

## **ANNEX A.1**

### **TECHNICAL SPECIFICATIONS**

**D-SE-13-T07**

**“Pre-testing questions for a survey on immigrants and ethnic minorities’ experiences and perceptions of fundamental rights”**

# 1. Technical specifications

## 1.1. Objective

The objective of these Technical Specifications is to provide the contractor(s) with all the necessary information that will allow them to implement the project.

## 1.2. Title of the contract

The title of the contract is **“Pre-testing questions for a survey on immigrants and ethnic minorities’ experiences and perceptions of fundamental rights”**.

## 1.3. Contracting Authority

The contracting authority is the European Union Agency for Fundamental Rights (hereinafter referred to as the FRA or the Agency). The Agency was established by Council Regulation No 168/2007<sup>1</sup> on 15 February 2007. Its objective is to provide the relevant institutions, bodies, offices and agencies of the Community and its Member States with assistance and expertise relating to fundamental rights when implementing Community law.

# 2. Background information

## 2.1. 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 analyses this data comparatively in order to develop policy relevant reports addressed primarily to its main stakeholders – EU institutions and Member States.

The Agency collects available secondary source 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, the Agency can undertake its own primary data collection based on fieldwork – both quantitative and qualitative. At all stages of the project, the Agency shall work closely with the contractor with respect to project development and oversight.

## 2.2. FRA work in the field of survey research

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

### *European Union Minorities and Discrimination Survey (EU-MIDIS) (2008)*

In 2008, the FRA carried out a large-scale survey on immigrants and ethnic minorities' experiences of discrimination and victimisation in the EU27 – the 'European Union Minorities and Discrimination Survey' (EU-MIDIS). The survey carried out face-to-face interviews with a random sample of respondents from selected ethnic minority and immigrant groups in all 27 Member States of the European Union. 23,500 ethnic minority and immigrant people were interviewed. In addition 5,000 people from the majority population living in the same areas as minorities were interviewed in 10 Member States to allow for comparison of selected results.

EU-MIDIS collected detailed information on selected immigrants and ethnic minorities' experiences of discrimination, crime victimisation, rights awareness and contacts with law enforcement. In ten Member States EU-MIDIS also interviewed a sample of respondents from the majority population living in the same areas as minorities for comparison of selected key questions on contacts with law enforcement.

The results of EU-MIDIS were published in the period 2009–2012 and are available at <http://fra.europa.eu/eu-midis>. The publications include the Main Results Report (2009), and the Technical Report, accompanied by a series of Data in Focus reports that concentrate on specific survey findings in relation to particular groups and issues:

- EU-MIDIS Data in Focus Report 1: The Roma (2009)
- EU-MIDIS Data in Focus Report 2: Muslims (2009)
- EU-MIDIS Data in Focus Report 3: Rights Awareness (2010)
- EU-MIDIS Data in Focus Report 4: Police Stops and Minorities (2010)
- EU-MIDIS Data in Focus Report 5: Multiple Discrimination (2011)
- EU-MIDIS Data in Focus Report 6: Minorities as Victims of Crime (2012)<sup>2</sup>.

### *Comparative study on experience of discrimination, social marginalisation and violence*

In 2008-2009, the FRA carried out a survey of Muslim and non-Muslim youth in three EU Member States – France, Spain, and the United Kingdom – on their experience of discrimination, social marginalisation and violence. One thousand 12-18-year-old students in each of the three survey countries were asked to participate in the survey. The data collection took place in selected schools, under the coordination of researchers with experience of school-based survey research. The composition of the samples was balanced to have an equal representation of males and females, and Muslim and non-Muslim youths. In the analysis, experiences of discrimination and social marginalisation, and attitudes towards violence and use of violence were examined against respondents' socio-economic, cultural and religious profile. The results have been published in the report 'Experience of discrimination, social marginalisation and violence: a comparative study of Muslim and non-Muslim youth in three EU Member States'.<sup>3</sup>

### *FRA pilot Roma survey (2011)*

In 2011, The FRA carried out a pilot Roma survey in eleven EU Member States interviewing face-to-face a randomly selected sample of Roma, as well as non-Roma living in or near the areas where the Roma respondents live. The survey collected detailed information about respondents' household, employment situation, education, health and housing, about their

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<sup>2</sup> See <http://fra.europa.eu/en/project/2011/eu-midis-european-union-minorities-and-discrimination-survey>, <http://fra.europa.eu/en/publication/2009/eu-midis-data-focus-report-1-roma>, <http://fra.europa.eu/en/publication/2010/eu-midis-data-focus-report-2-muslims>, <http://fra.europa.eu/en/publication/2010/eu-midis-data-focus-report-4-police-stops-and-minorities>, <http://fra.europa.eu/en/publication/2011/eu-midis-data-focus-report-5-multiple-discrimination>, [http://fra.europa.eu/sites/default/files/fra-2012-eu-midis-dif6\\_0.pdf](http://fra.europa.eu/sites/default/files/fra-2012-eu-midis-dif6_0.pdf)

<sup>3</sup> See [http://fra.europa.eu/sites/default/files/fra\\_uploads/1202-Pub-racism-marginalisation\\_en.pdf](http://fra.europa.eu/sites/default/files/fra_uploads/1202-Pub-racism-marginalisation_en.pdf)

neighbourhood and its infrastructure, as well as experiences of migration, discrimination, issues related to rights awareness and citizenship issues.

