

ANNEX A.1 – TECHNICAL SPECIFICATIONS

F-SE-16-T11

“Fundamental rights survey”

1. Technical specifications

1.1. Objective

The objective of these Technical Specifications is to provide the contractor with all the necessary information that will allow them to implement the framework contract (“the contract”).

1.2. Title of the contract

The title of the contract is “**Fundamental rights survey**”.

1.3. Contracting Authority

The contracting authority is the European Union Agency for Fundamental Rights (hereinafter referred to as FRA or the Agency). The Agency was established by Council Regulation No 168/2007¹ on 15 February 2007. Its objective is to provide the relevant institutions, bodies, offices, and agencies of the European Union (EU) and its Member States with independent, evidence-based assistance and expertise relating to fundamental rights, in the domain of Union law. Data collection (including comparative data collection in the form of survey research) and analysis on the situation of fundamental rights in the EU provides the basis for the Agency’s assistance and expertise.

2. Background information

The Fundamental Rights Survey will address the deficit of robust and comparable data on people’s experiences and opinions concerning fundamental rights in the EU, which – to date – has not been collected in one survey instrument. The survey builds upon FRA’s earlier work on large-scale survey data collection, as well as taking into account data collected by other organisations in the area of fundamental rights.

2.1. Policy context

The Charter of Fundamental Rights of the European Union² sets out the fundamental rights that are protected in the EU. A reference to the Charter is habitually included in the secondary law of the EU as well as in numerous judgements of the Court of Justice of the European Union. The six titles of the Charter – Dignity, Freedoms, Equality, Solidarity, Citizens’ Rights and Justice – bring together the rights which apply to all persons in the EU. The Charter is consistent with the European Convention on Human Rights of the Council of Europe, and many of the rights protected in the Charter are also the subject of other international Conventions and treaties.

Despite long legal traditions and improvements in the protection of rights of individuals, measurement of progress across the European Union and its Member States in terms of ensuring effective protection of fundamental rights has remained sporadic. Administrative data collection is often based on different definitions and measurement practices from country to country, and results are therefore not comparable. Furthermore, administrative data – for example, as reflected in the EU Justice Scoreboard – only capture cases reported to or recorded by the authorities, with little means to estimate the overall prevalence of fundamental rights problems. Survey data collection has taken place on certain areas of

¹ Council Regulation (EC) No 168/2007 of 15 February 2007 establishing a European Union Agency for Fundamental Rights.

² European Union (2010), Charter of Fundamental Rights of the European Union, OJ 2010 C 83.

fundamental rights themes but less so on others, and lack of harmonised definitions and methods also limit the comparability of survey results. Furthermore, EU Member States differ in the extent to which they have established national surveys to collect data on various fundamental rights related issues.

At the international level, recent years have seen some important developments in terms of measurement frameworks that can be used to assess the progress of the EU and its Member States. The United Nations Office of the High Commissioner for Human Rights (OHCHR) has developed indicators that UN member states are encouraged to use when reporting to the UN treaty bodies³. The OHCHR indicator framework differentiates between structural, process and outcome indicators, corresponding to measuring existence of laws (structure), implementing measures (process), and assessment of results at the level of rights holders (outcome). As a separate development, the United Nations Statistical Commission adopted in its 47th session in March 2016 a set of indicators on sustainable development based on UN sustainable development goals⁴. The indicators are likely to contribute to the development of better tools and measures for assessing progress in various areas, including fundamental rights.

Given the wide range of rights set out in the EU Charter of Fundamental Rights and the use of the Charter as a key reference for designing the Fundamental Rights Survey, the survey can provide data for a wide variety of questions and policy areas that are linked to the work of FRA and its stakeholders; including the EU institutions and Member States. The survey results will feed into the development of policies on fundamental rights, assessment of existing measures as well as following progress at the EU and Member State level.

2.2. FRA mandate and data collection

To meet the objectives listed in Council Regulation No 168/2007, the Agency is empowered to collect, analyse and disseminate relevant, objective, reliable and comparable information and data, and to carry out scientific research and surveys.

In order to fulfil its objectives the FRA conducts research collecting relevant primary and secondary data, as well as contextual information from EU Member States, and it analyses this data comparatively in order to develop policy relevant outputs addressed primarily to its main stakeholders – EU institutions and Member States. The Agency collects available secondary data and material on the situation of fundamental rights in the EU, and utilises its own contracted research networks for this.

Where there is a lack of comprehensive and comparable EU-wide data from secondary sources (such as government statistics and existing survey research), the Agency can undertake its own primary data collection based on fieldwork – both quantitative and qualitative. At all stages of a project, the Agency works closely with contractors with respect to project development and oversight.

The Agency undertakes research and data collection in line with policy priorities and by noting data gaps where Agency research would have an added value. In order to make up for the absence of official data and to document the situation with respect to various rights and population groups, FRA has carried out several projects to collect primary survey data.

³ United Nations (2012), Human Rights Indicators. A Guide to Measurement and Implementation, Geneva, Office of the High Commissioner for Human Rights.

⁴ United Nations (2016) Statistical Commission. Report on the forty-seventh session (8-11 March 2016) (E/2016/24-E/DN.3/2016/34), New York, United Nations. The indicators are available in United Nations (2016), Report of the Inter-Agency and Expert Group on Sustainable Development Goal Indicators. Note by the Secretary General (E/CN.3/2016/2/Rev.1), New York: United Nations.

FRA Surveys*	Technical report	Questionnaire
Violence against women survey (2012)	http://fra.europa.eu/en/publication/2014/violence-against-women-eu-wide-survey-survey-methodology-sample-and-fieldwork	http://fra.europa.eu/sites/default/files/fra-violence-against-women-survey-questionnaire-1_en.pdf
Survey on discrimination and hate crime against Jews (2012)	http://fra.europa.eu/en/publication/2013/technical-report-fra-survey-discrimination-and-hate-crime-against-jews-eu-member	Included in the technical report
EU lesbian, gay, bisexual and trans (LGBT) survey (2012)	http://fra.europa.eu/en/survey/2012/eu-lgbt-survey	Included in the technical report
Roma pilot survey (2011)	http://fra.europa.eu/en/publication/2014/roma-pilot-survey-technical-report-methodology-sampling-and-fieldwork	Included in the technical report
Study on racism and social marginalisation (2008-2009)	Details on the survey methodology included in the results report: http://fra.europa.eu/en/publication/2012/experience-discrimination-social-marginalisation-and-violence-comparative-study	Included in the results report: http://fra.europa.eu/en/publication/2012/experience-discrimination-social-marginalisation-and-violence-comparative-study
EU-MIDIS (2008)	http://fra.europa.eu/en/survey/2012/eu-midis-european-union-minorities-and-discrimination-survey	http://fra.europa.eu/sites/default/files/eu-midis_questionnaire.pdf
On-going: EU-MIDIS II (2015-2016)	N/A	N/A

* Note: Year in brackets indicates the year when the data collection took place.

These large-scale surveys have mapped the scale and nature of particular fundamental rights issues, producing comparable data on, for example, experiences of discrimination. The success of FRA's surveys carried out in the last years has meant that the Agency is well-placed to undertake large-scale quantitative survey research on various themes in the field of fundamental rights.

Future surveys of the Agency aim to compare selected key results and findings over time: by identifying main tendencies through the provision of trend analyses, and by assessing achievements in policy implementation through the measurement of key indicators. Indicators capable of facilitating more standardised measurements of progress in the realisation of fundamental rights are currently being developed by FRA across its different areas of work.

2.3. Preparatory work for the Fundamental Rights Survey

Under the Agency's Annual Work Programmes 2014–2016, FRA set out to establish a new survey (repeated every 5+ years) to address the deficit of robust and comparable data – collected through one survey instrument – on key fundamental rights areas, drawing on the Charter, with regard to the general population's experiences of a range of rights 'on the ground'. This information is intended to inform policies and debates on fundamental rights in the EU. In the long term, the survey is intended to produce

EU-wide comparable trend data on the general population's experiences of different areas of fundamental rights such as unequal treatment, data protection and consumer rights.

- The survey will consist of a core module that will be repeated and which can provide data to populate selected fundamental rights indicators over time.
- Additional modules, which can change between waves, can provide more in-depth information on selected fundamental rights issues, which are identified as focus areas ahead of each survey round.

To inform the development of the Fundamental Rights Survey, FRA commissioned in July 2015 a pre-test/feasibility study⁵, which has three main parts:

1. Mapping of available **sampling frames** in the EU-28 (sampling frames include population registers and lists that can be used for sampling purposes);
2. Proposals for **survey design scenarios** that could be implemented across the EU Member States, with a focus on mixed-mode survey scenarios;
3. **Cognitive pre-testing** of selected survey questions using three different survey modes (face-to-face interview, telephone interview, online self-completion) in six EU Member States (Bulgaria, the Czech Republic, Greece, Ireland, Latvia, Sweden).

The final results of the cognitive pre-test and feasibility assessment study are due by June 2016. The preliminary results indicate that sampling frames that allow for list-based sampling of households or individuals are available in all EU Member States except Greece and Portugal. Eurofound – another EU agency – has also indicated in its terms of reference for the fourth European Quality of Life Survey⁶ those sampling frames that could be used for sampling households or individuals in selected EU Member States for a general population survey.

The draft proposals for survey design scenarios, which are part of FRA's pre-test/feasibility study, provide an overview of potential single and mixed-mode designs for the Fundamental Rights Survey, based on the availability of sampling frames and the need for the survey to optimally allocate available resources to maximise the survey's sample size while ensuring a high degree of harmonisation across the survey countries, as well as representativeness of the samples. A further consideration for FRA has been to ensure that the survey methodology that it adopts can be considered 'future proof' in terms of the plan to repeat the survey in the years to come. FRA discussed the draft survey design scenarios with renowned mixed-mode survey experts in Vienna on 4–5 February 2016.

The cognitive pre-test examines the impact of different survey modes (face-to-face interview, telephone interview, online self-completion) when collecting data based on a draft set of survey questions, as well as testing the understanding, acceptability and cross-country comparability of concepts and draft questions. The results of the cognitive pre-test will feed into the development of the questionnaire for the full-scale Fundamental Rights Survey, which will be provided to the contractor at an earlier stage of project implementation.

With the aim of avoiding any potential distortion of competition and in compliance with article 142 of the Commission Delegated Regulation No 1268/2012 of 29 October 2012 on the rules of application of Regulation No 966/2012 of the European Parliament and the Council on the financial rules applicable to the general budget of the Union, as amended, FRA makes the outputs of the FR survey pre-test/feasibility study available to all tenderers. For details on how to access those documents, see section 1 of Annex A -Tender Specifications.

⁵ FRA call for tender D-SE-15-T02 – Pre-testing and feasibility assessment for the FRA Fundamental Rights Survey. For more information see <http://fra.europa.eu/en/call-for-tender/2015/pre-testing-and-feasibility-assessment-fra-fundamental-rights-survey>.

⁶ Eurofound call for tender 141027/3618

3. Contract Objectives and Expected Results

The contractor will be responsible for all tasks involving the preparation and implementation of the Fundamental Rights Survey, as well as processing the collected data. This section summarises the main objectives of the contract as well as expected results, which are described in more detail in section 4 of these Technical Specifications.

3.1. Overall objective and description of the contract implementation

The overall objective of the services requested is the implementation of the Fundamental Rights Survey. All tasks carried out under this contract shall be executed respecting the relevant legislation and in compliance with the ICC⁷/ESOMAR⁸ International Code of Marketing and Social research practice⁹ and the WAPOR¹⁰/ESOMAR Guide for Opinion Polls.¹¹

The contractor will be required to perform various services and activities, which have been grouped in these Technical Specifications into **work packages**.

- FRA may ask the contractor to implement one or more of the work packages.
- Work packages A1 to A4 concern services that will be implemented in all EU Member States.
- Work packages B1 to B4 concern services, which may be implemented in one or more of the following non-EU countries (situation at the time of signature of the framework contract): Albania, the former Yugoslav Republic of Macedonia, Montenegro, Serbia and Turkey.
- If FRA requests the contractor to implement one or more work packages B1 to B4, the respective specific contract will define which country or countries will be covered.

