

ANNEX A.1

D/SE/10/12

“EU–MIDIS II: Roma Survey ”

TECHNICAL SPECIFICATIONS

Technical specifications

1.1. Objective

The objective of these Technical Specifications is to provide the tenderer(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 “**EUMIDIS II - Roma Survey**”.

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 168/2007¹ on 15 February 2007. Its objective is to provide the relevant institutions, bodies, offices and agencies of the Community and its Member States when implementing Community law with assistance and expertise relating to fundamental rights. In order to achieve this objective the Agency is required to perform a number of tasks, including data collection and research, and comparative data collection in the form of survey research.

2. Background information

2.1. FRA mandate and data collection

The objective of the Agency, according to Article 2 of the Council Regulation 168/2007, is to provide the relevant institutions, bodies, offices and agencies concerned and the Member States with assistance and expertise relating to fundamental rights in order to support them when they take measures or formulate courses of action within their respective spheres of competence to fully respect fundamental rights. To meet this objective, the regulation empowers the Agency 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 and contextual information from EU Member States, and analyses them 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 (such as government statistics and existing survey research), the Agency can undertake its own primary data collection based on fieldwork – both quantitative and qualitative. The Agency’s research staff work closely with contractors in the development and implementation of various projects, and are responsible for the drafting of Agency reports relating to both primary and secondary source material.

European Union Minorities and Discrimination Survey (EU-MIDIS)

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

In 2008, having conducted pilot surveys in six Member States in 2007, 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 results of EU-MIDIS were published in 2009 and are available at <http://fra.europa.eu/eu-midis>; including the Main Results Report, a Technical Report, the survey questionnaire, and a series of Data in Focus reports that concentrate on specific survey findings in relation to particular groups and issues. The first Data in Focus report from EU-MIDIS concerned the experiences of Roma respondents in seven Member States². In addition, the survey's Main Results Report (2009) included an in-depth section analysing and comparing the results for Roma respondents (section 3.4 of the report).

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 items in the survey.

The success of EU-MIDIS has meant that the Agency is ideally placed to undertake large-scale quantitative survey research on themes in the field of fundamental rights. In parallel of collecting data on the discrimination and victimisation experiences of immigrants and ethnic minorities in the EU Member States, EU-MIDIS also developed methodologies for sampling and interviewing respondents from selected minority groups across the EU.

Other FRA work on the Roma

The Agency's work has identified Roma and Travellers as among the most vulnerable to numerous and varied human rights violations in the EU. Alongside results from the EU-MIDIS survey, the Agency has produced a series of reports on the Roma that target key areas where they are experiencing fundamental rights abuses.

In 2009 the Agency published a study on the situation of Roma EU citizens moving to and settling in other EU Member States³, and a study on the housing conditions of Roma and Travellers in the EU⁴. In 2006, the Agency's predecessor – the European Monitoring Centre on Racism and Xenophobia (EUMC) – produced a comprehensive comparative report on Roma and Travellers in public education⁵, and in 2003 a report on Romani Women and access to public health care⁶.

Roma citizens have moved within the EU in particular after the accession of Central European countries to the Union. However, lack of statistical data and information on the numbers of Roma and their living standards, on the number who are moving within the EU, as well as on the 'push-pull' factors influencing their movement, makes it difficult for EU Member States to create effective social inclusion policies targeting the Roma. There is some research evidence to suggest that Roma movement within the EU may not be simply a form of "economic migration", but also a way of escaping discrimination, exclusion, and lack of access to social rights. Available evidence on this and other matters relating to the Roma, alongside that generated by the FRA, is provided primarily by studies commissioned by international organisations, such as UNHCR, OSCE, and the Council of Europe; all of which note the absence of reliable statistical data concerning the Roma.