The FRA Roma pilot survey covered 11 EU Member States (Bulgaria, Czech Republic, France, Greece, Italy, Hungary, Poland, Portugal, Romania, Slovakia and Spain). The UNDP, World Bank and European Commission (UNDP/World Bank/EC) regional Roma survey – carried out alongside the FRA survey – covered five of these countries (Bulgaria, the Czech Republic, Hungary, Romania, Slovakia) and, in addition, six non-EU countries in the western Balkans and Moldova. Across the 11 EU Member States, the two surveys in combination, interviewed a total of 22,203 Roma and non-Roma, and provided information on 84,287 household members. In 2012, the Situation of Roma in 11 EU Member States – Survey Results at a Glance was published, based on data from both the FRA survey and the UNDP/World Bank/EC survey.<sup>4</sup>

#### *FRA EU LGBT survey (2012)*

In 2012, the FRA carried out an online survey of the EU LGBT population. Around 93,000 lesbian, gay, bisexual and transgender people from all across the EU27 and Croatia completed the survey, making it the largest and most comprehensive survey of its kind to date. LGBT people were asked whether they had experienced discrimination, violence, verbal abuse or hate speech on the grounds of their sexual orientation or gender identity. Participants were also asked to identify where such incidents took place, such as at school, work, when seeking healthcare or in public places. The survey results were launched in May 2013.<sup>5</sup>

#### *FRA survey on Jewish people's experiences and perceptions of antisemitism (2012)*

The FRA survey on Jewish people's experiences and perceptions of antisemitism collected data from 5,914 self-identified Jewish respondents (those aged 16 or over) in nine EU Member States – Belgium, France, Germany, Hungary, Italy, Latvia, Romania, Sweden, and the United Kingdom. The survey was carried out online. This is the first EU survey to collect comparable data on Jewish people's experiences and perceptions of antisemitism, hate-motivated crime and discrimination among Jewish respondents in nine EU Member States. The survey also provides data on exposure to antisemitic acts against the Jewish community, such as vandalism of Jewish sites, or antisemitic messages in the broadcast media or on the internet. The survey results reflect rights awareness in terms of knowledge of antidiscrimination legislation, victim support organisations and existence of any legislation concerning trivialisation or denial of the Holocaust. The survey results will be launched in October 2013.

#### *FRA survey on gender-based violence against women (2012)*

In 2012, the FRA EU-wide survey on gender-based violence against women involved standardised face-to-face interviews with women randomly selected from the general population. The survey interviewed 42,000 women from the 27 EU Member States and Croatia, and is the first survey of its kind to systematically interview women about their experiences of violence in the EU. It captured women's experiences of gender-based violence – a violation of human rights and a form of discrimination against women.

The incidents captured included experiences of sexual, physical and psychological abuse - ranging from 'domestic violence' to sexual harassment at work, and violence perpetrated by strangers. The survey also covered women's experiences of stalking and cybercrime, and asked adult women about their childhood experiences of violence. The survey results will be launched in the first quarter of 2014.

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<sup>4</sup> See <http://fra.europa.eu/en/publication/2012/situation-roma-11-eu-member-states-survey-results-glance>

<sup>5</sup> EU LGBT survey - European Union lesbian, gay, bisexual and transgender survey - Results at a glance. Available at: [http://fra.europa.eu/sites/default/files/eu-lgbt-survey-results-at-a-glance\\_en.pdf](http://fra.europa.eu/sites/default/files/eu-lgbt-survey-results-at-a-glance_en.pdf)

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The success of the 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. In turn, through the development of its surveys, the FRA has gained experience in methodologies for sampling and interviewing respondents from selected minority groups across the EU.

These large-scale surveys have mapped the scale and nature of particular fundamental rights issues, producing comparable data on, for example, experiences of discrimination. Future surveys of the Agency aim to compare selected key results and findings on time; identifying main tendencies, providing a trend analysis, and assessing achievements in policy implementation through the measurement of key indicators.

### 3. Contract Objectives and Expected Results

#### 3.1. Overall objective

The overall objective of this project is to:

- 1) Further develop and improve the EU-MIDIS survey instrument developed by the Agency
- 2) Explore the feasibility of collecting valid, reliable and comparable information through a population-based survey on immigrants and ethnic minorities' experiences and perceptions related to selected fundamental rights issues in various EU Member States
- 3) Report the findings of the pre-test to develop a 'best practice' model.

