of the interviews, and the safety and anonymity of the respondents. The tenderer shall outline the quality control measures (checks) to ensure that the interviews are carried out according to the outlined specifications.

The tenderer shall outline the measures they will implement across all countries, and what country-specific strategies will be foreseen to ensure that response rates are as high as possible, in order to achieve the minimum number of interviews for each EU Member State and group as indicated in the Technical Specifications (Activity 1.2).

The tenderer shall explain the procedures they will put in place to minimise non-response at various levels.

(b.4) Outline of the final technical report and detailed quality assurance plan

The tenderer shall present an outline of the final technical report and describe how the report will document all the stages of the survey in a detailed and consistent way.

In addition, the tenderer shall present a detailed quality assurance and control plan to be used in the project implementation. The quality assurance and control plan shall be developed, if possible, in accordance with applicable international standards (e.g. ISO 10005:2005 or equivalent). The document shall include, for example:

- quality objectives
- management roles and responsibilities
- control of documents and data (records)
- resources employed (financial and human resources, materials and infrastructure)
- communication within the project
- design and development of specific phases and deliverables
- management of subcontractors
- quality controls for each specific phase
- monitoring of key indicators and
- remedies for eventual problems

The tenderer shall propose a way to achieve a high level of complementarity and consistency between metadata, paradata, and data collected through the survey sample management system and during the interview.





(b.5) Outline of the translation procedure

The tenderer should explain in their Technical Offer how they will ensure the high quality and category, functional and conceptual equivalence of all the translations of the field documents – but in particular of the questionnaire – and the high standard of English of all the deliverables which will be submitted to FRA. The offer shall contain detailed information regarding the translation process in terms of quality assurance, appropriate competence of the translation teams and documentation of the translation process.

Tenderers should elaborate on all points addressed in Annex A.1 Technical Specifications in order to obtain as many points as possible. The mere repetition of mandatory requirements set out in Annex A.1, without going into details or without giving any added value, will only result in a low number of points. In addition, if certain essential points of Annex A.1 are not expressly covered by the tender, the contracting authority may decide to give a zero mark for the relevant qualitative award criteria.

The technical offer must be written with a lay person in mind. The style and presentation must, as far as is possible, be simple and clear, and free of jargon that obscures rather than promotes meaning to readers unfamiliar with it.

The technical proposal must be included in a separate envelope clearly marked as “Technical Offer”. Please note that there is no specific form to present your Technical Offer. However, it should be drawn up following the instructions above.

Part 3 – Financial Proposal

In the Financial Proposal tenderers must indicate their financial offers by completing the Financial Offer Forms included in Annex C (Section F). Prices must be included in accordance with the instructions given in the corresponding sections of these Tender Specifications. The Financial Proposal must be included inside a separate envelope clearly marked as “Financial offer”.

24. Data protection

Processing your reply to the invitation to tender will involve the recording and processing of personal data (such as your name, address and CV). Such data will be processed pursuant to Regulation (EC) No 45/2001 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data. Unless indicated otherwise, your replies to the questions and any personal data requested are required to evaluate your tender in accordance with the specifications of the invitation to tender and will be processed solely for that purpose by the contracting authority. You are entitled to obtain access to your personal data on request and to rectify any such data that is inaccurate or incomplete. If you have any queries concerning the processing of your personal data, you may address them to contracting authority’s Data Protection Officer. You have the right of recourse at any time to the European Data Protection Supervisor for matters relating to the processing of your personal data.



25. Intellectual Property Rights (IPR)

The tenderer is strongly advised to carefully read the IPR clauses included in Annex B Draft Contract regarding modes of exploitation of the results and ownership and transfer of pre-existing rights.

In the tender, all quotations or information originating from other sources and to which third parties may claim rights have to be clearly marked (source publication including the date and place, creator, number, full title, etc.) in a way allowing easy identification.