It is clear from both the FRA's research and the work of other organisations that large numbers of Roma often have no access to formal employment, live in precarious circumstances, and have limited or no access to health care (amongst other services). Furthermore, Roma are often faced with xenophobic and discriminatory reactions from the rest of the population and are sometimes victims of violent attacks. The need for more

² See http://fra.europa.eu/fraWebsite/attachments/EU-MIDIS_ROMA_EN.pdf

³ See http://fra.europa.eu/fraWebsite/research/projects/proj_romafreedommovement_en.htm

⁴ See http://fra.europa.eu/fraWebsite/research/projects/proj_romahousing_en.htm

⁵ http://fra.europa.eu/fra/material/pub/ROMA/roma_report.pdf

⁶ <http://fra.europa.eu/fra/material/pub/ROMA/rapport-en.pdf>

comprehensive and comparable data on these and related themes, from which targeted policy responses can be developed, is clear. The Decade of Roma Inclusion 2005-2015 is one such initiative that would benefit from improved data and information on the situation of the Roma in the EU with respect to fundamental rights enjoyment. The Decade brings together a number of intergovernmental and NGO organisations, governments from within and external to the EU, as well as Roma organisations, in an initiative to address and improve the socio-economic status and social inclusion of the Roma

2.2. The EU perspective

The principle of equal treatment constitutes a fundamental value of the European Union: Article 21 of the Charter of Fundamental Rights prohibits any discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation.

Charter of Fundamental Rights

Article 21 (Non-discrimination)

1. Any discrimination based on any ground such as sex, race, colour, ethnic or social origin, genetic features, language, religion or belief, political or any other opinion, membership of a national minority, property, birth, disability, age or sexual orientation shall be prohibited.

Already, Article 13 of the Amsterdam Treaty granted the Community powers to combat discrimination on the grounds of sex, racial or ethnic origin, religion or belief, disability, age or sexual orientation. Furthermore, the Racial Equality Directive 2000/43/EC provides comprehensive protection against discrimination on the grounds of race or ethnicity in several spheres of social life: employment and training, education, social protection (including social security and healthcare), social advantages, membership and involvement in organisations of workers and employers, and access to goods and services.

In addition, and with regard to the potential scope of the Roma survey, the right to free movement means that every EU citizen is entitled to travel freely around the Member States of the European Union, and to settle anywhere within its territory. No special formalities are required to enter an EU country. This fundamental right extends to members of the EU citizen's family, and applies regardless of their situation or the reason for travel or residence.

Charter of Fundamental Rights

Article 45 (Freedom of movement and of residence)

1. Every citizen of the Union has the right to move and reside freely within the territory of the Member States.

2. Freedom of movement and residence may be granted, in accordance with the Treaty establishing the European Community, to nationals of third countries legally resident in the territory of a Member State.

The free movement of EU citizens is a basic pillar of the single area the European Union has been building since its creation, and a fundamental right of EU citizens. Implementing this principle, for example by abolishing border controls, has proven more difficult than ensuring the free circulation of capital, goods and services. A right of free movement across the EU was originally envisaged only for the working population, but the right to free movement was gradually extended to include all citizens. Since the integration of the Schengen Acquis into Community law, the notion of "free movement" is used both in the traditional sense of free

movement and secondly in the sense of being able to cross the internal borders without undergoing checks.

2.3. The work of the Council of Europe

The Council of Europe addresses Roma issues by combining tools, such as standard setting, monitoring, policy development, co-operation and assistance programmes, education, training and communication. Since the 1990s Roma issues have been a priority of the Council's activities in protection of minorities, in the fight against racism and intolerance and against social exclusion. In 1995 the "Group of Specialists on Roma, Gypsies and Travellers" (MG-S-ROM) was set up to monitor the situation.

2.4. The work of OSCE/ODIHR

In 2003 the OSCE adopted the "Action Plan on Improving the Situation of Roma and Sinti within the OSCE Area". In this document, the 55 participating States pledged to take steps to ensure that Roma, Sinti and other groups are able to participate in all aspects of public and political life, and to effectively eliminate obstacles caused by discrimination.

The OSCE's Office for Democratic Institutions and Human Rights (ODIHR) in general provides advice to participating States on their policies on Roma and Sinti. It promotes capacity-building and networking among Roma and Sinti communities and encourages the participation of Roma and Sinti representatives in policy-making bodies. The Office also acts as a 'clearing house' for the exchange of information on Roma and Sinti issues among national and international actors. Under the framework of the Action Plan on improving the situation of Roma and Sinti within the OSCE area, the ODIHR Contact Point for Roma and Sinti Issues (created in 1994) carries out its activities.

2.5. The work of UNDP

The United Nations Development Programme (UNDP), together with the International Labour Organization (ILO) carried out in 2002 a survey of Roma minorities in Bulgaria, Czech Republic, Hungary, Romania and Slovakia. The survey interviewed in total 5,034 respondents using a standardised questionnaire. The results of the survey, including a description of the sampling and fieldwork approaches, were published by the UNDP in 2005⁷.