With a view to this objective, the current pre-test will apply mainly qualitative methods in order to investigate the ways in which respondents in different Member States understand selected key concepts related to their fundamental rights, and the extent to which existing survey questions are adequate in describing their situation. Among other things, this may include issues concerning experiences of discrimination, living conditions, as well as crime victimisation on the basis of bias motivation in the countries where they live.

The pre-test should provide information necessary for the formulation and delivery of closed survey questions (that is, questions which include a limited number of possible answer categories) that could be used in a large-scale quantitative survey of selected immigrant groups and ethnic minorities, which will be developed by the FRA at a later stage. The resulting quantitative survey questions should be able to provide valid, reliable and comparable data across all EU Member States, so that the survey results can be used as evidence when formulating policy and action to address the issues of equal treatment, non-discrimination, access to justice and victim support (among other issues). To this end the outcomes of this pre-test study will assist the FRA in developing questions for future quantitative survey research.

#### 3.2. Scope of work

The scope of the work, to be covered by the contract between the FRA and the successful tenderer, encompasses all aspects of pre-testing survey questions, including (but not necessarily limited to):

- interviewer selection
- interviewer training
- selection of interviewees
- organisation of expert evaluation and one expert group meeting
- development of the interview content for cognitive interviews, based on draft survey questions provided by the FRA
- translation of fieldwork materials
- all fieldwork/data collection
- data management and processing
- data analysis and reporting.

The contractor will assume complete legal responsibility for work undertaken for the FRA under the terms of the contract. The contractor will be the sole contact point with the FRA, with responsibility for ensuring the quality, consistency and timeliness of work carried out in each of the Member States selected to take part in the pre-testing.

The research will be conducted in eight Member States and it will involve the use of a combination of methods for testing a draft survey questionnaire: expert evaluation, cognitive interviews, and behavioural coding. For a more detailed description of the tasks to be carried out and the deliverables see point 4 (Specific activities) and point 5 (Deliverables) in this document.

### 3.3. Target groups

The pre-test project aims to reach its objectives through interviews of persons with an immigrant and/or ethnic minority background who are 18 years of age or older, and have their usual place of residence in the selected EU Member States.

The terms 'immigrant', 'immigrant background' and 'ethnic minority' may be used to mean different things in different Member States, but they are used here to capture a range of individuals that are vulnerable to or at risk of discriminatory treatment and criminal victimisation, including also potentially 'racially', 'ethnically' or 'religiously' motivated discrimination and victimisation. In some Member States 'national minorities' may also be considered for inclusion after discussion with the FRA in the initial stage of the project. In the context of the pre-test 'immigrants' can include both people who have migrated into the EU from non-EU countries, as well as persons who have moved from one EU Member State to another EU Member State.

### 3.4. Expected results

The project will last for 8 months from the contract signature and consists of the following:

- (1) Selection of countries and target groups per country
- (2) Development of the research scheme and tools
- (3) Managing an expert evaluation process and organising an expert meeting
- (4) Translations
- (5) Interviewer selection and training
- (6) Cognitive interviews with persons from the target groups
- (7) Data processing
- (8) Analysis of the results and reporting.

## 4. Specific Activities

This section describes the activities which the contractor is expected to carry out as part of the project.

### **Activity 1: Selection of countries and target groups**

In total, the pre-test will be carried out in eight EU Member States.

Four of these eight countries have been fixed by the FRA, while the contractor can propose a selection of the other four countries for the pre-test in accordance with the rules below.

The four EU Member States selected by the FRA for the pre-test are the following:

- Greece
- Hungary
- Italy
- Romania.

Regarding the other four pre-test countries, the contractor may, when drawing up the offer, propose a selection of countries while adhering to the following scheme:

- Country 1: One country from the following: Cyprus, France, Malta, Portugal, Spain
- Country 2: One country from the following: Denmark, Finland, Ireland, Sweden, United Kingdom
- Country 3: One country from the following: Austria, Belgium, Germany, Luxembourg, Netherlands,
- Country 4: One country from the following: Bulgaria, Croatia, Czech Republic, Estonia, Latvia, Lithuania, Poland, Slovakia, Slovenia.

In the four countries selected by the FRA – Greece, Hungary, Italy and Romania – the pre-test will interview:

- (1) Roma (10 interviews in each of the four countries selected by the FRA)
- (2) Persons with an immigrant and/or ethnic minority background (30 interviews in each of the four countries selected by the FRA).

In each of the four pre-test countries selected by the contractor, the pre-test will interview 30 people with an immigrant and/or ethnic minority background.

In total, 280 interviews are to be completed across the eight pre-test countries.

