



FRA

EUROPEAN UNION AGENCY FOR FUNDAMENTAL RIGHTS



ANNEX A.1

**F-SE-13-T12
FRANET**

**Data collection and research services on
fundamental rights issues**

TECHNICAL SPECIFICATIONS

Table of Contents

1	<i>Technical specifications</i>	3
2	<i>Contract Objectives</i>	3
3	<i>General description of obligations</i>	4
4	<i>Service requirements – Lots, deliverables and additional services</i>	4
5	<i>Language and style</i>	11
6	<i>Acceptance of deliverables</i>	12
7	<i>Place of work and delivery</i>	12
8	<i>Project team</i>	12
9	<i>Communication</i>	16
10	<i>Project monitoring</i>	16

1 Technical specifications

Overview and background information

The European Union Agency for Fundamental Rights (FRA) prepared these technical specifications in order to identify Contractors for the provision of the research and analysis services, as described in the relevant sections below, in accordance with its mandate.

The European Union Agency for Fundamental Rights (FRA) was established on 15 February 2007 on the basis of Council Regulation 168/2007¹.

The objective of the FRA, according to Article 2 of the Regulation, is to provide the relevant institutions, bodies, offices and the Member States with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate courses of action within their respective spheres of competence to fully respect fundamental rights.

According to the Council regulation 168/2007, the thematic areas of the FRA's activities are determined by a five-year Multiannual Framework (MAF) adopted by the EU Council. On 11 March 2013 the Council adopted the FRA MAF for the period 2013-2017². The FRA may be requested, in application of Article 4 of the Council regulation 168/2007, '*to formulate and publish conclusions and opinions on specific thematic topics, for the Union institutions and the Member States when implementing Community law, either on its own initiative or at the request of the European Parliament, the Council or the Commission*'. The scope of the Contract is therefore not exclusively limited to the thematic areas mentioned in the MAF.

In order to fulfil their objectives the FRA conducts research collecting relevant primary and secondary data and contextual information from EU Member States and analyses them comparatively in order to develop policy relevant reports addressed primarily to its main stakeholders, the EU institutions and EU Member States. These tasks are accomplished primarily through the work of its expert staff. In addition, the FRA develops and co-ordinates research networks of experts and organisations across the EU based on Contractual relations.

2 Contract Objectives

The objective of the Contract is to provide the FRA with research related services on fundamental rights issues, as described in the relevant sections below.

¹ COUNCIL REGULATION (EC) No 168/2007 of 15 February 2007 establishing a European Union Agency for Fundamental Rights

² For further details please see: <http://fra.europa.eu/en/about-fra/what-we-do/areas-of-work>

3 General description of obligations

The FRA produces a number of reports every year based on research involving the collection of secondary data (desk research) or primary data (fieldwork research) and comparative analyses, which are either carried out internally or may also be outsourced. These reports correspond to research projects that are outlined in the FRA's Work Programme, publicly available on its website, allowing potential Contractors to identify in advance the possible assignments that may be outsourced. The FRA may also produce ad hoc reports during the year, as necessary, based largely on data and information systematically collected throughout the year through very short ad hoc reports on specific issues. Tenderers should keep in mind that they may be required to produce data and information throughout the year and at relatively short notice, sometimes completing several assignments in parallel.

The Contractors will carry out the work on the basis of specific guidelines and templates provided by the FRA ensuring the highest scientific quality. The deliverables outlined below constitute background material for the Agency's EU level reports.

4 Service requirements – Lots, deliverables and additional services

4.1 Lots

This call for tender is divided into 29 Lots.

Lots 1-28 refer to the national level.

Lot 29 will be required to provide mainly services related to comparative social, legal and policy analysis at EU and international level.

Deliverables and additional services could be commissioned for all or for a number of lots.