3. Contract Objectives and Expected Results

3.1. Overall objective

The overall objective of this survey is to collect new comparable data in eleven countries on Roma's experiences and opinions, which will provide information for those developing policies and other initiatives directed at the Roma in key substantive areas related to fundamental rights; for example, with respect to social inclusion and integration, and other relevant areas. The survey will also interview a sample of respondents from the majority population in the 11 countries, who live in the same areas or near to the Roma, in order to compare results on key

⁷ Both the regional results report *The Roma in Central and Eastern Europe: Avoiding the Dependency Trap* and national reports are available at <http://vulnerability.undp.sk/>.

items in the survey. In addition, interviews will be conducted with 25-30 representatives from local authorities, or other organisations where appropriate, in each country.

Specifically, the FRA's 'Roma Survey' will provide new information on the experiences and opinions of the Roma with respect to the seven countries surveyed in EU-MIDIS and in relation to the four additional countries that were not covered by the first EU-MIDIS round; including countries where a large number of Roma have settled in recent years. The Roma survey will include new question modules that were not part of EU-MIDIS; the results of which will provide new data both for countries of Roma origin and destination in the EU. In addition, one objective of the survey is to enable comparisons of selected key results from the FRA's EU-MIDIS survey (published in 2009) with respect to the seven Member States where Roma were interviewed⁸; the results of which will serve to provide a trend analysis.

3.2. Scope of work – general

The scope of the work which the contractor will be expected to undertake encompasses all aspects of work relating to the survey; including:

- interviewer selection
- interviewer training
- selection of respondents
- questionnaire finalisation (together with the FRA)
- translation of fieldwork and interviewer training materials
- all fieldwork/data collection
- data entry 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 country selected to take part in the survey.

3.3. Scope of work – specific

The research will be conducted on Roma respondents in the following seven countries – Bulgaria, the Czech Republic, Greece, Hungary, Poland, Romania and Slovakia – and in four other countries, which are likely to include France, Italy and Spain, as determined by the FRA.

The four new countries (in addition to the seven where Roma were already interviewed in EU-MIDIS) will be selected on the basis of the feasibility of applying the survey's chosen random sampling approach to Roma who have settled in the country in recent years (e.g. France, Italy, Spain) or among Roma who are traditionally resident in the country (from among the EU Member States other than the seven where Roma were interviewed in EU-MIDIS, and possibly also considering Croatia). The random sampling approach to be adopted will require a large enough Roma population living in sufficient geographical density in each country.

The final selection of countries will be determined by the FRA and will be provided to the contractor at the inception meeting (see section 7.3 – Meetings).

In addition, interviews with a sample of respondents from the majority population living in the same areas or near to the Roma will be carried out in all countries surveyed, and will include a sub-set of questions from the Roma survey for purposes of comparison.

⁸ Bulgaria, the Czech Republic, Greece, Hungary, Poland, Romania and Slovakia.

In addition, as part of this research a series of semi-structured interviews with representatives from local authorities (or other organisations where appropriate) will be undertaken in selected areas in each country where the survey takes place. It is envisaged that a total of 25-30 interviews, with a duration of 1½-2 hours for each interview, will take place, in total, in each country. The FRA will require that the survey contractor assists the FRA in setting up and undertaking these interviews, where necessary.

The study involves the use of quantitative survey research methods to reach the objectives of the project. The survey interviews will be carried out face-to-face in each country by interviewers who have completed in-person training dedicated to the topic of the survey. The interviews will be conducted using a standardised questionnaire developed by the FRA, and will be delivered in a language, corresponding to the survey questionnaire, which is understandable to respondents.

The total number of successfully completed interviews in each country must be 1,000 with Roma respondents (net sample size; this must not include respondents who have only answered the screening questions without completing the full questionnaire), and 500 with the majority population (net sample size; not including respondents who have only answered the screening questions). In order for the survey to achieve the required net sample size, a realistic gross sample size must be set for each country, considering the various factors which might lead some initially contacted respondents not to participate in the survey, or the presence of some households which cannot be contacted during the fieldwork.