In each of the eight EU Member States included in the pre-test, the interviews will be carried out in at least two geographical/administrative units (e.g. cities or municipal localities) which are not neighbouring one another.

The contractor will develop a plan on interviewee selection procedures that has the aim to ensure a mix of socio-demographic characteristics among the interviewees. A variety of sources for selection must be considered and proposed for the selection of interviewees in each country. The interviewee selection plans must be approved by the FRA before the start of the fieldwork. More details concerning the selection of interviewees are presented in this document under Activity 4 - 6 Cognitive interviews with persons from the target groups.

The following table presents a general overview of the number of interviews to be carried out in each country for each target group.

	Roma	Persons with an immigrant and/or ethnic minority background
Greece	10	30
Hungary	10	30
Italy	10	30
Romania	10	30
Country 1	-	30
Country 2	-	30
Country 3	-	30
Country 4	-	30
<b>Total number of interviews by target group across the eight countries</b>	<b>40</b>	<b>240</b>

**Activity 2: Development of the research scheme and tools**

The contractor will develop a research scheme to be applied for the pre-testing activities in the selected Member States. The research scheme will include a combination of techniques for testing of the draft survey questions. The contractor will develop, in consultation with the FRA, the following tools for carrying out the pre-testing activities:

- Tool 1: Interviewer training manual
- Tool 2: Interview content
- Tool 3: Interview reporting template

*Tool 1: Interviewer training manual*

The manual will present a standardised framework for the training of interviewers, and after the approval of the FRA, the contractor will translate it for use in each of the pre-test countries in relevant languages (see Activity 4 – Translations). The purpose of this will be, on the one hand, to guide the research experts in setting up and delivering the interviewer training in each of the project countries, and, on the other hand, it will be a reference for the interviewers who will receive a copy of the manual during the training. The manual will describe in detail the background of the study, the length and scope of the in-person training, any technical aspects relating to the work of the interviewers when carrying out the fieldwork, the structure of the interview content (Tool 2) and any other related issues.

The training must address, in particular, measures to ensure the safety of the interviewees and the interviewers, dealing with interviewees who may be non-native speakers of the languages of the Member State or illiterate, and dealing with stressful situations during the interviews.

While preparing the training manual, the contractor should take into account good practices of ethical principles and safety assurance in research with vulnerable groups.

*Tool 2: Interview Content*

The FRA will provide the contractor with a set of questions, which will be the basis for the contractor to develop the interview content of the cognitive pre-test interviews. The contractor will develop the content of the cognitive interviews around the questions in the draft quantitative survey questionnaire, adding items which aim to explore respondents’ cognitive processes (comprehension, recall, judgement, response) related to answering the survey questions.

The documents to be developed by the contractor will include the following (estimated length given in parenthesis):

- Introduction to the research, to be read by the interviewers to the interviewees (1 page).
- Content of the pre-test interviews, including the survey questions derived from the draft quantitative survey questionnaire provided by the FRA, and closed and open-ended questions to explore respondents' understanding of the survey questions (30 pages).
- Closed and open-ended debriefing questions for the interviewee at the end of the interview (4 pages).
- Any instructions for the interviewers on the use of the closed and open-ended follow-up questions and debriefing questions (15 pages).
- A debriefing questionnaire for the interviewer, to be filled in after each interview (3 pages).

In addition to the above, the interview content will include a one-page informed consent form. The FRA will provide the contractor with the consent form in English, and the contractor will translate it – together with the rest of the interview content – into all the languages used in the study.

In developing the interview content the contractor may also be required to do research concerning the most appropriate local adaptations of questions relating to employment, occupation, education and income – as an example – in accordance with existing international standards and their application in a face-to-face survey mode.

The contractor will develop the interview content in close cooperation with the FRA. The final English version of the interview content must be approved by the FRA before it can be translated into the languages of the pre-test countries.

### *Tool 3: Interview reporting template*

The contractor will develop, in consultation with the FRA, a template for reporting the outcomes of the cognitive interviews<sup>6</sup>. This template should be filled once for each interview, providing a summary of the inputs. The same template will be used for reporting the results of the cognitive interviews in all the pre-test countries. The template will collect, in summary form, feedback concerning each question that is tested, including information from behavioural coding. While the contractor may need to translate the interview reporting template before using it in the pre-test countries, the reporting templates which will be submitted to the FRA for each interview, at the end of the project, must be in English.

### **Activity 3: Expert evaluation and expert meeting**

The contractor will be responsible for developing a short set of questions which can be used in expert evaluation of the items from the draft survey questionnaire, which are selected to be evaluated. Eight experts, identified by the FRA, will be asked to participate in the evaluation and provide structured inputs on the draft survey questionnaire. The contractor will manage

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<sup>6</sup> For an example see the interview content developed as part of the European Social Survey at [http://wwwn.cdc.gov/QBANK/report%5CESS\\_2011\\_Round%206%20Cognitive%20Interview%20Pretesting.pdf](http://wwwn.cdc.gov/QBANK/report%5CESS_2011_Round%206%20Cognitive%20Interview%20Pretesting.pdf). This should be considered only as an example, and an original interviewing guide will be designed to meet the specific needs of the current pre-test.

the expert evaluation process and collect and summarise their comments. This should be done electronically and using video and telephone conferencing.