<i>Lot 1</i>	<i>Belgium</i>
<i>Lot 2</i>	<i>Bulgaria</i>
<i>Lot 3</i>	<i>Czech Republic</i>
<i>Lot 4</i>	<i>Denmark</i>
<i>Lot 5</i>	<i>Germany</i>
<i>Lot 6</i>	<i>Estonia</i>
<i>Lot 7</i>	<i>Ireland</i>
<i>Lot 8</i>	<i>Greece</i>
<i>Lot 9</i>	<i>Spain</i>
<i>Lot 10</i>	<i>France</i>
<i>Lot 11</i>	<i>Italy</i>
<i>Lot 12</i>	<i>Cyprus</i>

Lot 13	Latvia
Lot 14	Lithuania
Lot 15	Luxembourg
Lot 16	Hungary
Lot 17	Malta
Lot 18	Netherlands
Lot 19	Austria
Lot 20	Poland
Lot 21	Portugal
Lot 22	Romania
Lot 23	Slovenia
Lot 24	Slovakia
Lot 25	Finland
Lot 26	Sweden
Lot 27	United Kingdom
Lot 28	Croatia
Lot 29	EU and International level comparative analysis

4.2 Deliverables and additional services

Deliverables of lots 1-28 cover the national level and deliverables of lot 29 cover the EU and international comparative level.

For lots 1 – 29:

Contractors should deliver all the deliverables in English.

Deliverables	LOT	Size	Time	Price
Information request	All LOTS	1-3 pages	10 calendar days	Fix
Short thematic report	All LOTS	10-15 pages	30 calendar days	Fix
Extensive thematic report	All LOTS	30-45 pages	3 months	Fix

Social fieldwork research	LOT 1-28	Variable	Variable	QTM
Reports of various sizes	All LOTS	Variable	30 calendar days	QTM
Comparative analysis	LOT 29	80-100 pages	4 months	Fix
Review service	All LOTS	Variable	Minimum 30 calendar days	QTM
Participation to meetings	ALL LOTS	N/A	N/A	TM

4.2.1 Information request (Lots 1 – 29)

The purpose of the Information request will be to provide, often at a very short notice, concise and very specific information on particular issues concerning fundamental rights.

As an illustration, the contents of this deliverable could include:

- Information on procedures for lodging a complaint with equality bodies;
- Information on legal provisions addressing violence against children with disabilities;
- Information on redress mechanisms for victims of severe forms of labour exploitation;
- Information on legal provisions and regulations for conducting research with children;
- Information on legal and organisational framework of victim support services;
- Information on the legal status of same sex marriages;
- Information on administrative arrangements for the detention of asylum seekers;
- Practical information, such as, for example, the identification and contact details of key stakeholders or key experts or journalists covering particular issues; information

on data-bases at international, European or national level; on networks of information as, e.g. libraries on particular fundamental rights or gender equality issues, etc.

The Contractors should deliver such information on the basis of a specific template, submission deadline and guidelines that will be provided by the FRA.

As an indication, this deliverable may be expected to be delivered at very short notice, as a minimum within ten calendar days.

Size: approximately 1-3 A4 pages (excluding annexes)

4.2.2 Short Thematic report (Lots 1 – 29)

The purpose of the Short Thematic report will be to provide specific and descriptive information and data on particular issues concerning fundamental rights in order to support comparative analysis.

The Short Thematic report will rely on desk research but may also require contacting organisations and authorities in the relevant field of research for additional information. It is expected that this deliverable will identify and describe specific information and data taking into account relevant publicly available official and unofficial statistical data, information on trends, significant policies and legal instruments, specific legal provisions, case law, other policy measures, as well as promising initiatives that could serve the development of recommendations. The report should contribute to an adequate understanding of the social, legal and policy aspects of a particular issue on the basis of substantiated evidence. Contractors may be requested to provide an overview of fundamental rights' developments over a period of time.

The Short Thematic reports will be used as background material for comparative analysis and must be factual, objective, balanced, fully substantiated and referenced.

The contractor for Lot 29 may be requested to collect and/or analyse existing statistical data collected by the FRA or generated by EU surveys and other instruments, e.g. Eurostat data, EU-SILC, Labour Force survey, Eurobarometer, etc.

The Contractors should deliver such report on the basis of a specific template, submission deadline and guidelines that will be provided by the FRA.

As an indication, short thematic reports should be delivered within thirty calendar days.