Work packages for data collection in EU-28	Work packages for data collection in one or more non-EU countries
Work package A1: Preparatory work for the Fundamental Rights Survey in EU-28 (including pilot)	Work package B1: Preparatory work for the Fundamental Rights Survey in a non-EU country (including pilot)
Work package A2: Online data collection and CAPI/CASI data collection in EU-28	Work package B2: Online data collection and CAPI/CASI data collection in a non-EU country
Work package A3: Supplementary CAPI/CASI data collection in one or more EU Member States	Work package B3: Supplementary CAPI/CASI data collection in a non-EU country
Work package A4: Reporting the survey outcomes for EU-28 (including a technical report and result tables)	Work package B4: Reporting the survey outcomes for a non-EU country (including a technical report and result tables)

At the level of each EU Member State and non-EU countries, implementation of work package A2 requires that work package A1 has been implemented. Supplementary data collection under work package A3 can be implemented at the same time or after the implementation of work package A2 has

⁷ ICC: International Chamber of Commerce - The World Business Organisation

⁸ ESOMAR: The European Society for Opinion and Market Research

⁹ Available at: <http://www.esomar.org/publications-store/codes-guidelines.php>

¹⁰ WAPOR: World Association for Public Opinion Research

¹¹ Available at: http://wapor.org/pdf/ESOMAR_Codes&Guidelines_OpinionPolling_v5.pdf

started. Implementation of work package A4 requires that the previous work packages – A1, A2 and A3, as relevant – have been completed.

The same interdependencies that exist between work packages A1 to A4 – as described above – apply to work packages B1 to B4 by analogy. In addition, work packages B1 to B4 can be requested at the same time or after the corresponding work packages A1 to A4. For example, a request for the implementation of work package B1 will require that a request has been made for the implementation of work package A1, so that the contractor can base the development of survey materials and other preparatory work in work package B1 on work already carried out – or on-going – for the implementation of work package A1.

Each work package is composed of one or more activities, as described later in these Technical Specifications (section 4 – Specific Activities).

3.2. Scope of work – general

FRA plans to carry out the Fundamental Rights Survey by requesting the contractor to implement one or more work packages as set out in these Technical Specifications. The decision to implement a work package, and the volume of the services requested, will depend on the success of the previous work package(s). While FRA foresees the Fundamental Rights Survey as a mixed-mode survey, should the pilot survey – part of work packages A1 and B1 – lead FRA to conclude that the implementation of the online survey mode is not feasible and/or useful in a given country, FRA may decide **not** to request the contractor to carry out online data collection as a part of work package A2 (and B2), in one or more countries. In this case, the main stage data collection in countries where online data collection is not carried out will be composed of a CAPI/CASI data collection only.

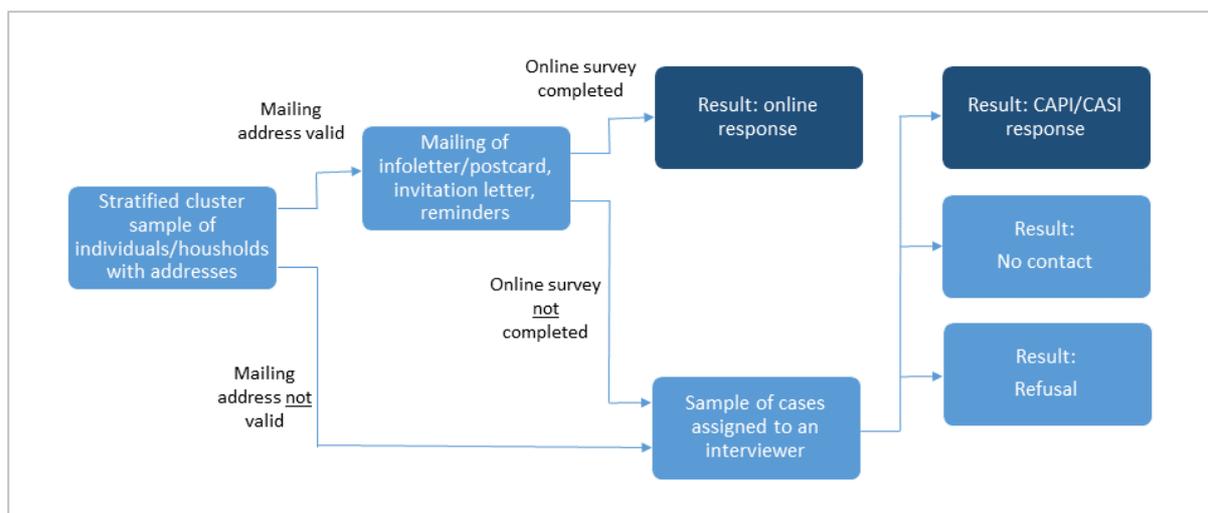
The Fundamental Rights Survey shall collect comparable data in all countries where the survey will be carried out.

To reach the objectives of the project, the contractor shall use quantitative survey research methods. The survey data shall be collected concurrently in all survey countries requested by FRA through the use of standardised data collection techniques. The survey data collection is foreseen to involve the use of a combination of survey modes, as follows:

1. recruitment of respondents by letter to complete a questionnaire online, followed by
2. CAPI/CASI¹² data collection among a sample of non-respondents of the online survey.

The following chart provides a simplified overview of the mixed-mode survey design of the Fundamental Rights Survey. The various phases described in the chart are subject to different work packages, as described in section 4 – Specific Activities, and the final design of the survey, depends on which work packages FRA decides to request the contractor to implement.

¹² In these technical specifications, 'CAPI/CASI' refers to a survey mode that is a combination of a computer-assisted personal interview and computer-assisted self-interviewing. In this case, a large part of the interview will involve computer-assisted self-interviewing (CASI), while the beginning and the end of the interview will be administered by an interviewer (CAPI).



The source questionnaire for the survey will be developed by FRA and delivered to the contractor in English. The contractor will be responsible for all aspects of data collection, management and delivery, in consultation with FRA, and in line with the work packages that FRA has requested the contractor to implement. Building upon these Technical Specifications, the survey implementation must be designed in such a way that the results of the survey can be considered representative of the population in each survey country and comparable across countries. The survey methodology must also be replicable over time when repeating the survey to compare the results at the EU and country level.

3.3. Scope of work – specific

The scope of the work that the contractor is expected to undertake across the various work packages encompasses all aspects of work relating to the Fundamental Rights Survey, including, but not necessarily limited to, the following **tasks**:

- development of a sampling design and country specific sampling plans
- finalisation of the questionnaire (together with FRA)
- development of survey materials and tools, and any necessary adaptations needed in view of implementing the different survey modes
- usability testing of the survey tools
- translation of the questionnaire and survey tools into the main language(s) in each survey country
- interviewer selection
- interviewer training
- all data collection/fieldwork including: (1) a pilot phase, (2) the full-scale online survey, and (3) CAPI/CASI phase
- quality assurance – quality control at all stages of preparation and implementation of the survey and reporting of outcomes
- data coding, entry, processing (including merging of data sets, if necessary) and development of code books
- data weighting
- calculation of selected indicators and tabulation of results
- progress and technical reports

The contractor shall assume complete legal responsibility for work undertaken for FRA under the terms of the contract. The contractor shall be responsible for ensuring the **quality, consistency, and timeliness** of work carried out in each survey country and work package.

The contractor shall develop a **quality assurance plan** for all procedures, such as monitoring the quality at all stages of the survey life cycle and all project deliverables, as appropriate in consideration of the scope and volume of the work of the survey. The quality assurance plan identifies the key indicators that will be monitored throughout the preparation and implementation of the survey, includes remedies for eventual problems, and outlines how the contractor will report on the quality indicators at each stage of the project. The contractor will be responsible for collecting and providing FRA – on a regular basis – with all information that is necessary to assess whether the targets specified in the quality assurance plan have been met.

To ensure comparability between countries, the contractor must ensure that **methods and procedures are applied consistently in all countries surveyed** in compliance with the technical specifications and within the time allocated to the project. If during the preparatory stages of the survey the contractor identifies any barriers to the consistent application of the technical specifications, they may propose to the FRA fully justified alternatives for approval but FRA is under no obligation to accept these changes.

For a more detailed description of the tasks to be carried out under each work package and the deliverables – see section 4 (Specific Activities) and section 5 (Deliverables) of these technical specifications.

3.4. Expected results

The contractor is expected to carry out the work as described in Section 4 for each work package, and to produce the respective deliverables as presented in Section 5.

4. Specific Activities

This section describes the activities that the contractor shall carry out during the project life cycle.

Please note:

The contractor shall comply strictly with **national and EU data protection legislation**, especially Regulation EC No. 45/2001 and Directive 95/46/EC, as well as regulation EC No. 322/97 on the processing of data for statistical purposes. In particular, data collected in interviews carried out with individuals in respect of their personal experiences will be processed **anonymously**, ensuring that the person cannot be identified. With respect to data subjects interviewed on an identified basis as a result of their contact details being known, the FRA shall be entitled to request and obtain access to the data processed on its behalf from contractors at any time. The FRA shall be informed promptly by contractors of any request of access and rectification that they receive directly from data subjects; contractors shall await instructions from the FRA before responding to any such request, and shall act promptly upon receiving instructions from the FRA.

4.1. Work packages for data collection in EU-28

As described in section 3.1 – Overall objectives – the services which FRA may request the contractor to carry out involve various work packages. This section describes in detail the content of these work packages, including the activities that each of the work packages contains. When describing the activities for a given work package, the Technical Specifications sometimes make reference to work

that would be carried out later in other work packages – for example, for the development of sampling plans in work package A1 it is relevant to refer to the planned modes of data collection in work package A2. However, it is important to note that this does not imply a commitment from FRA to implement both work packages, and each work package is subject to a separate specific contract, which will set out the services requested and their volume.

The following chart depicts the indicative timetable for implementing work packages A1 to A4. Implementation of work packages B1 to B4 is subject to additional funding, the availability of which cannot be foreseen. Therefore the time table for work packages B1 to B4 will be determined in the specific contract for each work package and country, in line with the overall time table concerning the implementation of similar activities in EU-28 as a part of work packages A1 to A4, and within the overall duration of the framework contract.

		Year/month																							
		2016				2017												2018							
		9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8
	Contract signature	•																							
WP A1	Preparatory work for the FR survey in EU-28																								
	Project inception meeting, quality assurance plan and briefing of National Survey Experts		•	•																					
	Development of sampling plans		•	•	•	•																			
	Questionnaire finalisation and development of all relevant fieldwork materials			•	•	•																			
	Development of the interviewer training materials				•	•																			
	Translations						•	•																	
	Developing the survey tools				•	•	•	•																	
	Testing the survey tools						•	•																	
	Setting up a (mobile) telephone 'hotline' for pilot survey respondents								•	•	•	•													
	Pilot									•	•	•													
WP A2	Online data and CAPI/CASI data collection in EU-28																								
	Sampling for online data collection in EU-28												•	•											
	Setting up a (mobile) telephone 'hotline' for survey respondents													•	•	•									
	Online data collection														•	•									
	Preparation of the data set from online data collection																•	•							
	Sampling for CAPI/CASI data collection in EU-28																	•							
	Selection and training of interviewers																	•	•						
	CAPI/CASI data collection																		•	•					

		Year/month																							
		2016				2017												2018							
		9	10	11	12	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6	7	8
	Data coding, entry and processing																			•	•				
	Weighting																			•	•				
WP A3	Supplementary CAPI/CASI data collection in one or more EU MS, including data processing and weighting																								
	Sampling for supplementary CAPI/CASI data collection in one or more EU MS																•								
	Implementation of supplementary CAPI/CASI data collection in one or more EU MS																•	•	•	•					
	Preparation of the data from supplementary CAPI/CASI data collection and merging the data set with data collected in other work packages																				•	•			
WP A4	Reporting the survey outcomes for EU-28																								
	Calculation of selected indicators and tabulation of the results																						•	•	•
	Final technical report																						•	•	•

Work package A1: Preparatory work for the Fundamental Rights Survey in the EU-28 (including pilot)

Activity A1.1: Project inception meeting, quality assurance plan and briefing of National Survey Experts

After the contract signature for work package A1, the contractor will attend a one-day meeting at FRA’s premises in Vienna to discuss the details of project activities with FRA. In advance of the inception meeting the contractor should develop a draft timetable for the survey activities, including scenarios for implementing the various work packages. At the inception meeting FRA and the contractor will also discuss the draft quality assurance plan, based on which the contractor will develop, together with FRA, the final quality assurance plan.

After the meeting, the contractor will draft an inception report, which summarises the discussions and decisions taken, and the report will be submitted to FRA for approval. The contractor will attach to the report a revised project timetable and scenarios for implementation of various work packages, indicating in detail the various project activities and deadlines which the contractor has committed to respect as well as those which may be requested by FRA under other work packages and specific contracts. Following the inception meeting, the contractor will also finalise the quality assurance plan and submit it to FRA for approval.

Following the project inception meeting, the contractor shall organise a one-day in-person briefing for the National Survey Experts from all 28 EU Member States that are assigned to work on the project at the Member States level. FRA will attend this meeting. The contractor will prepare the agenda of the meeting in close consultation with FRA. The meeting, which the contractor will chair, will serve to inform the National Survey Experts about the overall survey objectives, the project structure and timeline, the tasks and responsibilities to be assigned, and the project deliverables and associated deadlines, as well as discussing any other issues which may have an impact on the implementation of the survey. The contractor will summarise the discussions and action points in a briefing report.