It is envisaged that the survey will follow the example of the FRA's earlier EU-MIDIS survey in terms of sample selection and the geographical scope of sampling within the countries⁹. However, this should not be considered to rule out possible improvements in survey methodologies, and the development of new sampling approaches in those countries where EU-MIDIS did not collect data on the Roma.

For a more detailed description of the work see under point 4 (Specific activities) and point 5 (Deliverables).

3.4. Target population

The research aims to reach its objectives through interviews of respondents, men and women, who self-identify as Roma (encompassing respondents 16-years-of-age or above), and who are living in the selected countries (including, where appropriate in each country, long-term or life-time residence, as well as short-term residence). Before each interview the eligibility of the respondents (including self-identification) will be established with a short set of screening questions, including questions concerning each respondent's length of stay in a country. In all countries the survey will, in addition, interview respondents (men and women, 16-years of age or above) from the majority population living in the same areas as the Roma or in areas that are near to the Roma.

The sample of respondents in each country will be drawn from the areas where the Roma are living in sufficient numbers for effective sampling for face-to-face interviews; and in consideration of members of the majority population a sample will be drawn from areas where or near to where Roma respondents are living.

3.5. Expected results

The project will last for 10 months from the contract signature and consists of the following:

⁹ For details on how EU-MIDIS was carried out in the Member States, see the EU-MIDIS Technical Report (available at http://fra.europa.eu/fraWebsite/attachments/EU-MIDIS_Techn-Report.pdf) and the EU-MIDIS Main Results Report (available at http://fra.europa.eu/fraWebsite/attachments/eumidis_mainreport_conference-edition_en_.pdf)

- (1) Background research
- (2) Preparatory work – developing the research tools
- (3) Translations
- (4) Interviewer selection and training
- (5) Interviews
- (6) Data entry and processing
- (7) 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: Background research

Background research will involve the collection of information which is necessary in order for the contractor to successfully carry out the other project activities.

The contractor will collect and analyse existing information from the countries and other sources, such as international organisations, to determine the size, characteristics, and geographical distribution of the Roma population (established population and Roma who have settled in in recent years) in the eleven countries selected for the survey. In particular, this background research should establish the languages necessary for interviewing Roma and majority population respondents in each country, and in consideration of the selection of interviewers and translation of fieldwork documents.

Activity 2: Preparatory work – developing the research tools

Roma questionnaire

The FRA will develop a short set of screening questions that will be used to establish the eligibility of prospective respondents to be interviewed.

The FRA will also develop the survey questionnaire (in English), after expert consultation. The questionnaire will cover a number of themes; including questions in consideration of social inclusion and integration.

The questionnaire will be a standardised instrument for the purpose of comparing responses between different countries. The final questionnaire, for application in each of the countries, cannot be altered – with respect to both its content and form – without the prior written agreement of the FRA.

The screening questions will be based on the questions used in EU-MIDIS¹⁰. The FRA will develop the final questionnaire, which will consist of new questions on a range of subjects that were not included in EU-MIDIS – but part of which will contain some key questions from EU-MIDIS in order to look for trends in certain responses. The final questionnaire may also

¹⁰ EU-MIDIS questionnaire is available at http://fra.europa.eu/fraWebsite/attachments/EU-MIDIS_Questionnaire.pdf.

include questions or sections which will only be relevant for a certain country or group of countries (e.g. countries of origin or countries of destination for the Roma).

The questionnaire content will be constrained by the implications arising from the time it takes (on average) to answer. The fieldwork should aim to deliver each questionnaire, including the screening questions, within an average period of 40 minutes. The maximum period for questionnaire response can exceed 40 minutes and will depend on interviewees' experiences and resultant follow-up questions, while the minimum period can be less than the average. The EU-MIDIS Technical Report (section 3.1) can be used as a guideline in this regard. All interviews must be conducted face-to-face, either using PAPI or CAPI interviewing¹¹.

The contractor will develop a set of debriefing questions for the interviewers to answer after each interview, describing the characteristics and success of the interview.

Note: All further references to 'the questionnaire' in this document implicitly include the screening questions when interviewing the Roma.

Majority population questionnaire

The FRA will develop, based on the Roma questionnaire, a second questionnaire which will be used to interview the respondents from the majority population living in or near the same areas as the Roma. The majority population questionnaire will be a shorter version of the Roma questionnaire, concentrating on the key items necessary for comparative purposes. The fieldwork should aim to deliver the majority population questionnaire in an average of 25 minutes per interview.