Size: approximately 10-15 A4 pages (excluding annexes)

4.2.3 Extensive Thematic report (Lots 1 – 29)

The purpose of the Extensive Thematic report will be to provide in-depth elaboration and thorough analysis on particular issues concerning fundamental rights in order to support comparative analysis. The Extensive Thematic report will require an in-depth analysis of data and information by providing a comprehensive as well as detailed elaboration of data in order to allow the FRA to have a thorough understanding on specific fundamental rights issues.

The Extensive Thematic report will rely on desk research but may also require contacting organisations and authorities in the relevant field of research for additional information. It is expected that this deliverable will provide a thorough analysis taking into account relevant publicly available official and unofficial statistical data, information on trends, significant policies and legal instruments, statistical data related to the application of legislation, specific legal provisions and legal practice, case law, other policy measures, as well as promising initiatives that could serve the development of recommendations. The report should contribute to a thorough understanding of the social, legal and policy aspects of a particular issue on the basis of substantiated evidence. Contractors may be requested to provide an overview of fundamental rights' developments over a period of time.

The Extensive Thematic reports will be used as background material for comparative analyses at EU level and must be factual, objective, balanced, fully substantiated and referenced.

The contractor for Lot 29 may be requested to collect and/or analyse existing statistical data collected by the FRA or generated by EU surveys and other instruments, e.g. Eurostat data, EU-SILC, Labour Force survey, Eurobarometer, etc.

The Contractors should deliver such report on the basis of a specific template, submission deadline and guidelines that will be provided by the FRA.

As an indication, extensive thematic reports should be delivered within three months.

Size: approximately 30-45 A4 pages (excluding annexes)

4.2.4 Social fieldwork research (Lots 1 – 28)

The purpose of social qualitative fieldwork research is to gain a rich understanding of processes, events and relationships. Social qualitative field research is especially effective in obtaining specific information about the values, attitudes, views, experiences, perceptions and social behaviour of particular populations. Its strength is its ability to

provide complex textual information on how specific target groups experience a situation linked to a fundamental rights issue. Qualitative methods are also effective in identifying intangible factors, such as social norms, socio-economic status, gender roles, ethnicity, age and religion whose role in the research issue may not be readily apparent.

As an indication the qualitative field research may involve one or a combination of the following qualitative methods:

- **In-depth interviews** (semi-structured or structured interviews, life-stories), which are optimal for collecting data on individuals' personal histories, perceptions and experiences, particularly when sensitive topics are being explored;
- **Focus group interviews**, which are effective in eliciting data on the attitudes, behaviours and norms of a particular group sharing some common characteristics and in generating broad overviews on issues related to such groups;
- **Observation** (direct or unobtrusive), which is appropriate for collecting data on social behaviours in their usual contexts;
- **Case studies**, which typically involve an in-depth examination of a particular issue.

During the implementation phase of a specific contract that involves qualitative fieldwork research, the FRA will develop specific interview material for each service request and provide the contractors with English versions of documents such as, for example, interview guidelines, information brochures and consent forms. The contractors may be required to comment on this research material and translate it into their national language. The contractors may also be required to organise specific training for interviewers involved in the fieldwork to ensure that the methodology is applied in a uniform way across all Member States concerned. The FRA may attend training sessions organised by the Contractors.

The Contractors should conduct such research on the basis of a specific template, submission deadline and guidelines that will be provided by the FRA.

Size: variable

4.2.5 Reports of various sizes (Lots 1–29)

The FRA may require data and information, as well as analyses regarding a variety of fundamental rights issues, occasionally of a very specific and/or technical nature, often at short notice. As an illustration, the contents of this deliverable could include:

- Promising initiatives and data on support services available to victims of crime;

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- Analysis of national case law citing articles of the EU Charter for Fundamental Rights;
 - Analysis of information and data about guardianship and legal representation systems in EU;
 - Supporting and facilitating fieldwork research activities at national level of quantitative/qualitative surveys carried out/commissioned by the FRA;
 - Assessment of barriers faced by women in accessing decision-making positions, or on discrimination based on sex, etc.

The contractor for Lot 29 may be requested to collect and/or analyse existing statistical data collected by the FRA or Eurostat, EU-SILC, etc.