Activity A1.2: Development of sampling plans

The Fundamental Rights Survey sets out to apply probability sampling methods in all survey countries in order to arrive at samples that are representative of the general population in each survey country and in the EU. This requires the use of sampling frames and procedures that allow for determining each sampling unit's probability of selection (therefore quota sampling is not accepted).

The target population which the survey aims to cover ('the universe') consists of all persons age 16 and over living in private households¹³ and whose usual place of residence is in the survey country. Persons living in institutions such as prisons, military barracks and hospitals are not included in the survey population, as well as persons who have lived in the survey country under six months.

In each country, the sampling plans will need to have the capacity to deliver samples which can be used for the implementation of 1) the online data collection and subsequent CAPI/CASI follow-up of a sample of non-respondents (two mode design), or 2) CAPI/CASI data collection without online data collection (single mode design). The table below sets out the reference units for the number of individuals/households to be invited to take part in the online survey and the number of individuals/households to be sampled for CAPI/CASI data collection, either from non-respondents of activity A2.3 – Online data collection – or without the implementation of online data collection in a country.

	Online data collection (Activity A2.3)	CAPI/CASI data collection (Activity A2.7)	
	Reference unit for the number of individuals/households* to be invited to take part in the online survey	Minimum number of questionnaires to be completed in the CAPI/CASI data collection stage	Maximum number of questionnaires to be completed in the CAPI/CASI data collection stage
Austria	1,000	1,000	2,000
Belgium	1,000	1,000	2,000
Bulgaria	1,000	1,000	2,000
Croatia	1,000	1,000	2,000
Cyprus	1,000	1,000	1,500
Czech Republic	1,000	1,000	2,000
Denmark	1,000	1,000	2,000
Estonia	1,000	1,000	1,500
Finland	1,000	1,000	2,000
France	1,000	1,000	3,500
Germany	1,000	1,000	3,500
Greece	1,000	1,000	2,000
Hungary	1,000	1,000	2,000
Ireland	1,000	1,000	2,000
Italy	1,000	1,000	3,500

¹³ All persons living in the households surveyed during a reference week, as well as those persons absent from the household for short periods due to studies, holidays, illness, business trips, etc.

Latvia	1,000	1,000	1,500
Lithuania	1,000	1,000	1,500
Luxembourg	1,000	1,000	1,500
Malta	1,000	1,000	1,500
Netherlands	1,000	1,000	3,000
Poland	1,000	1,000	3,000
Portugal	1,000	1,000	2,000
Romania	1,000	1,000	3,000
Slovakia	1,000	1,000	2,000
Slovenia	1,000	1,000	1,500
Spain	1,000	1,000	3,000
Sweden	1,000	1,000	2,000
United Kingdom	1,000	1,000	3,500

* Individuals/housholds – depending on the type of sampling frame available in the country

Should FRA request for the implementation of work package A2 – Online data collection and CAPI/CASI data collection in EU-28 – the relevant specific contract will define the volume of services requested based on the contractor’s financial offer and the reference units.

For online data collection, FRA may request the contractor to draw a sample that allows for sending postal invitations to individuals/households (depending on the sampling frame available in a country) to take part in the survey. The number of individuals/households to which the invitations will be delivered (and which must be followed up with reminders) will be defined as multiple of the reference unit, up to a maximum of 10,000 individuals/households. That is, for a given country FRA could request the contractor to invite zero, 1,000, 2,000, 3,000,... individuals/households to take part in the survey, up to a maximum of 10,000 per country.

For countries where online data collection will be requested, the sample will need to be large enough to allow for a sample of non-respondents to be drawn to reach the minimum number of interviews for the CAPI/CASI data collection, as indicated in the table above. In countries where online data collection will not be requested, a sample will be drawn specifically for the purpose of carrying out the CAPI/CASI interviews. The minimum number of completed CAPI/CASI questionnaires per country is set out in the table above. In addition, FRA may request supplementary CAPI/CASI data collection to be carried out in one or more countries, in increments of 100 completed CAPI/CASI questionnaires up to a maximum number of completions, as indicated in the table above. This supplementary CAPI/CASI data collection – that is, interviews in addition to the minimum number of completed CAPI/CASI data collection – is subject to FRA requesting the contractor to implement work package 3 – Supplementary CAPI/CASI data collection.

The contractor – under the lead of the **Senior Sampling and Weighting Expert** – will develop an optimal overall sampling strategy and – together with the **National Survey Experts** – a detailed sampling plan for each survey country, with explicit attention to the balance between bias, variance, timeliness and costs. The final sampling strategy and country level sampling plans shall be implemented only following approval by FRA. The contractor (under the responsibility of the Senior Sampling and Weighting Expert) shall work in close co-operation with FRA when developing and implementing the overall sampling strategy and the country specific sampling plans.

The basis for the sampling strategy is the **survey design** composed of two stages, where stage one involves contacting respondents by letter to complete a survey online (Activity A2.3 – Online data collection), while in stage two a sample of non-respondents for the online survey will be contacted in-person for in-person CAPI/CASI data collection (Activity 2.7). In order to allow for the second stage in-person data collection, the **sampling strategy** should be based on a stratified, clustered design.

The sampling plans for each country shall be based on the use of high-quality sampling frames that are available and can be accessed for research purposes. Frames that allow for sampling of individuals shall be preferred, followed by frames of households.

As a rule, only one person per household should complete the online Fundamental Rights Survey. As an exception, in countries where it is not possible – due to limitations of available sampling frames – to address the invitation for the online survey to a named individual and the invitation letters must be addressed to the household, the survey may ask more than one member of the household to complete the online questionnaire when this can be expected to improve the overall quality of data (instead of asking households to apply a selection rule, such as the last birthday method, to select the respondent from the household). If more than one member of the household is asked to complete the survey, FRA will decide how multiple responses per household will be treated in the analysis of the results. In terms of the number of completions, one household will be counted as one completion, even if more than one person from the household fills in the survey questionnaire.

The sampling frames used for the survey must allow the use of individuals'/households' addresses for sending postal invitations to participate in the survey, followed by in-person visits to recruit a sub-sample of non-respondents for a CAPI/CASI data collection. In countries where the invitation to complete the online questionnaire has been sent to a household (and not to a named individual), the interviewers contacting online non-respondents for CAPI/CASI data collection will use a random selection method (e.g. last birthday rule or Kish grid) to pick one person from the household for CAPI/CASI data collection.

In countries where a high-quality sampling frame is not accessible, the contractor will be required to propose other means of probability sampling such as establishing lists of addresses through enumeration of households, which involves recruiting and training the enumerators and implementing the enumeration procedure. The aim of the enumeration is to establish an address list that can be used for sending a sample of households an invitation to participate in the online survey (which is the case in countries where household address frames are used).

In each country where enumeration needs to be carried out, the contractor will be required to select and train an adequate number of experienced enumerators. For each cluster where enumeration is needed, the enumerator must be a different person from the one who would be doing the data collection in the cluster in question (Activity A2.7 – CAPI/CASI data collection). The contractor shall agree with FRA on the measures that it will take to ensure the quality of enumerators' work, carrying out random checks to see that the enumeration rules have been followed correctly.

The contractor is required to specify and justify the proposed sampling plan for each country. The final sampling design of the Fundamental Rights Survey shall be implemented upon approval by the FRA.

Activity A1.3: Questionnaire finalisation and development of all relevant fieldwork materials

Survey questionnaire

The contractor shall help ensure **conceptual** and **measurement equivalence** of the core concepts of the Fundamental Rights Survey across countries. FRA will provide the contractor with the survey questionnaire in English, in MS Word format ('source questionnaire'). The contractor will be responsible for transforming the source questionnaire into a structured format that includes all variable names, interviewer instructions, routing instructions, as well as instructions for persons responsible for programming the survey (scripting) concerning the formats of variables, single and multiple answer categories, visual presentation of the questions and any other relevant details.

The source questionnaire which FRA will develop corresponds to the questionnaire of the CAPI/CASI data collection, which will have an average duration of 50 minutes to complete in English. The

CAPI/CASI questionnaire will start off as a CAPI interview, while the respondent will be asked to answer most of the remaining questions on their own (CASI).

Based on the CAPI/CASI questionnaire, FRA and the contractor will develop the questionnaire for the online mode, where completing the questionnaire in English will have an average duration of 30 minutes. This will be achieved by assigning questions from the CAPI/CASI questionnaire into one of the following three categories: 1) Core part, 2) Split sample 1, and 3) Split sample 2. All respondents in the online mode will be asked to complete the questions included in the core part, while questions in split sample 1 and split sample 2 will each be assigned to 50 % of respondents in the online mode. That is, 50 % of respondents in the online mode will answer the core part + questions assigned to split sample 1, while the remaining 50 % of respondents will answer the core part + questions assigned to split sample 2. The online questionnaire and the split sample design can only be implemented in countries where the online questionnaire can achieve a large-enough sample size and enough responses in both sub-samples for analysis.

Earlier FRA surveys, such as EU-MIDIS I and II, and the violence against women survey, have typically asked all respondents questions about their discrimination and victimisation experiences, while only those with such experiences are asked follow-up questions related to a particular incident. Therefore, **the number of questions asked and the duration of the interview depend on a respondent's experiences and answers to previous items**. This means that the interviews of respondents who did not have experiences in areas such as discrimination or victimisation will be **significantly** shorter than the full set of questions contained in the final questionnaire, and the above-mentioned interview length is therefore an **average** time, taking into account that some interviews may be longer while others will be considerably shorter. The final Fundamental Rights Survey questionnaire will include a number of complex routing patterns to reflect this.

Additional fieldwork materials

The contractor shall develop and reproduce all relevant fieldwork materials necessary for the implementation of the survey such as materials that will be sent to the survey respondents (advance information note, invitation letter, reminder letters), enumerator instructions, maps (random route), interviewer instructions, questionnaire instructions, information for online survey respondents (survey introduction, information on data protection, frequently asked questions), show cards, contact sheets, screeners, list of services or civil society organisations that could be offered to the respondent after the interview, interviewer questionnaire, etc. (see Deliverable 4). All relevant fieldwork materials shall be translated in all survey languages (as listed under Activity A1.5 – Translations). An English version of all relevant fieldwork materials shall be sent to FRA, in good time, for review and approval before translation into other languages.

The contractor will compile a list of services, with input from FRA, which the respondent may want to contact after the end of the interview if they feel the need to further discuss their experiences or ask for advice. The services will include organisations providing support and advice for persons who have felt discriminated against, as well as services for victims of crime and any other relevant services and organisations. To the extent possible and depending on the availability in each country, the list should include relevant helplines that have a nationwide reach.

The contractor shall contact the listed services before the start of the data collection to inform them about the survey, the timing of data collection activities, and to have their agreement for being included on the list.

Activity A1.4: Development of the interviewer training materials (to be used when training the interviewers in Activity A2.6)

FRA will provide the contractor with the interviewer training materials developed in the context of its previous surveys such as EU-MIDIS II and the violence against women survey. In cooperation with FRA, the contractor – led by the Senior Survey Expert – shall develop the interviewer training package for the Fundamental Rights Survey. The training package will be used to carry out the interviewer training sessions as described in Activity A2.6 – Selection and training of interviewers – and the package shall include:

- A set of presentation slides which can be used as a basis for the interviewer training in each country
- An interviewer manual

The Contractor will be responsible for organising a two-day training for the National Survey Experts (see section 7.3 – Meetings – in these Technical Specifications). The National Survey Experts will apply this training when organising the interviewer training sessions in their respective countries. Interviewer training sessions will be based on the common presentation and the interviewer manual (both translated to the language used in each training session). Interviewers participating in the training will receive a copy of the interviewer manual, which serves as a quick reference concerning the fieldwork procedures to follow. Where relevant, National Survey Experts are expected to add to the training materials further country-specific information and instructions, as necessary. These national adaptations to the training materials must be in line with the overall project specifications as described in these Technical Specifications and as agreed between FRA and the contractor.

The interviewer training package shall describe in detail:

- how to introduce the background, purpose and topics of the study and the organisations involved in it (including FRA)
- how to use the fieldwork materials
- the procedure to be followed for selecting a respondent (where applicable)
- the structure of the questionnaires and how to conduct the interview (including instructions for operating the CASI/CAPI tool)
- how interviewers will introduce the CASI component of the CAPI/CASI data collection, and what can be done to support respondents when they are completing the CASI questionnaire
- any other technical aspects related to the work of the interviewers in carrying out the fieldwork.

In particular, the training shall address measures to:

- ensure understanding of the roles of the interviewer and the supervisor in the research process
- ensure that the rules for the selection of respondents are strictly followed
- ensure the safety of the respondents and the interviewers
- ensure confidentiality
- inform respondents of the measures taken to ensure protection of personal data
- measures to encourage participation in the survey (while the survey is voluntary)
- putting the respondent at ease when interviewing on sensitive issues
- dealing with respondents who are not proficient in the language(s) of the EU Member State to be surveyed or are illiterate
- assist persons with disabilities – long-term physical, mental, intellectual or sensory impairments – to participate in the survey
- how the data collection process will be monitored and supervised.