All interviews must be conducted face-to-face, either using PAPI or CAPI interviewing.

Interviewer training materials

The interviewer training materials, to be developed by the contractor, will present a standardised framework for the training of interviewers. After having been approved by the FRA, the contractor will translate the materials for use in each of the project countries.

The purpose of the interviewer training materials will be, on the one hand, to guide the research experts in each country in setting up the interviewer training and, on the other hand, as a reference for the interviewers who will receive a copy of the materials during the training. The training materials 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 topics of the study, and the structure of the questionnaires. The training must address, in particular, measures to:

1. ensure the safety of the respondents and the interviewers
2. ensure privacy of the interview setting and how to deal with interruptions by other persons
3. dealing with distressed respondents
4. providing assistance to the respondents who need it (for example through referral to victim support organisations)
5. dealing with stressful situations.

While retaining the core material which is to be used in all participating countries, the set of training materials can be expanded and localised to include any further country-specific training needs.

Sampling

Based on the analysis of existing information (Activity 1) on the geographical distribution of the Roma in the selected countries – and with reference to the sampling in EU-MIDIS – the

¹¹ Paper And Pencil Interviewing (PAPI) or Computer-Assisted Personal Interviewing (CAPI)

contractor will develop a sampling strategy for each selected country covering as wide a geographical distribution as possible. The objectives of this strategy will be to produce a random (probability) sample representative of the Roma population in the areas which are selected to be surveyed.

In the absence of address lists or population records which could be used in drawing the sample, the sample should be allocated to various strata in proportion to their estimated share of the Roma population to be surveyed. Sampling units (clusters) will be selected randomly within each strata, with a pre-set maximum number of addresses/persons to be contacted in each cluster. Where it is not possible to directly draw a sample of persons (e.g. from a population registry), given the lack of available and robust population data in many countries/locations, the contractor will develop a method for the random selection of a household and a respondent from an address. Only one respondent per household may be interviewed, and within a household it is not permitted to replace the randomly selected respondent.

Sampling for the majority population, living in the same areas or in locations near to Roma interviewees, will be determined on the basis of available population data for the country in order to establish a random sampling frame. The same approach to sampling as for the Roma should be adopted with respect to random sampling and the selection of one interviewee per household.

Activity 3: Translations

The contractor will be responsible for translating the questionnaire and the interviewer training materials into the languages necessary for carrying out the survey on the Roma and majority population in the countries listed in section 3.3 (Scope of work – specific). Based on the background research (Activity 1) on the Roma population in a country, the language of delivery of interviews (and translations) may be different to the official language(s) of the country.

In translating the questionnaire, every effort must be made to ensure that the translations are functionally equivalent; that is, they are of the highest quality, are readily understandable to interviewees, and the questions are comparable across languages. The project description must contain detailed information regarding this process in terms of quality assurance, with particular regard to the questionnaires' functional equivalence.

The research will have at its disposal the existing translations from the EU-MIDIS survey questionnaire.

Activity 4: Interviewer selection and training

Taking into account the specific populations for surveying in each country, close attention must be paid to interviewer selection and training. Interviewers selected for the project must have extensive interviewing experience (at least three months of active interviewing experience is required).

Interviewers selected for the survey must be able to carry out the interviews in the main language(s) of the Roma population in the country, as identified in Activity 1 (Background research). Interviews with the majority population will be carried out in the main language(s) of the country.

The contractor shall ensure that the interviewers will receive a dedicated in-person training of at least one day based on the interviewer training materials developed in Activity 2 (Preparatory work – developing the research tools). Only interviewers who have participated in (all of) the in-person training may be used to carry out the interviews in Activity 5 (Interviews). The contractor will be responsible for organising the training in such a way that the interviewer training sessions in all selected countries follow the same curriculum (which does not exclude taking into account any specific, local training needs – however, this means

that the training may exceed the duration of one day, which is reserved for the core training as described in the interviewer training materials developed for this project).

Instructions to interviewers must be standardised between countries, and must cover all aspects of screening and respondent sampling; for example: dwelling, household and respondent selection; management of non-response, rejection and recalls etc.; questionnaire application (for example – mode of delivery; use of showcards; coding etc.). The survey's Project Manager is expected to work together closely with the responsible Research Experts in each country to ensure the application of standardised, clear and easy to apply instructions for respondent screening and sampling.