After receiving comments from the experts, the contractor will organise one expert meeting of two full days for the eight experts who were involved in the expert evaluation process. The purpose of the meeting is to discuss the outcomes of the expert evaluation and to provide feedback on the pre-test interview content (see Activity 2 – Development of the research scheme and tools).

The discussions from the expert meeting will contribute towards finalisation of the research tools before they are translated and used in the field. The list of the experts – who will be from the EU Member States – will be provided by the FRA. The contractor will organise and cover the travel and accommodation costs of the experts. These costs must be included in the price offer. The meeting can be organised in Vienna or in another European city if that is more convenient in terms of the travel arrangements of the experts. FRA staff will participate in the expert meeting (the Agency will cover the costs related to its staff members attending the meeting).

In consultation with the FRA, the contractor will develop the agenda of the meeting and moderate the discussions. In preparation for the meeting the contractor will develop a discussion guide which will detail the ways in which inputs of the experts are sought and collected during the meeting. The contractor will draft and submit a meeting report to the FRA in five working days after the expert meeting. The report should summarise the discussions as well as clearly list the action points relevant for revising the draft survey questionnaire and the interview guide in accordance with feedback from the experts.

#### **Activity 4: Translations**

The contractor will be responsible for translating all research tools (the interviewer training manual, the interview content, the interview reporting template) and other materials used in the languages necessary for carrying out the pre-test in the Member States selected in Activity 1. In countries with more than one official language, it will be considered adequate if the translations are carried out using only on one of the languages. For each of the Member States selected, the translations must be carried out according to the following:

<b><u>Member State</u></b>	<b><u>Language(s)</u></b>
Austria	German
Belgium	Dutch, French
Bulgaria	Bulgarian
Republic of Cyprus	Greek
Czech Republic	Czech
Croatia	Croatian
Denmark	Danish
Estonia	Estonian, Russian
Finland	Finnish, Swedish
France	French
Germany	German
Greece	Greek
Hungary	Hungarian
Ireland	English
Italy	Italian
Latvia	Latvian, Russian
Lithuania	Lithuanian
Luxembourg	Luxembourgish, French, German
Malta	Maltese, English
Netherlands	Dutch
Poland	Polish
Portugal	Portuguese
Romania	Romanian
United Kingdom	English

Slovakia	Slovak
Slovenia	Slovene
Spain	Spanish (Castilian), Catalan
Sweden	Swedish

Country-specific terminology and idiomatic expressions should be avoided in the final English-language interview content, to ensure ease of translation into other languages. National interview content for English speaking populations (Ireland, United Kingdom) may have to be adapted by the contractor.

In translating the interview content, for every other language (apart from English) used for interviewing, the translation process should cover the following steps:

- two independent translations from English to target language produced by two different translators

In translating the interview content, for every other language (apart from English) used for interviewing, two independent translations are to be produced by two different translators who are very familiar with survey research and who have language skills comparable to mother-tongue competence in the target language.

- consolidation of the two translations indicating items difficult to translate

The two translations made by two independent translators are then to be checked against each other and made into one final draft by the research expert. In merging the draft the research expert should make notes of the differences in the translations, which may indicate items that are difficult to translate.

- back-translated version into English

The two translations and the final draft will be sent to the Project Manager, who must have it translated back into English by a professional translator (English language), who is very familiar with survey research, and who is not familiar beforehand with the final English language interview content.

- finalisation of the amended translation.

When comparing the back-translated English interview content with the original version, notes should be made by the research expert on the differences, which may indicate the need for final revisions to the translations of the interview content.

Other research tools than the interview content can be translated using a simplified translation procedure (translation of the English original into the target language).

<b>Activity 5: Interviewer selection and training</b>
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Interviews will be carried out by at least three interviewers per Member State. Interviewers selected for the project must have extensive experience in cognitive interviewing (at least twelve months of active interviewing experience is required).

The contractor shall ensure that the interviewers will receive a dedicated in-person training of at least one full day based on the interviewer training manual developed in Activity 2. Only interviewers who have participated in (all of) the training may be used to carry out the interviews in Activity 6. The contractor will be responsible for organising the training in such a way that the interviewer training sessions in all selected Member States follow the same curriculum (which does not exclude taking into account any specific, local training needs).

The FRA will participate in interviewer training sessions to ensure the overall quality of the process. For this purpose the contractor is required to inform the FRA a minimum of two weeks in advance of each interviewer training session, including the exact time and place of the training sessions.