In developing the training materials, the contractor shall include, as applicable, relevant ethical and safety recommendations.

Activity A1.5: Translations

The contractor shall translate the survey questionnaire and all relevant fieldwork materials into the languages used in each country – as set out in the table below. Given that a high-quality translation of the survey questionnaire is crucial for the success of the survey, the translation of the survey questionnaire shall follow a specific translation procedure, while other fieldwork materials may be translated using a simplified procedure.

The contractor shall translate the survey questionnaire and other survey materials into the following survey languages:

EU-28	Languages
Austria	German
Belgium	Dutch, French
Bulgaria	Bulgarian
Croatia	Croatian
Cyprus	Greek
Czech Republic	Czech
Denmark	Danish
Estonia	Estonian, Russian
Finland	Finnish, Swedish
France	French
Germany	German
Greece	Greek
Hungary	Hungarian
Ireland	English, Irish
Italy	Italian
Latvia	Latvian, Russian
Lithuania	Lithuania
Luxembourg	French, German, Luxembourgish
Malta	Maltese, English
Netherlands	Dutch
Poland	Polish
Portugal	Portuguese
Romania	Romanian
Slovakia	Slovakian
Slovenia	Slovenian
Spain	Spanish (Castilian), Catalan
Sweden	Swedish
United Kingdom	English <i>(FRA will provide the 'source' questionnaire in English)</i>

Where the same language is listed for more than one country, it may be possible to make one translation and adapt this as necessary for each of the other countries where the same language is used. In this case, the National Survey Expert is responsible for checking the translation and assessing the need for adaptations, which should be kept to a minimum to ensure that the questions will be asked in a harmonised way in all survey countries (while taking into account differences in usage, for example between German in Austria and Germany, and English in the United Kingdom and Ireland).

Translating the survey questionnaire

The source questionnaire will be drafted in English by FRA. In translating the questionnaire, every effort shall be made to ensure **category** equivalence, **functional** equivalence and **conceptual** equivalence. FRA and the contractor will compile a glossary before the beginning of the translation process, and the National Survey Experts will be required to organise a meeting in each survey country with the translators who will be involved in the project to introduce the survey and the glossary. The

translators will also have access to questionnaires from earlier FRA surveys where some of the same questions have been used.

In translating the questionnaire into each of the survey languages, a multi-step team-based translation approach shall be applied¹⁴. In addition to the team-based translation approach, the contractor may consider carrying out a translatability assessment, where expert linguists review the questionnaire and assess the questions to determine how easily the items can be translated into various languages, based on linguists' expertise in languages from different language families.

Whereas there will be little or no difference between questions delivered in the CASI component and the online survey, questions developed for CAPI delivery may need to be slightly adapted to fit the self-completion mode as a part of the online survey.

For each translation process, the contractor sets up a translation team composed of two independent translators and an adjudicator (either the National Survey Expert or another person appointed for this role). The translators should be native speakers of the target language and have different competences – for example, the first of the two translators may have in-depth experience on working with survey questionnaires while the second has experience as a professional translator. The adjudicator should have a thorough understanding of survey research and excellent command of English and the target language.

A small number of items in the questionnaire may need to be adapted for each county, such as questions concerning respondents' level of education or income. The contractor will be required to develop together with FRA a list of answer categories for these questions and to apply the categories to the localised versions of the questionnaire. Localised questions will need to be translated and/or adapted so that they can be made available to respondents irrespective of their combination of country of residence and language of survey completion.

The contractor shall carefully document each step in the translation process recording potential problems identified, the rationale for any specific revisions, and the adjudication steps that were taken to resolve differences with regard to each translation language. For each question in the questionnaire, a record noting specific problems, revisions, and adjudication conducted in each step of the translation process shall be produced. For each questionnaire translation process, the contractor will provide FRA with the names and qualifications of the persons fulfilling the roles of translators and adjudicators, and it will need to indicate that the persons assigned to work on a given translation have signed off on it before the contractor sends the translation to FRA for approval.

The questionnaire translation process shall proceed according to the following steps.

- Step 1: Translation

The contractor shall provide the translation teams with the translation specifications tailored for the Fundamental Rights Survey, including information on the survey background, its objectives, and the application of the results.

The translation team shall conduct initial assessment of the English version, identify and record problematic words and expressions, anticipated problems and recommend solutions.

The two translators shall **independently** translate the survey questionnaire from English into the target languages.

¹⁴ The translation approach prescribed in these technical specifications is an adaptation of TRAPD approach, which is described in Harkness, J.A. (2003), 'Questionnaire translation' in: Harkness, J. A., van de Vijver, F. J. R. and Mohler, P. P. (eds.), *Cross-cultural survey methods*, New York, Wiley, pp. 35-56.

- Step 2: Review

Upon completion of the two independent translations, the translators and the adjudicator shall meet to review the translations, identify possible differences or translation options, and agree on a merged version. The contractor will document the step, indicating for each question whether the two translations (1) do not differ, (2) differ substantively, (3) differ technically. Substantial differences in translation are differences which would potentially lead to the questions being understood differently depending on the translation, while technical differences include all other cases of mismatch where the differences are not likely to affect the way the item would be understood. The contractor will submit the documented results of the review process to FRA.

- Step 3: Adjudication

The adjudicator will take a final decision about the translation and shall reconcile between suggested versions or translation options from the preceding steps.

Translating other fieldwork materials

Translation of other survey materials than the questionnaire can be carried out using a simplified translation procedure, which involves translation from the source language (English) into the survey language, followed by a quality check by the National Survey Expert and the Project Manager before the translated documents will be sent to FRA for approval. When submitting the translated documents to FRA, the contractor must indicate the names of the individuals who have signed off on the translation.

The contractor will be required to translate the other survey materials into the survey languages. The survey materials will be developed by the contractor, and they can be used only following the approval of FRA. These materials include the following:

Type of survey material	Indicative length (in Times New Roman p 11 single-spaced)
Advance information note	2 pages A4
Invitation letter	2 pages A4
First reminder letter	1 page A4
Second reminder letter	1 page A4
Survey background information note to survey respondents	2 pages A4
Letter(s) to national authorities requesting access to sampling frames, where necessary	Each letter 2 pages A4
Introduction to the online survey, including information on the survey and FRA, data protection, questions and answers	4 pages A4

Activity A1.6: Developing the survey tools

The contractor will be required to develop the data collection tools that will be tested in Activity A1.8 – Pilot. After any modifications based on the experiences from the pilot, these tools can be used in the full-scale data collection in Activity A2.3 – Online data collection, and Activity A2.7 – CAPI/CASI data collection. The data collection tools will build upon the source questionnaire (in English) finalised in Activity A1.3 – Questionnaire finalisation and development of all relevant fieldwork materials – and different language versions developed in Activity A1.5 – Translations. When developing the survey tools, the contractor and FRA will discuss promising practices and standards in online and other self-completion surveys and agree on ways to implement various question types (such as single response

and multiple response questions) in a way that the survey is easy to use and intuitive from the point of view of the respondents who will complete it with little or no assistance.

Coordination of online and CAPI/CASI data collection activities can benefit from having a single data collection tool, which can be used in both data collection Activities – either by the respondents to complete the online survey, or by interviewers to carry out the CAPI/CASI data collection (where respondents also will be asked to complete the CASI questionnaire by themselves). Should it not be possible to implement a single tool for online and CAPI/CASI data collection, or not to do so in all survey countries, the contractor must pay particular attention to ensuring that alternative solutions that have to be adopted allow for efficient case management and oversight of progress, and are user-friendly and meet the needs of both survey respondents and interviewers.

The contractor shall develop an online survey tool based on the English source questionnaire. The online survey tool will be the central data collection mechanism (same tool in all survey countries) and it must support all questionnaire language versions developed in Activity A1.5 – Translations, offering respondents a choice of their preferred language. The contractor should also ensure that the data collection tools record relevant survey paradata, and that the collected survey data can be easily complemented with relevant metadata¹⁵.

Development of the visual identity of the survey

The contractor will be responsible for developing a graphic design concept that shall include the visual design of the online survey tool and the letter templates and envelopes (in both cases full colour printing (CMYK)) that will be used for the survey materials, which will be sent by mail to the respondents or which may be handed over to the respondents before, during or after the interview. The visual identity proposals have to be as user friendly as possible, and should be designed with the intention of encouraging as many people as possible to take part in the survey. The contractor shall submit to FRA three graphic design proposals, out of which FRA will select one for further development.

Development of the online survey tool

The online survey tool must be able to apply the complex filters and skip patterns of the questionnaire. At the same time, the online survey tool should function in a variety of environments (operating systems on personal computers and tablet computers), preferably also on smartphones. In the development of the online survey tool the contractor must take into consideration existing standards and good practices on online survey design, for example in terms of design conventions and visual cues that help the respondent to differentiate between single response and multiple response items, type of the input sought from the user, etc. Furthermore, the contractor must take into consideration existing standards and good practices that help to ensure that persons with disabilities can potentially access and use the online survey tool. At the beginning of the survey, the respondents should be given the opportunity to select the language in which they prefer to complete the survey, out of all languages in which the online survey tool has been made available across the survey countries.

Design and data quality

The online survey tool should be able to adapt to the respondent's device and to display the questionnaire appropriately. **The tool must support the use of unique respondent codes (included in the invitation letter and subsequent reminder letters) to ensure that only individuals or households who have received an access code are able to complete the survey, and they have the option to pause and continue the survey at a later point in time.**

¹⁵ Survey 'metadata' refers to data about data, such as sample design, interview language, etc. In survey context 'paradata' is used to refer to data generated during the data collection process, such as length of interview, number of contact attempts, etc. For an overview of metadata and paradata see Nicolaas, G. (2011). Survey Paradata: A review, National Centre for Research Methods, available at: http://eprints.ncrm.ac.uk/1719/1/Nicolaas_review_paper_jan11.pdf.

The online survey tool must be able to reflect the overall graphic design of the survey, so that the advance information note and other survey materials, as well as the envelopes in which the materials will be sent, can be easily recognised as belonging to the same survey.

In addition to collecting respondents' answers to the survey questions, the online survey tool must be able to record selected survey paradata. This should include information concerning refusals, dropouts and response times at the level of survey questions or pages of the online survey, and information concerning the type of device and operating system used when completing the survey.

The online survey tool must allow the Project Manager and FRA to monitor in real time the number of completed and non-completed questionnaires by country. Interviewers, who will contact a sample of non-respondents in Activity A2.7 – CAPI/CASI data collection – should be able to use the online survey tool to verify before they contact a respondent or household whether they have completed the survey or not.

Development of the CAPI/CASI tool

The contractor will be responsible for designing and implementing the tool that interviewers use to carry out the CAPI/CASI data collection. In order to limit mode effects, the CASI tool should be the same or very similar to the online survey tool. At the same time, the contractor must ensure that interviewers are able to carry out the data collection also where internet connections are limited or not available. The use of a single CAPI/CASI tool in all survey countries is preferred. In case this is not possible, the contractor must present FRA with a set of measures that it will take to test different CAPI/CASI data collection tools before they are used in the field, to rule out potential programming errors and other differences between CAPI/CASI data collection systems.

Scripting

The contractor will be responsible for scripting of the survey – programming the survey questionnaire to the system used for online and CAPI/CASI data collection. The scripting will be based on the structured questionnaire format developed as a part of Activity A1.3 – Questionnaire finalisation and development of all relevant fieldwork materials.

The contractor will be responsible for developing a comprehensive set of measures for testing the accuracy and reliability of the script, reporting to FRA the measures taken to ensure a high quality of the script before it is used for data collection. As a part of the testing procedure the contractor must also test the transition from the online survey to CAPI/CASI data collection to ensure that all relevant information from the online survey stage is available to interviewers in the CAPI/CASI stage in order for them to carry out the data collection without undue delay. The scripting should take particular note of ensuring that all relevant survey paradata will be collected, both in the online survey and CAPI/CASI data collection stage.

Activity A1.7: Testing the survey tools

The contractor will organise a usability test of the online survey tool and the CAPI/CASI tool. The test will be organised in Ireland or in the United Kingdom to test early on the way the source questionnaire (developed in English) functions when transferred to the online survey tool and the CAPI/CASI tool, focussing on any problems that respondents may face when they have to complete the survey without the assistance of an interviewer (which will be the case in the online survey and for most of the CAPI/CASI survey). The respondents selected for the testing will also be asked to give feedback concerning the printed survey materials (advance information note, invitation letter, reminder letters), and their feedback will be recorded based on a structured template, which the contractor develops in

consultation with FRA. Where possible, the contractor should organise group discussions with respondents who have participated in the testing to collect their further inputs.