The Contractors should deliver such report on the basis of a specific template, submission deadline and guidelines that will be provided by the FRA.

As an indication, this deliverable may be expected to be delivered at short notice, as a minimum within thirty calendar days.

Size: variable

4.2.6 Comparative analysis (Lot 29)

A comparative analysis would be based primarily on background material provided by the FRA. Its aim would be to produce a good understanding of the situation at EU level on a particular fundamental rights issue that will allow robust conclusions to be drawn on the basis of which the FRA can develop policy relevant recommendations.

As an illustration and depending on its thematic scope, this kind of analysis may refer to:

- Legislation and case law;
- The social situation based on nationally available data and contextual information;
- Policies, action plans and measures on particular issues;
- Data collected through qualitative social fieldwork research commissioned by the FRA;
- Quantitative and statistical data collected either at national level through surveys commissioned by the FRA or generated by EU surveys and other instruments, e.g. Eurostat data, EU-SILC, Labour Force survey, Eurobarometer, etc.
- A combination of the above articulating legal, social and policy analysis.

As appropriate the comparative analysis may be required also to include promising initiatives at national, EU and international level.

The Contractors should deliver such report on the basis of a specific template, submission deadline and guidelines that will be provided by the FRA.

As an indication, comparative analysis reports should be delivered within four months.

Size: approximately 80-100 A4 pages (excluding annexes)

4.3 Additional services

4.3.1 Review Service (Lots 1 – 29)

The FRA may require in the course of its work Contractors to review its reports adding, amending and/or updating information within them to ensure that they are correct, up to date and complete. The review service will be carried out through track-changes on existing documents that will be provided by the FRA.

Size: variable

4.3.2 Participation to meetings (lot 1 – 29)

During the implementation of the Framework Contract, the FRA can request the participation of Contractors to meetings (ad-hoc or project-related) at its own premises. The FRA is entitled to request the presence of a specific member of the Contractor's team.

Participation including travel and accommodation and any other cost must be covered by the Contractor and included as a service in the Price Offer.

5 Language and style

The working language of the FRA is English. The English language shall be used throughout the project duration for all deliverables and communication. All deliverables must be submitted in English at international academic publication standard. Any reports must be written in a clear, unambiguous and straightforward way, providing information and analysis that can be readily understood by non-academics. The style and presentation must be, as far as possible, simple and clear, and free of jargon that obscures rather than promotes meaning to readers unfamiliar with it. The reports should also be balanced, written in neutral language and contain no unsubstantiated

statements. Deliverables should be written according to the FRA guidelines for the submission of written material (FRA Style Guide³). Deliverables should, if possible, contain tables and other graphic presentations to improve readability.

6 Acceptance of deliverables

The procedure for accepting the deliverables shall be the following:

- The FRA receives the deliverables according to the Contract deadlines.
- The deliverable is considered as a final deliverable only after final acceptance by the FRA.

7 Place of work and delivery

The Contractors shall undertake the implementation of the services at the contractor's premises as well as at the place where the project takes place. All deliverables must be sent by e-mail to the FRA.

8 Project team

The overall responsibility for the execution of the Contract, including the implementation of all measures necessary to provide to the FRA the requested services on time and ensuring the highest quality lies with the Contractor and has to be demonstrated in their Technical Offer in accordance to the Technical Specifications and Tender Specifications.

Tenderers must present in their Technical Offer the proposed team providing relevant CVs valid as a minimum per lot, for the following profiles:

1. Project Manager, who will coordinate the project team and have the overall responsibility for the timely execution of the Contract.
2. Senior Expert, who will be responsible for the scientific quality of all deliverables.
3. Experts (legal, social, on qualitative social fieldwork research, on statistical analysis and interviewers), who must have a proven ability to carry out the research as described above.
4. English language editor

³ available on FRA web site at http://fra.europa.eu/sites/default/files/annex_2_to_annex_a1_-_fra_style_guide_for_authors.pdf