#### **Activity 6: Cognitive interviews with persons from the target groups**

##### *Selection of interviewees*

The contractor must propose a plan for the selection of interviewees in each of the eight pre-test countries. The following criteria must be applied to the interviewee selection.

For the selection of Roma interviewees (in Greece, Hungary, Italy and Romania; 10 interviews in each of the four countries) the following criteria should be followed as closely as possible:

- Equal number of women and men
- Equal number of residents of rural and urban settlements
- Equal distribution between the following age groups: 18-29, 30-39, 40-49, 50 years and over
- Diversity in terms of the level of education/literacy
- Diversity in terms of employment status and/or different income sources

For the selection of interviewees with an immigrant and/or ethnic minority background (30 interviews in each of the eight pre-test countries) the following criteria must be followed:

- 15 interviewees should belong to the top 2 to -3 – by population number immigrant and/or ethnic minority groups in the Member State<sup>7</sup>.
- 15 interviewees should belong to other immigrant and/or ethnic minority groups (that is, groups other than the 2-3 biggest immigrant and/or ethnic minority groups by population). Furthermore, the 15 interviewees in this category must be selected so that:
  - o Five of the interviewees have resided in their current country of residence from one to five years
  - o Five of the interviewees have resided in their current country of residence from six to ten years
  - o Five of the interviewees have resided in their current country of residence 11 years or more.

In addition to the above, the selection of the 30 interviewees with an immigrant and/or ethnic minority background in each of the eight pre-test countries must ensure as closely as possible:

- Equal number of women and men
- Equal distribution between the following age groups: 18-29, 30-39, 40-49, 50 years+
- Diversity in terms of the level of education (primary or lower secondary/secondary/higher education)
- Diversity in terms of employment status and/or different income sources.

Based on the contractor's proposal, the FRA will decide on the final selection of the target groups to be covered in each of the pre-test countries.

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<sup>7</sup> The selection of the groups should be based on available population statistics or estimates.

## *Interviews*

All interviewees must be made aware that their participation is voluntary, and that their anonymity will be ensured. The contractor will be required to establish the informed consent of the interviewees, who will be asked to confirm this by signing a consent form. The signed consent forms must be sent to FRA in a separate sealed envelope with the project title and a note 'Confidential, for the attention of the Data Protection Officer' should be put in an outer envelope. The number of the signed consent forms should correspond with the number of the interviews carried out.

The contractor will inform in advance all participants about the pilot nature of the interview and that their responses will be used to develop the survey questions further. All interviewees should be fluent enough in the language selected for interviewing in the country in order to be able to answer the questions.

The interviews will be carried out using the interview content that is developed as part of Activity 2 (Tool 2). The duration of the interviews will be approximately 1½-2 hours each, and they should take place in a quiet, private setting in a room where only the interviewee and the interviewer are present. After each interview the interviewers will fill in a post-interview questionnaire concerning their perceptions of the interview.

After the completion of the first six interviews (two per interviewer) the contractor will organise in each country the first debriefing session for the interviewers. The purpose of the first debriefing session is to collect early feedback from the interviewers as well as to identify any problems in using the interviewing materials. In each country the interviewer debriefing must be organised in a way which allows for the project coordinator and the FRA to participate in the discussions via videoconferencing.

At the end of all the interviews the contractor will organise in each country the second interviewer debriefing session. The aim of this meeting is to collect inputs from the interviewers based on their experiences in carrying out the pre-test interviews. As with the first interviewer debriefing, the second interviewer debriefing session in each country must be organised in a way which allows for the project coordinator and the FRA to participate in the discussions via videoconferencing.

All the interviews will be audio recorded to enable checking of respondent's answers against the content of the reporting template, including for completing the behaviour coding items. Respondents who refuse to have their interview recorded cannot be included in the pre-test study.

With the consent of interviewees, the FRA will participate in selected interviews to ensure that the work is carried out according to the agreed standards. The contractor is required to inform the FRA well in advance when interviews are taking place in each of the pre-test countries.

### **Activity 7: Data processing**

The contractor will summarise the outcome of each interview from Activity 6 on an interview reporting template in English. The information from the reporting templates from all interviews will provide the basis for the contractor's final report. Completed interviewer feedback forms should be annexed to the reporting template of each interview.

At the end of the project the contractor will submit the reporting templates of all interviews to the FRA. The final file(s) must include data from all cognitive interviews. The file should be fully documented, in English, and the item names should make reference to the relevant questions in the interview content.