The contractor will recruit a minimum of 20 persons for the test, with equal numbers of women and men. People selected for the usability test should be a diverse group with respect to their age and education. The contractor will summarise the results of the testing in the testing report which will be submitted to FRA, together with the structured feedback forms. Following FRA's comments – and based on the results of the test – the contractor will revise the survey materials and tools before they can be used in the pilot.

Activity A1.8: Setting up a (mobile) telephone 'hotline' for pilot survey respondents

The contractor shall make arrangements for a (mobile) telephone hotline, which respondents can contact during the online pilot survey stage to ask for information and advice related to the survey. Calls to the hotline should be free of charge to the survey respondents. The telephone number of the hotline will be included in the survey materials, such as the advance information note, invitation letter and the reminder letters. The hotline must be open from 9 a.m. to 9 p.m. in each survey country, every day (Monday to Sunday) during the online survey data collection in the pilot (Activity A1.9) and in the survey languages indicated above in Activity A1.5.

The contractor will be responsible for recruiting and/or assigning adequate staff to operate the hotline and to ensure the capacity to process respondents' calls during the operating hours of the hotline. The contractor will also be required to train the staff responsible for the hotline concerning the project, the content of the survey and any technical issues that respondents may face when completing the online survey questionnaire. Furthermore, the contractor will set up a structured system of collecting information about main reasons for the calls received and the way the issues raised by the respondents were dealt with. During the pilot online survey data collection the contractor will report to FRA on a weekly basis, summarising the issues which have led respondents to contact the hotline in the survey countries.

Activity A1.9: Pilot

In order to ensure the functioning of the survey design and its implementation measures, the contractor will carry out **a pilot survey in all survey countries**. The pilot will test a range of survey activities, from sampling (including enumeration, where necessary) and contact procedures through to internet-based response and CAPI/CASI follow-up of non-respondents.

The pilot data collection shall be conducted with randomly selected respondents/households in each survey country, applying the approved final sampling strategy and national sampling plans for the full scale survey as developed in Activity A1.2 – Development of sampling plans. The pilot data collection will be carried out in all survey countries. In each country, 500 addresses (individuals or households, depending on the type of information available for sampling purposes) will be invited to complete the survey questionnaire online as a part of the pilot. To explore the effect of using different types of advance information note – advance letter or advance postcard – when first contacting respondents, in each country the 500 addresses selected for the pilot will be randomly assigned to two groups, so that one group (250 addresses) will receive an advance letter, while the second group (250 addresses) will receive an advance postcard.

Following the pilot online data collection, the contractor will need to achieve a net sample size of 20 CAPI/CASI interviews among the non-respondents of the online pilot stage in each survey country. The pilot CAPI/CASI data collection must be from at least two different areas in each country, representing 1) low, and 2) medium or high internet penetration. The data collected in the pilot **shall not be included** in the net sample of completed questionnaires that will be collected in Activity A2.3 – Online data collection – and Activity A2.7 – CAPI/CASI data collection. Addresses that were contacted in the pilot

stage **cannot** be re-contacted and must be removed in case they are selected for the sample used in Activities A2.3 and A2.7.

The pilot will test fieldwork procedures which will be used in the full-scale data collection in Activities A2.3 and A2.7, in particular:

1. Use of two different types of advance information note – advance letter or advance postcard – as a method of first contact
2. The adequacy and feasibility of the proposed sampling approaches
3. The overall usability and functioning of the questionnaire and the survey tool’s technical design (online survey tool and the CAPI/CASI tool), and handover of cases from online data collection stage to CAPI/CASI data collection stage.
4. The collection and monitoring of paradata and metadata

The pilots exercise will be based on the translated survey questionnaire. In addition, FRA may request up to five open questions to be added to the pilot to collect further details from respondents to help finalise the questionnaire.

After the pilot data collection the National Survey Experts will organise a debriefing session with the CAPI/CASI interviewers from the pilot to collect their inputs concerning the pilot fieldwork. FRA may attend all or some interviewer debriefing sessions in person or via teleconferencing.

The contractor is required to develop a reporting template that National Survey Experts will complete in each survey country to report back on the pilot results and experiences (including inputs from the pilot interviewer debriefing session) in a structured manner (Deliverable 8). The contractor will provide FRA with the pilot reports of all survey countries as well as a comparative analysis and list of recommendations and action points based on the pilots, and the pilot data set (in SPSS-compatible format). FRA and the contractor will discuss the conclusions of the pilot stage and decide on any changes and amendments to the questionnaire, survey tools or other fieldwork documents as may be needed to ensure that the full-scale data collection can meet its objectives. FRA and the contractor will ensure that enough time is set aside between the pilot and the launch of the full-scale survey (work package A2) to allow for adjustments to be implemented, as necessary.

Work package A2: Online data collection and CAPI/CASI data collection in EU-28

Activity A2.1: Sampling for online data collection in EU-28

Based on the overall sampling strategy and country-specific sampling plans developed as a part of Activity A1.2 – Development of sampling plans – the contractor, with the lead of the Senior Sampling and Weighting Expert, will be required to draw a sample of individuals/households (as relevant depending on the available sampling frames in each country) to be used for contacting individuals/households and inviting them to complete the online survey, in line with the number of individuals/households to be contacted in each EU Member State, as set out in the description of work package A1, Activity A1.2 – Development of sampling plans.

Activity A2.2: Setting up a (mobile) telephone ‘hotline’ for survey respondents

Building upon the work carried out in Activity A1.8 – Setting up a (mobile) telephone ‘hotline’ for pilot survey respondents – the contractor shall make arrangements for a (mobile) telephone hotline, which respondents can contact during the online survey stage to ask for information and advice related to the survey. Calls to the hotline should be free of charge to the survey respondents. The telephone number

of the hotline will be included in the survey materials, such as the advance information note, invitation letter and the reminder letters. The hotline must be open from 9 a.m. to 9 p.m. in each survey country, every day (Monday to Sunday) during the online survey data collection and in the survey languages indicated above in Activity A1.5.

The contractor will be responsible for recruiting and/or assigning adequate staff to operate the hotline and to ensure the capacity to process respondents' calls during the operating hours of the hotline. The contractor will also be required to train the staff responsible for the hotline concerning the project, the content of the survey and any technical issues that respondents may face when completing the online survey questionnaire. Furthermore, the contractor will set up a structured system of collecting information about main reasons for the calls received and the way the issues raised by the respondents were dealt with. During the online survey data collection the contractor will report to FRA on a weekly basis, summarising the issues which have led respondents to contact the hotline in the survey countries.

Activity A2.3: Online data collection

The contractor will reproduce the advance information note, invitation letter as well as the first and second reminder letters – and the envelopes in which the materials will be sent and which visibly identify the survey as agreed based on the proposals for the visual identity of the survey. All materials – including envelopes – should be produced with full colour printing (CMYK).

The contractor will be responsible for mailing the advance information note and the invitation letter to all individuals/households included in the sample, as well as the first and the second reminder letters to those respondents who have not completed the online questionnaire within the set time. Seven calendar days – or another time agreed upon by FRA and the contractor – will be left between each mailing. The online survey tool must be accessible to the respondents from the day when first invitations are mailed until the end of CAPI/CASI data collection (FRA and the contractor will assess whether access to the online survey tool should be closed already at an earlier date).

Activity A2.4: Preparation of the data set from online data collection

The contractor shall perform logic and plausibility checks to ensure that the data is of high quality, that the observations follow the structure of the questionnaire, and that the values in the final data set belong to the group of valid values for any given variable. The contractor shall submit to FRA in electronic format the code (SPSS syntax or similar) used to produce the quality checks, and data coding for quality assessment.

The contractor shall ensure that the data set from online data collection activities is complete and fully documented. The contractor will include in the data file relevant weighting variables, based on the overall sampling strategy and national sampling plans.

Activity A2.5: Sampling for CAPI/CASI data collection in EU-28

Based on the overall sampling strategy and country-specific sampling plans developed as a part of Activity A1.2 – Development of sampling plans – the contractor, with the lead of the Senior Sampling and Weighting Expert, will be required to draw a sample of individuals/households (as relevant depending on the available sampling frames in each country). In countries where FRA has requested online data collection as a part of work package A2, the sample for the CAPI/CASI data collection will be drawn from those individuals/households who were invited to complete the online survey but who did not do so. In case FRA has decided not to implement online data collection in a country, a sample for CAPI/CASI data collection will be drawn based on the overall sampling design and national sampling plans.

Taking into account possible non-contacts, refusals, etc. the contractor will be responsible for drawing a sample that allows it to achieve the number of interviews with non-respondents of the online survey as set out in the description of work package A1, Activity A1.2 – Development of sampling plans.

FRA and the contractor will use the outcome of the online data collection (Activity A2.3) to inform the distribution of the sample of online non-respondents in Activity A2.5, so that the interviews will be allocated within each country disproportionately to strata in function of the response rate achieved in the Activity A2.3 as well as internet penetration, with more interviews allocated in relative terms to strata with the lowest response rates for the online survey and lowest rate of internet penetration.

Activity A2.6: Selection and training of interviewers

The contractor will be required to ensure the availability of qualified interviewers in each survey country to carry out the data collection for Activity A2.7 – CAPI/CASI data collection.

Training the trainers

The contractor will organise an in-person train-the-trainers briefing which the National Survey Experts will be required to attend (see section 7.3 – Meetings – in these Technical Specifications). The contractor will be required to prepare and deliver the training that will give the National Survey Experts the knowledge and skills they need when training the interviewers in the survey countries. FRA will attend this briefing.

Interviewer selection

The contractor is required to determine the number of interviewers required and to assign the sample and the maximum number of interviews per interviewer taking into consideration the sample size and expected rate of non-response at the level of the selected Primary Sampling Units (PSUs). Further considerations to establish the number of interviewers include modes of data collection used in this survey (online self-completion (with no interviewers required at this stage), CAPI/CASI data collection (interviewers required)), language of the interview (where relevant), timing and length of the data collection period.

Interviewers shall have active interviewing experience of at least three months and they must have undergone adequate training in basic survey interviewing skills and computer skills necessary for carrying out interviews with CAPI/CASI questionnaires. The contractor shall be responsible for the selection of an adequate number of interviewers in order to carry out all the interviews within the foreseen fieldwork period by recruiting 10–15 % more than the number of interviewers needed in each survey country to allow for attrition and possible dismissal of interviewers who do not perform up to the required standards. One interviewer can carry out a maximum of 40 CAPI/CASI interviews.

Training of interviewers

The contractor shall ensure that all interviewers in each survey country will receive a dedicated in-person training of **at least** one full working day (minimum 7 hours of training time, excluding breaks) before commencing fieldwork for the full scale survey. The training shall be based on the interviewer training manual developed in work package A1, Activity A1.4. Only interviewers who have participated in the full-day, in-person training may be used to carry out the interviews in Activity A2.7 – CAPI/CASI data collection. The contractor will submit to FRA the agendas followed in the training sessions in each country, indicating the start and end time of the training sessions, location where the training took place, and the topics covered during the training.

The interviewer training sessions in all EU Member States shall follow the same curriculum and include any country specific issues such as the sampling strategies applied. Scripting and testing of the script must be completed (including any changes that resulted from the pilot survey – Activity A1.9) *before* the

interviewer training sessions so that the interviewers can be trained on the use of the survey tools and the script as a part of the training. After participating in the training, each interviewer will be required to carry out three test interviews. The contractor will monitor that the interviewers have completed the required number of test interviews before they can start the fieldwork.

FRA staff will participate in interviewer training sessions to ensure the overall quality of the process. For this purpose the contractor is required to inform FRA a minimum of two weeks in advance of each interviewer training session, including the exact time and place of the training sessions. The contractor should organise the interviewer training sessions so that CAPI/CASI data collection can start within two weeks from the training.

Activity A2.7: CAPI/CASI data collection

According to the sampling plans developed in work package A1, Activity A1.2 – Development of sampling plans – and the samples drawn in Activity 2.5 – Sampling for CAPI/CASI data collection in EU-28 – the contractor will implement CAPI/CASI data collection. In countries where online data collection has taken place (Activity A2.3) this will involve contacting addresses (individuals or households) that have not answered the survey after a set time since the launch of online data collection (Activity A2.3). In countries where online data collection has not taken place, a sample of addresses (individuals/households) that has been drawn in Activity A2.5 specifically for the purpose of CAPI/CASI data collection will be used.

The part of the questionnaire for which data will be collected using CAPI will be done in each country using the languages listed under work package A1, Activity A1.5. In the CASI component the respondent can be given the choice of using the same or other survey languages, from all the languages in which the CASI data collection tool is available.