Profile	Lot	Minimum educational qualifications to be proven by supplying a CV (in EUROPASS form) and the grid under Annex C, form D.1
Project Manager	All lots	<ul style="list-style-type: none"> • University degree • Proven excellent knowledge of English (level C1) • 5 years of proven experience as project manager in managing research projects
Senior Expert	Lots 1-28	<ul style="list-style-type: none"> • Postgraduate university degree • Proven excellent knowledge of English (level C1) • At least seven years of experience in fundamental rights relevant for the country/Lot applied for, gained by research and/or teaching in universities and/or other entities conducting research • At least five scientific publications in any EU language (e.g. articles in academic journals or books or peer reviewed books by academic publishers) relevant for the country/Lot the tenderer applies for. Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of two such publications (abstract in English and full text in any EU language) must be provided.
Senior expert	Lot 29	<ul style="list-style-type: none"> • Postgraduate university degree • Proven excellent knowledge of English (level C1) • At least seven years of experience in fundamental rights gained by research and/or teaching in universities and/or other entities conducting research

		<ul style="list-style-type: none"> • At least five scientific publications in any EU language (e.g. articles in academic journals or books or peer reviewed books by academic publishers) with a particular EU/International comparative focus. Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of two such publications (abstract and full text) must be provided in English (i.e. translated, if necessary).
Legal Expert(s)	All lots	<ul style="list-style-type: none"> • University degree • Proven excellent knowledge of English (level C1) • At least two scientific publications in any EU language (e.g. articles in academic journals or books or peer reviewed books by academic publishers) relevant to the Lot the tenderer applies for. Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of one such publication (abstract in English and full text in any EU language) must be provided.
Social Expert(s)	All lots	<ul style="list-style-type: none"> • University degree • Proven excellent knowledge of English (level C1) • At least two scientific publications in any EU language (e.g. article in academic journals or books or peer reviewed books by academic publishers) relevant to the Lot the tenderer applies for. Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of one such publication (abstract in English and

		full text in any EU language) must be provided.
Social Expert on fieldwork research	Lots 1-29	<ul style="list-style-type: none"> • University degree • Proven excellent knowledge of English (level C1) • Proven evidence of participation in at least two qualitative research projects, where the expert was responsible for or carried out qualitative fieldwork research • At least two scientific publications in any EU language (e.g. article in peer reviewed academic journals or books or peer reviewed books by academic publishers) relevant to the Lot the tenderer applies for. Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of one such publication (abstract in English and full text in any EU language) must be provided
Expert on statistical analysis	Lot 29	<ul style="list-style-type: none"> • University degree • Proven excellent knowledge of English (level C1) • Proven evidence of participation in at least two research projects, where the expert was responsible for analysing and comparing quantitative research data. • At least two scientific publications in any EU language (e.g. article in academic journals or books or books by academic publishers) Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of one

		such publication (abstract in English and full text in any EU language) must be provided.
Interviewer(s)	Lots 1 - 28	<ul style="list-style-type: none"> • Proven knowledge of English (level B2) • Proven evidence of experience in at least two research projects, where the interviewer was responsible for conducting and administering qualitative/quantitative interviews and/or focus group discussions.
Language Editor	All lots	<ul style="list-style-type: none"> • Proven excellent knowledge of English (level C2) • 3 years proven experience as English language editor; a minimum of two examples of edited work in English must be provided.

9 Communication

Communication between the Contractor and the FRA shall be possible by phone during the FRA's working days and hours and through fax, electronic, and surface mail. Any written communication sent by the FRA shall be answered within two (2) working days. The Contractors should ensure that questions for clarification regarding any deliverable are addressed, if requested by the FRA by e-mail within three (3) working days. Where possible, the communication between the contractor and the FRA can also be through video and/or teleconferencing.

10 Project monitoring

The FRA will monitor the execution of the Framework Contract and Specific Contracts/Order Forms in technical and administrative terms. The Contractors should report immediately to the FRA in writing any problems encountered during the implementation of the Contract.

In addition, during the implementation of Specific Contracts/Order Forms, the FRA intends to send its staff to attend and monitor aspects of the work. This can involve observation of any activity of the project as well as meetings of the Project team. The

FRA reserves the right to attend at any stage of the execution of a Specific Contract/Order Forms without prior notice being given to the contractor. The FRA will cover all costs related to travel and accommodation of its staff in connection to such visits.