### **Activity 8: Analysis of the results**

This activity will provide the basis for the final report of the study, and should serve to outline what worked and what didn't work with respect to the questions that were assessed as part of

the pre-test, as well as research gaps that need addressing in the development of the full survey on the basis of the pre-test results. The analysis of the results should comprise all stages of the study, including for example:

1. Lessons for the development of the research questionnaire
2. The results of the analysis of interviews carried out in Activity 6 must be displayed item by item (all questions asked) in the pre-test study, indicating the following:
  - what worked, what did not work and why (the reasons and explanations included, problems identified)
  - suggestions for modifications of survey questions – with new questions or terminology presented in English and the language of interviewees in the Member States.
3. Difficulties in translation of the interview content (e.g. ambiguous terms or difficult to translate terms, difficulties in specific wording or phrases in English and languages given)
4. Feedback from the interviewers based on their experiences from carrying out the interviews (including comments on the adequacy of the training/additional topics to cover), and the support they received during and after the fieldwork process.

The contractor will be responsible for analysing the results (reporting on activities 1–8, above) from all the Member States which take part in the pre-test, and the analysis must draw together information from the various activities. While most important local findings can be presented country-by-country, a comparative analysis based on the target groups selected, important outcomes from all the pre-testing elements and from all the participating Member States should form the main part of the analysis.

## 5. Deliverables

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

The written documents must be delivered in PC-compatible, MS-Word compatible electronic files. They should 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 must provide the Agency with the deliverables, respecting the deadlines mentioned below in weeks (32 weeks in total) from the signature of the contract. All deliverables must be revised by the contractor according to the Agency's recommendations, as necessary, and returned within the deadline specified in the contract.

<b>Deliverable 1: The interviewer training manual (including all translations)</b>
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The interviewer training manual developed as part of Activity 2 (Development of the research scheme and research tools: Tool 1) and the translations thereof produced in Activity 4 (Translations).

**Size:** The original and each language version (approximately 30 pages each).

**Language:** English + languages of the countries where fieldwork was conducted

**Deadline:** Week 8 from the beginning of the contract

**Linked to:** Activities 2 and 4

### **Deliverable 2: Report from the expert meeting**

The report should reflect the content of the meeting and the revised, finalised research tools developed for the Activity 2.

**Size:** Approximately 30 pages.

**Language:** English

**Deadline:** Week 9 from the beginning of the contract

**Linked to:** Activity 3

### **Deliverable 3: Interview content (including all translations)**

As developed under Activity 2 (Development of the research scheme and research tools: Tool 2, Tool 3), the final amended translations of the interview content which are submitted to the FRA must be those for use by interviewers in the field – that is, they must show any changes in formatting that have been done to the interview content at national level.

This deliverable also includes all versions of the interview content (questionnaire) that have been produced during the translation process, as described in Activity 4 – that is:

- Two independent translations from English to target language produced by two different translators
- Consolidated version of the two translations indicating items difficult to translate
- Back-translated version into English
- Final amended translation

In total, five documents (four in target language and one in English) should be submitted by the contractor with a clear indication of sequence.

**Size:** Each language version approximately 60 pages

**Language:** English + languages of the countries where fieldwork was conducted and selected languages for the interviews

**Deadline:** Week 15 from the beginning of the contract

**Linked to:** Activities 2 and 4

### **Deliverable 4: Completed interview templates**

This deliverable includes the completed interview templates from all interviews, in all pre-test countries, as carried out in Activity 6. The completed interview templates must be delivered as one or more PC-compatible, MS-Office compatible, editable files (no PDF files). The templates must be fully filled in, based on the outcomes of the interviews and the behavioural coding.

**Size:** The data set includes at least 350 reporting templates.

**Language:** English

**Deadline:** Week 22 from the beginning of the contract

**Linked to:** Activity 7

### **Deliverable 5: Final report**

The final report should analyse the results from all stages of the pre-test, as described in Activity 8 (Analysis of the results and reporting). Among other issues, the final report should describe the following:

- Background of the pre-test and overview of the experts' input
- On the basis of the reporting template used, comparative analysis of all the items used in the pre-test (including cognitive interviews, behavioural coding) emphasising what worked, what did not work and why (the reasons and explanations included, problems identified) and providing suggestions for modifications to questions and terminology used
- Feedback from the interviewers
- Annex: Results by country

The annex with country by country results should describe the specific issues from each of the pre-test countries in a harmonised way – that is, making sure that the country reports are all based on the same structure and that they examine the results based on the same criteria.

While most important findings for each country can be highlighted in country chapters, the bulk of the report should be composed of the comparative analysis drawing on the outcomes of the pre-testing for all Member States; with emphasis on findings which arise across countries and across the target groups (Roma, persons with an immigrant and/or ethnic minority background) including reflections in relation to interviewees' socio-demographic characteristics.

The final report should identify any problems in the interview content delivery and comprehension, as well as identification of content gaps and problems with respect to items that will be covered by the quantitative survey interview core questionnaire. These questions should also probe the way respondents have understood key concepts of the study.

The final report should include a set of comprehensive recommendations and suggestions concerning the interview content (including individual questions and proposed modified questions), interviewer training, and the interviewing process, and how they should be developed before application in the EU28.