Interviewers shall inform respondents that their participation is **voluntary** and that their **anonymity** will be ensured. Respondents shall be offered the possibility to do the interview either in their home or at another location of their choice. After each interview the interviewers shall fill in a short post-interview questionnaire (developed by the contractor in consultation with FRA) concerning the characteristics and success of the interview, including paradata of the interview.

The contractor shall ensure that data collection is conducted in all countries using the questionnaire and the other fieldwork materials that have been approved by FRA, and that the contact and interviewing methods correspond to the procedures laid down in the interviewer training materials developed in work package A1, Activity A1.3 – Questionnaire finalisation and development of all relevant interviewer training materials.

The contractor should plan the CAPI/CASI data collection activities with a view of achieving a response rate of 50 % in all countries (calculated using the RR3 formula of AAPOR¹⁶).

The National Survey Experts shall also carry out **random** back-checks based on completed questionnaires to ensure that data collection has been conducted correctly. This includes the National Survey Expert contacting randomly selected respondents to ascertain that the appointment has taken place and it has been carried out according to the instructions. At least 10 % of the completed questionnaires in each of the survey countries must be checked in this way. Remedy actions for any anomalies detected during the back-checks should be outlined in the quality assurance plan. FRA shall be informed immediately in case quality criteria are not fully met to discuss and agree on possible solutions.

¹⁶ See <http://www.aapor.org/Education-Resources/For-Researchers/Poll-Survey-FAQ/Response-Rates-An-Overview.aspx>

Activity A2.8: Data coding, entry and processing

The contractor will provide all data files in SPSS-compatible format. A unique and anonymised identifier shall enable linking observations from different data files at the level of individual respondents and/or households.

The contractor shall perform logic and plausibility checks to ensure that the data is of high quality, that the observations follow the structure of the questionnaire, and that the values in the final data set belong to the group of valid values for any given variable. The contractor shall submit to the FRA in electronic format the code (SPSS syntax or similar) used to produce the quality checks, and data coding for quality assessment.

In the case of education – a core socio-demographic variable – the questionnaire will use country-specific classifications, which will be developed in view of harmonising the classifications for comparative analysis during data coding (using ISCED 2011 classification framework). Any data referring to currencies will be converted into euro, using the conversion rates valid at the time of fieldwork. The final data files shall include relevant variables both with national coding and with harmonised coding.

Main data file (net sample)

The contractor shall merge data collected in Activity 2.3 – Online data collection – and Activity 2.7 – CAPI/CASI data collection into a single SPSS-compatible data file. The data file shall include both respondents' answers to the survey questions as well as data from interviewers' post-interview questionnaires (from CAPI/CASI data collection stage) and meta- and paradata collected during the implementation of Activities 2.3 and A2.7 (including metadata that has been collected as a part of the developing the sample design).

The data file should clearly indicate whether an observation was the result of online data collection (Activity A2.3) or CAPI/CASI data collection (Activity A2.7).

Supplementary data file (gross sample)

A second data file shall contain the collected meta- and paradata on the gross sample. This includes information from the sampling frame, contact attempts, PSU, regional information (at NUTS 3¹⁷ level, LAU 2¹⁸) and degree of urbanisation (DEGURBA¹⁹). FRA will agree with the contractor what additional data concerning the gross sample could be added in the case of countries where the sample has been drawn on the level of individuals (e.g. if the registers make available further information concerning the individuals such as age or education).

Disclosure control

The contractor will carry out a disclosure control assessment of the main data file to determine whether the data set contains variables that could be used to directly or indirectly identify any of the survey respondents. Based on this assessment, FRA and the contractor will agree on disclosure control measures which the contractor will apply in order to produce a separate (additional) version of the full survey data set. Relevant disclosure control measures may involve – for example – suppressing variables or recoding answer categories to prevent identification of respondents. This will be done in view of FRA making the survey data set available to interested researchers after FRA has carried out its own analysis of the results.

¹⁷ NUTS: Nomenclature of Territorial Units for Statistics

¹⁸ LAU: Local Administrative Unit

¹⁹ DEGURBA: Degree of Urbanisation – Local Administrative Units. Available at:

http://ec.europa.eu/eurostat/ramon/miscellaneous/index.cfm?TargetUrl=DSP_DEGURBA

Codebooks

All data files shall be fully documented in a codebook – that is, all variable names and value labels shall be included in English, and the variable names shall make reference to the relevant question numbers in the questionnaire.

Activity A2.9: Weighting

The contractor shall propose a weighting strategy with relevant justification (including trimming) to be approved by FRA. After the final weighting strategy has been approved, the contractor will be responsible for implementing the weights – including e.g. design weights, post-stratification weights, and cross-national weights – in the full survey data set (including data collected under Activity A2.3 – Online data collection – and Activity A2.7 – CAPI/CASI data collection), accompanied by a qualitative assessment and documentation. Weighting schemes shall be developed following the overall sampling strategy and national sampling plans, under the lead of the Senior Sampling and Weighting Expert. Weighting shall correct for unequal selection probabilities arising at each stage of sampling and include post-stratification calibration. Weighting shall allow estimating the variance, sampling error and design effect for core variables. The contractor shall include weighting variables in the main data file in view of analysis of the results at the national level and for analysis on the EU-level.

Work package A3: Supplementary CAPI/CASI data collection in one or more EU Member States, including data processing and weighting
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This work package includes activities needed to carry out supplementary CAPI/CASI data collection, building upon the preparatory activities outlined in work package A1 and main online and CAPI/CASI data collection activities under work package A2. Should FRA request the implementation of work package A3 in one or more EU Member States, FRA and the contractor will agree on the timeframe for completing the supplementary CAPI/CASI data collection activities.

Activity A3.1: Sampling for supplementary CAPI/CASI data collection in one or more EU Member States

Based on the overall sampling strategy and country-specific sampling plans developed as a part of Activity A1.2 – Development of sampling plans – FRA may ask the contractor to draw in one or more EU Member States a supplementary sample of individuals/households. In countries where online data collection (Activity A2.3) has taken place, the supplementary CAPI/CASI data collection involves a sample of individuals/households who were invited to complete the online survey but did not do so. In countries where online data collection has not taken place, the supplementary CAPI/CASI data collection would be based on a separate sample drawn for this purpose, based on the sampling plans. The selection of the supplementary sample will follow the same procedure as outlined for work package A2, Activity A2.5 – Sampling for CAPI/CASI data collection in EU-28.

Activity A3.2: Implementation of supplementary CAPI/CASI data collection in one or more EU Member States

Supplementary CAPI/CASI data collection activities will follow the same steps as defined earlier for work package A2. That is, the contractor will be responsible for ensuring the availability of experienced, trained interviewers for carrying out the CAPI/CASI data collection using the CAPI/CASI tool developed in work package A1, Activity A1.6 – Developing the survey tools. The preferred option will be for using in the supplementary CAPI/CASI data collection the interviewers trained as a part of the implementation of work package A2 – however, depending on the scope and timing of the supplementary interviews the contractor may need to train additional interviewers based on the

interviewer training materials and following the procedure described in work package A2, Activity A2.6: Selection and training of interviewers.

Activity A3.3: Preparation of the data from supplementary CAPI/CASI data collection and merging the data set with data collected in other work packages

After the end of the supplementary data collection activities, the contractor will be responsible for data coding, entry, processing and weighting in line with the specifications for work package A2, Activities A2.8 and A2.9. In case of work package A3, data coding, entry, processing and weighting will also entail merging of data sets collected in work package A3 with the data collected under work package A2, as well as any adjustments that are needed to the weighting scheme of the merged data set, so that the data collected in work packages A2 and A3 can be analysed as one data set.

Work package A4: Reporting the survey outcomes for EU-28 (including a technical report and result tables)

This work package involves producing an overview of selected survey results as well as developing a detailed technical description of the survey data collection, data processing and outcomes of data collection activities.

Activity A4.1: Calculation of selected indicators and tabulation of the results

FRA will provide the Contractor with a list of selected indicators to be calculated. The indicators will reflect survey questions, for example the share of respondents who had felt discriminated against (out of all respondents who might have been exposed to a given form of discrimination), the share of respondents who said that they are aware of organisations that provide advice and support concerning fundamental rights issues, had been victims of certain types of crime, etc.

Tables presenting the results for the selected indicators must be accompanied with the programming code (such as SPSS syntax) used for the calculation of the indicators and the tabulation of results.

Activity A4.2: Final technical report

The contractor will prepare a final technical report after fieldwork has been completed. In addition to the overall description of the survey research methodology, the report should present information on each country and it should describe the fieldwork with respect to (1) assumptions/plans at the start of fieldwork, (2) outcomes, (3) challenges, (4) quality control indicators, and (5) solutions implemented concerning each of the following themes:

- a) design and application of sampling strategies
- b) geographic coverage and distribution
- c) success / (non-)contact and (non-)response rates
- d) interviewer feedback
- e) weighting

In addition to the above broad themes, the final technical report should describe all aspects of data collection; including, for example, questionnaire translation, development of the survey tools, interviewer selection and training, and implementation of the data collection modes in the field. Detailed

information should be provided on, for example, contacts, refusals, recalls, incomplete questionnaires etc. according to survey modes and other criteria. The report shall take into account the quality assurance plan and document any deviations as well as remedial measures. The report should present information, wherever possible, using tables and graphs, comparing results between the survey countries.

The contractor shall describe and document in the technical report the methods used in data coding and harmonisation of national classifications. The weighting procedure must be documented in detail in the technical report.

The technical report must make recommendations, on the basis of its findings, about the most appropriate sampling and questionnaire application methods to use for future survey research on fundamental rights. The technical report should highlight any difficulties that arose in the course of implementing the survey (difficulties in translating concepts, contacting respondents, soliciting responses – in general and with respect to certain questions, etc.). In due course, FRA intends to publish the contents of this report.

4.2. Work packages for data collection in one or more non-EU countries

The work packages B1 to B4 involve preparation of survey tools, implementation of online data collection and CAPI/CASI data collection, as well as reporting on the results when carrying out the survey in a non-EU country. FRA may request the contractor to implement the work packages in one or more of the following countries: **Albania, the former Yugoslav Republic of Macedonia, Montenegro, , Serbia and Turkey**. FRA may request the contractor to deliver the services outlined in work packages B1 to B4 multiple times – for example, requesting first the implementation of work package B1 for country X, and later requesting the implementation of the same work package for country Y.

Wherever possible, the implementation of work packages B1 to B4 for a survey in non-EU countries should build upon the work already carried out in the context of the implementation of corresponding work packages A1 to A4 that concern the survey in EU-28. For example, interviewer training materials developed as a part of work package A1, Activity A1.4 can be used as a basis for the interviewer training materials that are needed to carry out the survey in a non-EU country, and only small adaptations would be needed to use the materials developed for EU-28 to carry out a survey in one or more of the selected non-EU countries.

Should FRA request the implementation of work packages B1 to B4 in one or more non-EU countries at the same time as work packages A1 to A4 are being implemented in EU-28, the contractor should make efforts to find synergies that facilitate the parallel implementation of the work packages. For example, if FRA were to request at the same time the contractor to implement work packages A1 – Preparatory work for the Fundamental Rights Survey in EU-28 – and B1 – Preparatory work for the Fundamental Rights Survey in a non-EU country, the National Survey Expert responsible for implementing the work package in a non-EU country should participate in the briefing of National Survey Experts responsible for the 28 EU Member States (as a part of Activity A1.1 and B1.1 respectively).

Work package B1: Preparatory work for the Fundamental Rights Survey in a non-EU country
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This work package requires the contractor to implement, by analogy, in one of the selected non-EU countries all the activities set out in work package A1 – Preparatory work for the Fundamental Rights Survey in EU-28. Reflecting work package A1, the activities in work package B1 include the following:

- Activity B1.1: Project inception meeting, quality assurance plan and briefing of National Survey Experts
- Activity B1.2: Development of sampling plans
- Activity B1.3: Questionnaire finalisation and development of all relevant fieldwork materials
- Activity B1.4: Development of the interviewer training materials
- Activity B1.5: Translations
- Activity B1.6: Developing the survey tools
- Activity B1.7: Testing the survey tools
- Activity B1.8: Setting up a (mobile) telephone ‘hotline’ for pilot survey respondents
- Activity B1.9: Pilot

For Activity B1.2 – Development of sampling plans – the contractor will be required to develop a sampling plan for each country requested by FRA. The national sampling plans must be able to deliver samples that can serve as a basis for the implementation of Activities B2.3 – Online data collection – and B2.7 – CAPI/CASI data collection – in line with the following numbers of individuals/households contacted and questionnaires completed:

	Online data collection (Activity B2.3)	CAPI/CASI data collection (Activity B2.7)	
	Reference unit for the number of individuals/households* to be invited to take part in the online survey	<u>Minimum</u> number of questionnaires to be completed in the CAPI/CASI data collection stage	<u>Maximum</u> number of questionnaires to be completed in the CAPI/CASI data collection stage
Albania	1,000	1,000	1,500
Former Yugoslav Republic of Macedonia	1,000	1,000	1,500
Montenegro	1,000	1,000	1,500
Serbia	1,000	1,000	2,000
Turkey	1,000	1,000	3,500

The national sampling plans should also be able to adapt to a higher number of individuals/households contacted for online data collection, as a multiple of the reference unit listed above up to a maximum of 10,000 individuals/households.