The FRA will participate in interviewer training sessions in selected countries to ensure the overall quality of the process. The contractor will ensure that any observations made by the representatives of FRA regarding the delivery of the training are communicated without delay to the project teams in all the participating countries, so that the training curricula are adjusted accordingly.

Activity 5: Interviews

Testing

The fieldwork for the survey (the interviews) will be carried out in two stages. In the first stage, in each selected country a group of 20 Roma respondents and 20 majority population respondents will be interviewed over a period of 10 days. Based on these interviews and feedback from the interviewees and interviewers involved, the Project Manager will evaluate 1) the functioning of the sampling approach, and 2) the functioning of the questionnaire delivery and comprehension (focusing on new questions not contained in EU-MIDIS). The Project Manager will communicate the findings to the FRA. The Project Manager and the FRA will, together, review the results and decide necessary adjustments to the fieldwork approach before starting the main fieldwork component. The 20 test interviews should not be included in the net sample size of 1,000 completed interviews.

Full survey

After successful completion of the test interviews, the rest of the interviews will commence.

All interviews will be carried out using the questionnaires that were developed by the FRA and translated as a part of Activity 3 (Translations), and after the testing phase and necessary adjustments to the questionnaire. The interviews will take place using the respondent's mother tongue or other language in which she or he is fluent (the language(s) of interviewing have been established as part of Activity 1 (Background research).

It must be clarified to all respondents that their participation is voluntary, and that their anonymity is ensured in any reporting of the survey results.

The contractor must ensure that the interviews are conducted in accordance with the measures specified in Activity 2 (Preparatory work – developing the research tools) to ensure the safety of the respondent and the interviewer and the confidentiality of the interview. The Research Expert in each country will also carry out random checks based on returned questionnaires to ensure that the interviews have been carried out as described in the interviewer training materials and in the questionnaire.

After each interview the interviewers will fill in a post-interview questionnaire concerning the characteristics and success of the interview.

Activity 6: Data entry and processing

The contractor will enter the quantitative data collected from the interviews with Roma and majority population respondents in Activity 5 (Interviews) in an SPSS-compatible computer file. The final computer file must include data from all completed interviews and countries

selected for survey. A separate computer file must be delivered with data on all households/persons where an attempt to contact them has been made, with the appropriate codes for (non-)contact and (non-)response. The contractor will develop a code book containing the descriptions of variables in both data files.

Both computer files (interview data file and contact data file) should be fully documented – that is, all the variable names and value labels must be included, in English, and the variable names should make reference to the relevant question numbers in the questionnaire. The contractor should perform logical checks to ensure that the data entered is of high quality, the observations follow the structure and routings of the questionnaire, and the values in the final data set belong to the group of valid values for any given variable.

The contractor must ensure that the coding of variables matches the coding of the EU-MIDIS data file for those questions which are the same in the two surveys. The FRA will provide the contractor with the EU-MIDIS data file and code book for reference and for use as a part of the analysis of results (Activity 7).

The contractor should develop, if feasible, one or more weighting variables which can be used to correct for any imbalances (different selection probabilities, etc.) in the data during the analysis.

Activity 7: Analysis of the results and reporting

This activity will provide the basis for the final report of the study. The contractor will be responsible for analysing the findings (reporting activities 1-6, above) from all the countries which take part in the survey, and the analysis must draw together information from the various activities.

In analysing the results the contractor should bear in mind that the results (excluding the technical details of how the survey was carried out) should be presented in a comparative way – that is, the results should not be presented country by country, but with an overview of all countries or groups of countries. The analysis must also include comparisons between the survey and the results of EU-MIDIS where the same questions were used, and for those countries where Roma were interviewed in both surveys, as well as comparisons of the results between the Roma and the majority population. The analysis should also make references to the results of other surveys, as relevant.

The FRA will provide the contractor with detailed instructions concerning the content and format for reporting.

5. Deliverables

All written deliverables must be submitted in English and copy-edited by a native English speaker with editing experience. 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. For detailed advice please see the FRA Style Guide.

The written documents must be delivered in PC-compatible MS-Word 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 data necessary for reproducing each of the graphs in the report must be delivered in PC-compatible MS-Excel electronic files with one graph/table per spreadsheet, and each spreadsheet must be numbered using the same system as the one used in the (MS-Word) report file.