**Size:** Approximately 150 pages (where the comparative part is about 50 pages and country chapters in total for ten countries covered – 100 pages)

**Language:** English

**Deadline:** Week 28 from the beginning of the contract – any further amendments requested by the FRA must be submitted no later than Monday of week 32 for final approval.

**Linked to:** Activities 1-8

*Deadlines of project deliverables – a summary table*

Week	0	1	2-6	7	8	9	10	11-13	14	15	16	17-20	21	22	23	24-26	27	28	29	30	31	32
Contract signature																						
Interviewer training manual (all translations)																						
Report of the expert evaluation																						
Interview content (all translations)																						
Completed interview templates																						
Final report																						

## 6. Project management

The successful tenderer is expected to organise its own central management and coordination team to oversee all aspects of work relating to the pre-testing. The central management team will be responsible for reporting on a weekly basis to the FRA about developments, challenges and proposed courses of action concerning the research in each of the research sites/countries. The team should consist of staff with the relevant qualifications and skills to manage and implement the pre-test. The tender application should indicate clearly the amount of time each team member will devote to the FRA research and the tasks assigned to them.

### 6.1. Responsible body

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

### 6.2. Management structure

The project team must include a Project Manager, who is responsible for the project's overall coordination, and for each Member State a Research Expert, as detailed in Section 8: (Project team). The Project Manager is responsible for coordination and administrative tasks, as well as for contacting and informing the Agency about all aspects relating to the execution of the contract and the quality of the final deliverables. The Research Experts are responsible for the coordination of the research in their Member States. One Research Expert may be responsible for the coordination of research in a maximum of two Member States. Thereby the project team for this pre-test study in eight Member States must include four to eight Research Experts.

## 7. Logistics and Timing

### 7.1. Commencement date & Period of execution

The period of execution of the contract will be 8 months.

### 7.2. Communication and meetings

Communication between the contractor and the Agency shall be possible by phone during the Agency's working days and hours and through electronic and surface mail. Any written communication sent by the Agency 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, at least 2 (two) video conferences are foreseen: one after the first part of the interviews conducted, and the other – at the end of the project.

### 7.3. Meetings

As soon as possible after contract signature the Agency will convene an **inception meeting** with the contractor in Vienna at the Agency's headquarters to discuss various aspects of the project's work. The aim of the inception meeting is to clarify outstanding issues as may be necessary for carrying out the contract and for the good implementation of the project. Meeting costs on the contractor's side must be covered by the contractor and be included in the price offer.

Within five working days after the inception meeting, the contractor will submit a brief Inception Report to the Agency. The report must list the decisions made in the inception meeting concerning the work that is to be carried out.

During the course of the contract period two meetings in total (including the inception meeting) are envisaged between the Agency and the contractor. The meetings will take place in Vienna at the Agency's headquarters. Meeting costs on the contractor's side must be covered by the contractor and be included in the price offer.

In addition to these two meetings between the contractor and the FRA, as described in Activity 3, the contractor will organise an expert meeting which will focus on the development of the final research tools to be applied in the pre-test study. Meeting costs, including the travel and accommodation costs of the experts, must be covered by the contractor and be included in the price offer.

## 8. Project team

### 8.1. Project Manager

*Qualifications and professional experience*

- University degree
- A minimum of three years experience of having conducted major international social science-based comparative research surveys in the European Union

- Experience of quantitative and qualitative survey pre-testing of at least **three (3)** projects
- Experience in research management, as manager or coordinator of at least **three (3)** international research projects, each project involving at least three countries
- Excellent knowledge of English (level C1)

## 8.2. Research Experts

### *Qualifications and professional experience*

- University degree
- A minimum of three years experience of having conducted social science-based comparative research surveys in the Member State
- Experience of quantitative and qualitative survey pre-testing of at least **two (2)** projects
- Good knowledge of English (minimum level B2)

## 9. Project Implementation Monitoring

The Agency will monitor the project in technical and administrative terms. The contractor should report immediately to the Agency in writing any problems they encounter during the implementation of the contract.

Weekly progress reports will be delivered as brief e-mails to the Agency's project manager, and should document overall project progress. This should be supported by additional e-mail and telephone contact, whenever necessary.

In addition, in the course of the contract the FRA intends to send a member or members of its staff to oversee aspects of the research. This can involve observations of anything from translation of research tools, through to interviews or other research activities. One or more Member States may be visited. The FRA reserves the right to attend any stage of the research without prior notice being given to the successful contractor. The FRA will cover the costs related to the travel and accommodation of its staff in connection to such visits.

## 10. Data protection

The tenderer shall comply strictly to national and EU legislation, in particular Regulation (EC) No 45/2001 and where applicable also to Directive 1995/46/EC, as well as Regulation EC No 322/97 on the processing of data for statistical purposes.