Regarding Activity B1.5 – Translations – the following table indicates the language(s) required for survey implementation in each country:

Country	Languages
Albania	Albanian
Former Yugoslav Republic of Macedonia	Macedonian, Albanian
Montenegro	Montenegrin, Serbian
Serbia	Serbian, Hungarian
Turkey	Turkish

As concerns activities related to the development and translation of the survey questionnaire, and scripting the questionnaire for the online tool, some questions may need to be adapted, compared with the English ‘source’ questionnaire, in order to reflect the fact that specific elements of EU law, policies and procedures may not be relevant in countries that are not EU Member States.

Work package B2: Online data collection and CAPI/CASI data collection in a non-EU country

This work package requires the contractor to implement, by analogy, in one of the selected non-EU countries all the activities set out in work package A2 – Online data collection and CAPI/CASI data collection in EU-28. Reflecting work package A2, the activities in work package B2 include the following:

- Activity B2.1: Sampling for online data collection in a non-EU country
- Activity B2.2: Setting up a (mobile) telephone ‘hotline’ for survey respondents
- Activity B2.3: Online data collection
- Activity B2.4: Preparation of the data set from online data collection
- Activity B2.5: Sampling for CAPI/CASI data collection in a non-EU country
- Activity B2.6: Selection and training of interviewers
- Activity B2.7: CAPI/CASI data collection
- Activity B2.8: Data coding, entry and processing
- Activity B2.9: Weighting

The contractor shall ensure that the data set which results from work package B2 has the same structure as the respective data sets from work package A2, and the contractor shall merge the data collected in work package B2 with data collected in work package A2 (and A3, as relevant).

Work package B3: Supplementary CAPI/CASI data collection, including data processing and weighting, in a non-EU country

This work package requires the contractor to implement, by analogy, in one of the selected non-EU countries all the activities set out in work package A3 – Supplementary CAPI/CASI data collection, including data processing and weighting. Reflecting work package A3, the activities in work package B3 include the following:

- Activity B3.1: Sampling for supplementary CAPI/CASI data collection in a non-EU country
- Activity B3.2: Implementation of supplementary CAPI/CASI data collection in a non-EU country
- Activity B3.3: Preparation of the data from supplementary CAPI/CASI data collection and merging the data set with data collected in other work packages

The contractor shall ensure that the data set which results from work package B3 has the same structure as the respective data sets from work packages A2, A3 and B2, as relevant, and the contractor shall merge the data collected in work package B3 with data collected in work packages A2, A3 and B2, as relevant.

Work package B4: Reporting the survey outcomes for a non-EU country

This work package requires the contractor to implement, by analogy, in one of the selected non-EU countries all the activities set out in work package A4 – Reporting the survey outcomes for EU-28. Reflecting work package A4, the activities in work package B4 include the following:

- Activity B4.1: Calculation of selected indicators and tabulation of the results
- Activity B4.2: Final technical report

5. Deliverables

All written deliverables shall be submitted in English, copy-edited by an editor with language skills in English comparable to mother-tongue competence. They shall be written in a clear and unambiguous way, providing information and analysis that can be readily understood by a non-academic reader. The style shall be balanced and contain no unsubstantiated statements. The contractor shall receive the FRA Style Guide which contains detailed instructions on issues to be taken into account when drafting the reports.

The written documents shall be delivered in PC compatible, MS Office compatible electronic files. They shall contain visual elements (for example graphs, boxes or pictures) to enhance readability. The size of each written deliverable is defined in terms of A4 pages applying Times New Roman font 11pt, single spaced.

The contractor shall provide FRA with the deliverables, respecting the deadlines mentioned below in months from the signature of the contract. All deliverables shall be revised by the contractor according to FRA recommendations, as necessary, and returned within the deadline specified in the contract.

All deliverables listed below apply to the results of work packages A1 to A4. Most of the listed deliverables also apply to the results of work packages B1 to B4. The exceptions from this are the following:

- Deliverable 6 – Proposals for the visual identity of the survey. This deliverable is a part of the outcomes of work package A1, Activity A1.6, and once the visual identity has been developed for the survey in EU-28, the same visual identity should be used in non-EU countries – therefore this deliverable is not needed for work package B1, Activity B1.6.
- Deliverable 7 – Testing report. The usability test of the survey tool (work package A1, Activity A1.7) needs to be done only once in the context of Activity A1.7, and therefore corresponding deliverable is not needed for work package B1, Activity B1.7.

The contractor should note that – to the extent possible – deliverables for work packages B1 to B4 can build upon the deliverables of corresponding work packages A1 to A4 in terms of structure and content, as relevant. Should FRA request the contractor to implement simultaneously work packages that concern EU-28 and one or more non-EU countries, the contractor can merge the deliverables for these into a single document/data file. For example, should FRA request, after survey data collection activities in EU-28 and one non-EU country, the contractor to implement work packages A4 – Reporting the survey outcomes for EU-28 – and B4 – Reporting the survey outcomes for a non-EU country – the contractor can submit as a result of Activities A4.2 and B4.2 one single technical report that contains all relevant information concerning the survey implementation and outcomes in the 29 countries (EU-28 plus one non-EU country).

Deliverable 1: Inception report and briefing report

Within five working days after the inception meeting, the contractor shall submit a short (1) Inception Report to FRA. The report shall list the decisions made in the inception meeting concerning the work and a timetable with actual dates for the submission of deliverables based on the deadlines indicated in these Technical Specifications

Within five working days after the briefing of the National Survey Experts, the contractor will submit a (2) Summary briefing report describing the discussions, issues to consider in view of the survey implementation, and action points for the contractor, FRA, and the National Survey Experts.

Size: Inception report and Briefing report maximum 10 pages each (excluding annexes)

Language: English

Deadline: Inception report – 5 working days after the inception meeting; Briefing report – 5 working days after the briefing of national survey experts

Linked to: Work package A1, Activity A1.1; Work package B1, Activity B1.1

Deliverable 2: Quality assurance plan

Based on the discussions at the inception meeting concerning the draft quality assurance plan, the contract will prepare the quality assurance plan, after which FRA will revise the plan and the contractor and FRA will agree on the final version. The quality assurance plan identifies the key indicators that will be monitored throughout the preparation and implementation of the survey, building on the description of activities in Annex A.1 – Technical Specifications. The contractor shall ensure that all information that is necessary for assessing the key quality indicators is collected at each stage of the project.

Size: Maximum 20 pages

Language: English

Deadline: 20 working days after the inception meeting

Linked to: Work package A1, Activity A1.1; Work package B1, Activity B1.1

Deliverable 3: Overall sampling strategy and country-specific sampling plans

The contractor shall develop the overall sampling strategy and national sampling plans for each country, based on the best and most appropriate sampling frames available. For countries where sampling frames are not available, the contractor will develop another sampling procedure, for example developing a frame through enumeration.

The overall **sampling strategy** shall aim at achieving a random probability sample and a nationwide coverage in each survey country. The sampling proposal shall be developed under the lead of the Senior Sampling and Weighting Expert and in close co-operation with the National Survey Experts. The sampling strategy must be justified and grounded on available data and research, and it needs to include

a detailed overview of steps necessary for its implementation. The sampling strategy should also already take into account the need to develop a weighting strategy for the final survey data set.

The **sampling plans** should provide detailed information for each survey country, including:

- Source of population statistics used
- Sampling frame to be used
- Unambiguous definition of sampling units in each sampling stage
- Stratification of the population: stratification variables, justification for their selection, definition of the strata, population size per stratum.
- Detailed presentation of the sampling procedures for sampling units at each stage of sample selection
- Gross and net sample size

Size: Overall sampling strategy: 10 pages; Sampling plans for each country: maximum 5 pages each

Languages: English

Deadline: 4 months after signature of the respective specific contract

Linked to: Work package A1, Activity A1.2; Work package B1, Activity B1.2

Deliverable 4: Final source questionnaire, additional fieldwork materials and interviewer training materials

This deliverable includes final versions of the questionnaire and additional fieldwork materials developed as part of Activity 1.3 – such as advance information notes, reminder letters, enumerator instructions, interviewer instructions and contact sheets – as well as interviewer training slides and manual.

Size: Questionnaire of approximately 80 pages; additional fieldwork materials approximately 40 pages; interviewer manual 30 pages.

Language: English

Deadline: 4 months after signature of the respective specific contract

Linked to: Work package A1, Activities A1.3 and A1.4; Work package B1, Activities B1.3 and B1.4

Deliverable 5: Translations of the questionnaire and additional fieldwork materials
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The contractor will translate the source questionnaire into all the languages that will be used when collecting the data in the survey countries. As specified in work package A1, Activity A1.5 of these Technical Specifications, a multi-stage translation process will be followed for translating the questionnaire, while additional survey fieldwork materials can be translated following a simplified procedure after FRA has approved the final source versions of these documents. The translatability assessment report – where relevant – is part of this deliverable.

With regard to the translation of the questionnaire, in total, five documents for each target language used for the data collection shall be submitted by the contractor with a clear indication of sequence:

1. A report with the identification and assessment of translation issues
2. Survey-specific translation specifications for the translators (document in English and/or in target languages used, as relevant)
3. The two translations from English into the target language (by two different translators)
4. A merged version with comments from the adjudicator in the target language
5. A final clean version of the translation into the target language(s)

Size: All translations of the source questionnaire, which has an approximate length of 80 pages in English; all translations of the additional fieldwork materials, which have an approximate total length of 40 pages in English. Translatability assessment report of approximately 40 pages (where relevant)

Languages: All survey languages

Deadline: 6 months after signature of the respective specific contract

Linked to: Work package A1, Activity A1.5; Work package B1, Activity B1.5

Deliverable 6: Proposals for the visual identity of the survey

The contractor will develop three proposals for the visual identity of the survey, involving colours and graphic design elements that will be used in the online survey tool as well as all survey communications that will be sent or delivered to the potential respondents. The main features of the three proposals will be presented in a short report which the contractor will submit to FRA, which will choose one of the three designs as a basis for developing the final visual identity of the Fundamental Rights Survey.

Size: 30 pages (with samples of graphic design elements and screen captures)

Languages: English

Deadline: 4 months after signature of the respective specific contract

Linked to: Work package A1, Activity A1.6;

Deliverable 7: Testing report

The contractor will summarise the results of the usability test of the online survey tool and the CAPI/CASI tool. The testing report should highlight problems that the test participants encountered when completing the online survey or when answering the questions using the CASI tool, likely reasons why respondents encountered a given problem, and proposed solutions. The testing report should also reflect upon test respondents' views concerning the printed survey materials. Together with the testing report, the contractor will submit the structured feedback forms for each test participant.

Size: Testing report: 20 pages, Structured feedback forms: Up to 6 pages for each of the 20 test participants

Languages: English

Deadline: 6 months after signature of the respective specific contract

Linked to: Work package A1, Activity A1.7;

Deliverable 8: Pilot report and pilot data set

The contractor shall compile a comparative pilot report on the findings of the pilot and recommendations for any revisions of the fieldwork procedures which may be deemed necessary prior to implementing the full survey. The Project Coordinator will develop a structured template which the National Survey Experts will fill in to summarise the results of the pilot data collection and functioning of the fieldwork procedures as well as inputs collected in the pilot interviewer debriefing sessions. Based on the reports from the National Survey Experts, the Project Coordinator will draft the comparative pilot report that provides an overview of the pilots carried out in the survey countries.

The report shall present an analysis of the problems encountered in the pilot data collection with respect to:

- (a) feasibility of the survey design and its implementation in each survey country
- (b) usability and functioning of the questionnaire and the survey tool's technical design
- (c) collection and monitoring of metadata and paradata.

For each problem identified the report shall make recommendations for changes to be implemented before the commencement of the fieldwork (work packages A2 and A3, as relevant).

The contractor shall enter the quantitative data from the pilot data collection in an SPSS-compatible computer file, which will be delivered to FRA.

Size: Comparative pilot report of maximum 20 pages; completed reporting templates for each country of maximum 10 pages each; SPSS-compatible data set (no pre-defined size)

Language: English

Deadline: 9 months after signature of the respective specific contract

Linked to: Work package A1, Activity A1.9; Work package B1, Activity B1.9

Deliverable 9: Final data sets and code books

After completing the data collection under work package A2 (and work package A3, as relevant) the contractor shall provide FRA with the final data set as structured, machine readable data files in SPSS compatible format and as CSV files. The data sets should include or be accompanied by the relevant documentation (description of the data set, definition of indicators, labels, notes) to facilitate reuse and publication.