The Contractor must provide the Agency with the deliverables, respecting the deadlines specified below in months 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 mentioned in the contract.

Deliverable 1: The interviewer training materials (including all translations)

The interviewer training materials developed as part of Activity 2 (Preparatory work – developing the research tools) and the translations thereof produced in Activity 3 (Translations).

Size: The original and each language version (approximately 50 pages each).

Language: English + translations into the languages of the selected countries or languages selected for use in interviewing respondents

Deadline: 2 months after signature of contract (including all final translations approved by FRA)

Linked to: Activities 2 and 3

Deliverable 2: Questionnaires (including all translations)

As developed under Activity 3 (Translations), the final versions of the translated questionnaires (Roma questionnaire and the majority population questionnaire) submitted to the FRA must be those for use by interviewers in the field – that is, they must include any changes in formatting that have been done to the interview content at national level.

Size: The original and each language version (approximately 60 pages (Roma questionnaire) and 30 pages (majority population questionnaire) each)

Language: English + translations into the languages of the selected countries or languages selected for use in interviewing respondents

Deadline: 6 weeks after signature of contract

Linked to: Activity 3

Deliverable 3: Interim technical report

The contractor will submit an interim technical report to the FRA (in electronic format) once fieldwork is in its early stages and interviews have begun in all countries.

The report should be divided into information on each country and should outline fieldwork developments with respect to (1) progress, (2) challenges and (3) solutions implemented concerning each of the following themes:

- (a) selection and application of population sampling frames
- (b) respondent screening
- (c) interview success rate/ (non-)response rate

The report should also summarise, for each of the countries surveyed, the results of the background research carried out in Activity 1 concerning the size, characteristics and geographical distribution of the Roma population and the decisions concerning the execution of the fieldwork based on this analysis.

The FRA will provide feedback on the content of the interim technical report, and will suggest any necessary changes and amendments within a specified time period.

Size: 60 pages maximum (excluding tables, which can be included as annexes)

Language: English

Deadline: 5 months after signature of contract

Linked to: Activities 1-5

Deliverable 4: Data sets and code book

The data sets include the quantitative data from the interviews (with the Roma and the majority population) and the attempts made to contact households/persons, as carried out in Activity 5 (Interviews). The deliverables consist of the fully documented data sets and the code book describing the variables of the data files, as described in Activity 6 (Data entry and processing).

Language: English

Deadline: 8 months after signature of contract

Linked to: Activities 5-6

Deliverable 5: Final technical report

The contractor will submit a final technical report to the FRA (in electronic format) once fieldwork in all countries is complete.

The report should be divided into information on each country and should describe fieldwork with respect to (1) assumptions/plans at the start of fieldwork, (2) outcomes, (3) challenges and (4) solutions implemented concerning each of the following themes:

- (a) selection and application of population sampling frames
- (b) respondent screening
- (c) interview success / (non-)response rate

The above-mentioned information should be reported separately for the Roma sample and the majority population sample.

In addition to the above broad themes, the final technical report should cover all aspects of data collection; including, for example, questionnaire translation, interviewer selection and training, and questionnaire application in the field. Detailed information should be provided on, for example, contacts, refusals, recalls, incomplete interviews etc.

The report should present information, wherever possible using tables/graphs, comparing results between the selected countries.

The sections on each country should also describe the selected weighting procedure (population parameters of the target group used in the weighting and the data source, weighting method, weighting for non-response, etc.), where appropriate.

The 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 the Roma in each of the selected countries, pointing in detail to areas where more robust data could be developed for policy purposes. 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.).

The FRA will provide feedback on the content of the interim technical report within 21 working days of its receipt, and will suggest any necessary changes and amendments within a specified time period.

Size: Approximately 150 pages (excluding tables, which can be included as annexes)

Language: English

Deadline: 8 months after signature of contract

Linked to: Activities 1-7

Deliverable 6: Results report

On the basis of data collected for the selected countries, the contractor will provide the FRA with a results report.