The final data files shall include data from all completed questionnaires from online data collection and CAPI/CASI data collection, across all survey countries, as relevant for each work package. The file shall be fully documented – that is, all variable names and value labels shall be included in English, and the variable names shall make reference to the relevant question numbers in the questionnaire. Verbatim responses (if any) shall be translated into English. The contractor shall perform logic checks to ensure that the data entered is of high quality, the observations follow the structure of the questionnaire and the values in the final data set belong to the group of valid values for any given variable.

The contractor shall include in the data set the final as well as all intermediary weights and all variables used for the estimation of the final weights, as well as provide FRA the code used to calculate the weights.

The main data file includes the quantitative data from the online survey stage and CAPI/CASI data collection. The contact file includes a record of the attempts made to contact households/persons (with outcome coding) for online data collection and CAPI/CASI data collection. The data files should include paradata for all units. In addition to the complete main data file, the contractor will, after applying relevant disclosure control measures, provide FRA a proofed version of the main data file.

For each data file, the contractor will compile a codebook which documents all included variables and values (including codes for missing values and questions skipped based on routing instructions).

Language: English

Deadline: 22 months after signature of the respective specific contract

Linked to: Work package A2, completion of Activity A2.9 and all the preceding activities (and including the implementation of work package A3, where relevant); Work package B2, completion of Activity B2.9 and all the preceding activities (and including the implementation of work package B3, where relevant).

<p>Deliverable 10: Syntax files related to checking the quality and consistency of the data and documenting the data set</p>

The contractor shall submit to FRA in electronic format the code (SPSS syntax or similar) used to produce the quality and consistency checks as well as documenting the data set (including variable names, value labels and other format definitions).

Language: English

Deadline: 22 months after signature of the respective specific contract

Linked to: Work package A2, completion of Activity A2.9 and all the preceding activities (and including the implementation of work package A3, where relevant); Work package B2, completion of Activity B2.9 and all the preceding activities (and including the implementation of work package B3, where relevant).

<p>Deliverable 11: Tabulation of selected indicators</p>

The contractor shall compile a set of tables based on selected survey indicators and a short description of the calculation procedure. The code developed for computing the indicators (SPSS syntax or similar) shall be submitted together with the tables in MS Office compatible format.

Language: English

Deadline: 22 months after signature of the respective specific contract

Linked to: Work package A4, Activity A4.1; Work package B4, Activity B4.1

Deliverable 12: Final technical and quality report

The contractor shall draft the final technical report, which documents all stages of the survey implementation, including the overall survey design as well as implementation and outcomes at the country level. FRA will provide feedback on the content of the final technical report within 30 days of its receipt, and will suggest any necessary changes and amendments within the time specified in the contract.

Size: Approximately 150 pages (excluding tables, which can be included as annexes) in case of work package A6; approximately 40 pages in case of work package B6.

Language: English

Deadline: 22 months after signature of the respective specific contract

Linked to: Work package A4, Activity A4.2; Work package B4, Activity B4.2

6. Project management

6.1. Responsible body

The overall responsibility for executing the contract, including the implementation of all measures necessary to provide FRA with deliverables of the highest quality on time, lies with the contractor.

6.2. Management structure

In order to manage a cross-national survey efficiently and effectively, the contractor shall set organisational and survey quality standards for all participating survey organisations and experts. Roles and responsibilities must be clearly defined and communicated throughout all levels of the contractors' organisation (including any possible sub-contractors). These requirements refer to the organisation of the work, not to the legal or financial structure of the contractor.

The contractor shall organise their own central management and coordination team to oversee all aspects of work relating to the survey. Alongside the central management and coordination team, the project team includes National Survey Experts, one for each EU Member State and for each of the non-EU countries for which FRA may request services. It is the primary responsibility of the contractor's central management and coordination team to report regularly to FRA on the progress of the work of each national team. In addition, the contractor shall also provide FRA with a direct contact person from each national team, who may be contacted by FRA directly, when necessary.

The central management and coordination team shall include a Project Coordinator, who is responsible for the project's overall coordination, a Senior Survey Expert, and a Senior Sampling and Weighting Expert, as detailed in Section 8 (Project Team). The Project Coordinator is responsible for coordination and administrative tasks, as well as for contacting and informing the FRA about all aspects relating to the execution of the contract and the quality of the deliverables, including the periodic progress updates as described in section 9 below (Project implementation monitoring and quality assurance).

The Senior Survey Expert will, in cooperation with other team members, design the interviewer training package, as detailed in Section 4 (Specific Activities) and Section 5 (Deliverables). The Senior

Sampling and Weighting Expert will be responsible for the overall sampling approach and overseeing the development of the national sampling plans, as well as designing and implementing the weighting strategy. The National Survey Experts are responsible for the coordination of the research in their countries, as well as working in close cooperation with the Project Coordinator, the Senior Survey Expert and the Senior Sampling and Weighting Expert during all stages of the development of the survey, its implementation, and reporting. The members of the project team carry out their tasks under the guidance of the Project Coordinator. However, FRA may at any time request to be in direct contact with the members of the project team – with the Project Coordinator taking part in these discussions alongside the respective project team member(s).

7. Logistics and Timing

7.1. Duration of the contract

The contract will be concluded for a period of 48 months. The activities to be undertaken in work packages A1 to A4 – if requested by FRA for implementation according to the indicative time plan presented in section 4.1 of these Technical Specifications – shall be executed within 22 months from the signature of the respective specific contract. This period does not include the time necessary for the Contracting Authority to revise the last of the contract deliverables and the time needed for possible revisions by the Contractor.

7.2. Communication and meetings

Communication between the contractor and FRA shall be possible by phone and video conference during FRA working hours and through electronic and surface mail. Any written communication sent by FRA shall be answered within five (5) working days.

The contractor will ensure its access to equipment for video conferences. In the framework of the contract, several video conferences are foreseen.

7.3. Meetings

The contractor will be expected to cover the costs related to travel and accommodation of the project team to attend the project meetings, as specified below, as well as any costs related to adequate meeting facilities, apart from the inception meeting and final meeting that take place at FRA premises. All costs related to organising and attending the meetings must be included in the contract price. FRA will participate in all of the meetings described below, covering its own cost. Where possible, communication between the contractor and FRA can also be done through tele- and videoconferencing.

As soon as possible after the specific contract signature for work package A1 and B1, FRA and the contractor (represented by the Project Coordinator and any other members of the project team as assigned by the contractor) will meet for a **one-day inception meeting** in FRA headquarters in Vienna to discuss various aspects concerning the implementation of the survey. The aim of the inception meeting is to clarify outstanding issues as may be necessary in view of carrying out the survey and for the good management and implementation of the various tasks.

Within one month from the inception meeting – as a part of implementation of work package A1 (and B1, as relevant) – the contractor will organise a **one-day briefing** involving the Project Coordinator, Senior Survey Expert, Senior Sampling and Weighting Expert (and any other members of the project

team as assigned by the contractor), and all the National Survey Experts, as described in Activity A1.1 (and B1.1) in these Technical Specifications. This briefing will help in achieving a common understanding of the various tasks and responsibilities during the implementation of the project.

As a part of implementation of Activity A1.4 (and B1.4), the contractor shall organise a **two-day training** for the National Survey Experts. The meeting will discuss all issues related to the implementation of the data collection activities, including interviewer training. This train-the-trainers meeting will be based on the documentation developed in Activities A1.3 and A1.4 (and Activities B1.3 and B1.4, respectively), and it aims to give the National Survey Experts the necessary knowledge and skills for training the interviewers and overseeing the data collection activities in their countries.

After the end of data collection activities, should FRA request the implementation of work package A4 (and B4, respectively), FRA and the contractor will agree on the timing of a **one-day final meeting**, which will take place in the FRA premises in Vienna. At this meeting FRA and the contractor will take stock of the implementation of the survey, and implications for interpretation and presentation of the results.

8. Project team

The project team shall consist of one Project Coordinator, one Senior Survey Expert, one Senior Sampling and Weighting Expert, a National Survey Expert for each country where the survey is conducted and the necessary support staff for the management of the project, and a team of experienced interviewers as specified in section 4 – Specific activities – in these Technical Specifications. A different National Survey Expert shall be assigned to each of the countries where the survey will be carried out.

The contractor may not change members of the project team without FRA's prior agreement. In addition to the project team members whose roles are defined in these Technical Specifications, the contractor may choose to involve additional resource persons who support the project team in its work.

8.1. Project Coordinator

Qualifications and professional experience

- University degree
- A minimum of seven (7) years of professional experience (after obtaining a university degree), out of which a minimum of three (3) years' experience of having conducted **major international** population-based surveys on social science related topics.
- Proven experience in research management, as manager or coordinator of at least **two (2)** international survey projects, each project involving at least three countries.
- Excellent knowledge of English (Level C1 based on Common European Framework of Reference (CEF)).

8.2. Senior Survey Expert

Qualifications and professional experience

- University degree:

- A minimum of seven (7) years of professional experience (after obtaining a university degree), out of which a minimum of three (3) years' experience of having conducted **major international** population-based surveys on social science related topics.
- At least **three (3)** scientific publications (e.g. articles in peer reviewed academic journals or books, or peer reviewed book chapters, or books by academic publishers) on issues related to the collection and analysis of data from population-based surveys in the area of social sciences.
- Excellent knowledge of English (Level C1 based on Common European Framework of Reference (CEF));

8.3. Senior sampling and weighting expert

Qualifications and professional experience

- University degree
- A minimum of seven (7) years of professional experience (after obtaining a university degree), out of which a minimum of three (3) years' experience of having participated in international population-based surveys on social science related topics.
- At least **three (3)** scientific publications (e.g. articles in peer reviewed academic journals or books, or peer reviewed book chapters, or books by academic publishers) on issues related to sampling or weighting, out of which at least one (1) scientific publication on sampling or weighting in mixed-mode surveys.
- Excellent knowledge of English (Level C1 based on Common European Framework of Reference (CEF)).

8.4. National Survey Experts

Qualifications and professional experience

- University degree
- A minimum of three (3) years of professional experience (after obtaining a university degree) in conducting social science-based survey research in the country for which they are responsible.
- Proven experience of managing at least **two (2)** representative population-based surveys in the countries for which they are responsible.
- Good knowledge of English (minimum level B2 based on Common European Framework of Reference (CEF)).

9. Project Implementation Monitoring and Quality Assurance

The FRA shall monitor the project in technical and administrative terms.

As outlined in work package A1, Activity A1.1 (work package B1, Activity B1.1), the contractor will develop a quality assurance plan which outlines all relevant measures to assess and ensure that the quality measures agreed upon at the beginning of the project are continuously monitored up to the

submission of the final technical report which includes an assessment of quality control measures. The contractor shall inform FRA in writing without undue delay concerning any problems encountered during the implementation of the contract.

The Project Coordinator shall provide FRA with short monthly updates (in MS Office compatible format) on the progress of the survey and other relevant aspects of the work in all countries. The monthly project updates shall be sent to FRA on the first working day of each month, throughout the contract period, as e-mail attachments. The updates shall cover the elements of the quality assurance strategy relevant for each stage of the project and the way the quality assurance measures have been implemented. Monthly updates shall include a record of decisions made each month in consultation with FRA regarding the implementation of the survey.

In addition, the Project Coordinator shall deliver to FRA weekly progress reports as brief e-mails documenting progress in main activities (e.g. during the data collection activities this includes detailed progress updates concerning fieldwork outcomes) and overall project progress. The weekly reports shall be supported by additional e-mail and telephone contact, whenever necessary. Weekly progress reports shall begin one week after the project inception meeting, and will finish upon submission of the final deliverable(s). Updates are to be used as an 'early warning' system for identifying and rectifying problems regarding sampling, questionnaire application, and response rates (for example). The Project Coordinator is responsible for establishing clear workflows and procedures that allow National Survey Experts to provide regular updates to the Project Coordinator, who in turn will provide the information to FRA.

In addition, in the course of the contract FRA intends to send a member or members of its staff to oversee aspects of the survey. This can involve observations of anything from translation and testing of survey tools through to interviews during the data collection activities. Several countries may be visited by FRA staff. FRA reserves the right to attend any stage of the survey without prior notice being given to the contractor. Furthermore, the contractor is required to inform FRA a minimum of two calendar weeks ahead of any meetings or briefings taking place in the survey countries, such as the interviewer briefing sessions. FRA shall cover the costs related to the travel and accommodation of its staff in connection to these visits.

10. Minimum requirements

The minimum requirements of these Technical Specifications are:

- The survey shall cover all 28 EU member States plus the following non-EU countries: Albania, former Yugoslav Republic of Macedonia, Montenegro, Serbia and Turkey
- The minimum number of questionnaires to be completed in the CAPI/CASI data collection stage are 1,000 per country.