- Results should be presented by comparing findings between countries (the specific content and format of the report will be decided by the FRA after signature of contract; improving on and developing further the reporting style adopted for EU-MIDIS).
- The report should compare findings between the Roma and the majority population living in the same areas as the Roma, or in areas nearby.
- The report should compare findings between EU-MIDIS and the current survey, where relevant.
- The report should consider findings from others surveys, as relevant.
- The report will be based on a series of tables/graphs for each question/item reported in the questionnaire. These tables will inform the written textual summary of the results, which will describe the main research findings and will also provide a commentary on and analysis of the results. Full set of frequency tables covering all questionnaire items should be included as an annex.
- In addition to the basic findings, the report should also analyse the results by gender, age group, and other relevant socio-economic variables.
- All information and tables/graphs in the final results report must be clearly referenced and labelled with respect to the question/item being reported and its reported frequencies.
- All terms used in the final results report must be readily understandable to the non-expert user, and particularly to those with little knowledge of statistics.

The FRA will provide feedback on the content of the results report, and will suggest any necessary changes and amendments within a specified time period.

Size: Approximately 230 pages (excluding tables, which can be included as annexes)

Language: English

Deadline: 10 months after signature of contract

Linked to: Activities 1-7

Deliverable 7: Executive summary

On the basis of information reported in the final technical report and the results report, the contractor will provide the FRA with an executive summary of the research, the mainstay of which should be in bullet point and tabular format.

The executive summary will highlight the main research findings. The FRA will provide feedback on the executive summary, and will suggest any necessary changes and amendments within a specified time period.

Size: Approximately 20 pages

Language: English

Deadline: 10 months after signature of contract

Linked to: Activities 1-7

Deliverable 8: Syntax files related to the analysis

The contractor will submit to the FRA in electronic format the code (SPSS syntax or similar) used to produce the tables/analysis which is presented and discussed in the Final Results Report

Deadline: 10 months after signature of contract

Linked to: Activities 6-7

6. Project management

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 selected country 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 deliverables, including the periodic progress updates as described in section 9 below (Project implementation monitoring). The Research Experts are responsible for the coordination of the research in their countries. One Research Expert may be responsible for the coordination of research in a maximum of two countries.

7. Logistics and Timing

7.1. Commencement date & Period of execution

The period of execution of the contract will be until 10 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.

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 5 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 – for example, a detailed timeline must be included building on the general timeline in the tender

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. During the execution of the project there might be a need for further meetings between the Project Manager and the FRA at the contractor's premises. In such cases the FRA will cover the costs related to the travel and meeting participation of its own staff.

8. Project team

The project team should consist of a single Project Manager, a Research Expert for each country where the survey is conducted, and necessary support staff for the management of the project. A Research Expert can represent two countries (maximum) where he/she has the requisite experience and competence to do so.

The contractor is expected to organise its own project management and coordination team – the Project Team – lead by the Project Manager, to oversee all aspects of work relating to the survey. The Project Manger will be responsible for reporting to the FRA about developments, challenges and proposed courses of action concerning the research in each of the research sites/countries, including the delivery of monthly progress reports and weekly e-mail reporting. The team should consist of staff with the relevant qualifications and skills to manage and implement the survey.

8.1. Project Manager

Qualifications and professional experience

- University degree
- A minimum of seven years of work experience, out of which a minimum of three years experience of having conducted major international social science-based comparative research surveys in the European Union
- Proven 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 based on Common European Framework of Reference (CEF))

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 country
- Proven experience of quantitative and qualitative survey pre-testing of at least **two (2)** projects

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.

The Project Manager will provide the FRA with short monthly updates (in electronic format) on the research's progress and other relevant aspects of the work in all countries. Information for the updates must be supplied to the Project Manager by the Research Experts in each country.

Project updates must be sent to the FRA on the first working day of each month, throughout the contract period, as e-mail attachments. Updates are to be used as an 'early warning' system for identifying and rectifying problems re sampling, questionnaire application, and response rates (for example).

Monthly updates will begin one week after the starting date of the research contract, and will finish upon submission of the final reports. Monthly updates should include a record of decisions made, for the period covered by the update, in consultation with the FRA regarding sampling and fieldwork in each country.

In addition, the Project Manager will deliver to the FRA weekly progress reports as brief e-mails documenting 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 observation of interviews during the fieldwork period.

One or more countries may be visited. The FRA reserves the right to attend any stage of the research without prior notice being given to the contractor. The FRA will cover the costs related to the travel and accommodation of its staff in connection to such visits.

The tenderer must outline how quality control will be ensured for the duration of the project.