

**ANNEX A.1**

**TECHNICAL SPECIFICATIONS (amended)**

**D/SE/11/05**

**“Survey: Discrimination and hate crime against Jews”**

# 1. 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 **“Survey: Discrimination and hate crime against Jews”**.

## 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 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

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 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)*

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

---

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

victimisation in the EU27 – the ‘European Union Minorities and Discrimination Survey’ (EU-MIDIS). EU-MIDIS collected detailed information on selected immigrants’ and ethnic minorities’ experiences of discrimination, crime victimisation, rights awareness and contacts with law enforcement. 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. EU-MIDIS did not specifically set out to interview Jews, and when asked about religion, only very few respondent said they were Jewish.

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 to 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.

### *FRA work in the area of anti-Semitism*

#### 1. Manifestations of Antisemitism in the EU 2002-2003

EUMC, the predecessor of the FRA published a major report on anti-Semitism on 31 March 2004. The report was a comprehensive effort to document anti-Semitism in the EU using data and information collected through the Agency’s RAXEN network. The report highlighted the paucity of adequate criminal justice data both on incidents as well as on perpetrators.

#### 2. Perceptions of Antisemitism in the European Union

A second report was also published, based on interviews and discussions providing a snapshot of the perceptions and views of members of Jewish communities across the EU.

#### 4. Anti-Semitism: Summary overview of the situation in the European Union 2001-2009

Since 2004 the Agency publishes an annual update report on anti-Semitism in the EU.

#### 5. FRA Annual Report

The FRA’s Annual Reports contain official and unofficial data and information on anti-Semitism in the European Union.

#### 6. Comparative Report: Racist Violence in 15 EU Member States

Based on RAXEN data a comprehensive comparative analysis on the situation regarding racist violence and crime in the Member States of the EU15, including data and information on manifestations of anti-Semitism was published in 2005.

In addition, the FRA has developed work related to Holocaust education. In 2009, it published a report on the role of European memorial sites, museums and exhibitions in educating young people about the Holocaust and human rights. The Agency also published a handbook for teachers on Holocaust and human rights education.

## 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.

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.

The Council Framework Decision 2008/913/JHA on combating certain forms and expressions of racism and xenophobia by means of criminal law requires that Member States make punishable committing or assisting in public incitement to violence or hatred against groups defined by race, colour, religion, descent or national or ethnic origin. The Member States must also ensure that publicly condoning, denying or grossly trivialising crimes of genocide, crimes against humanity and war crimes are punishable and that effective criminal penalties are in place.

### 2.3. The work of the OSCE

The activities of the OSCE against discrimination and hatred targeted at Jews are long-standing and reach back to the Helsinki Final Act of 1975 and the key Copenhagen document of 1990, strongly condemning all forms of anti-Semitism, xenophobia and discrimination.<sup>2</sup> This commitment is reaffirmed in the **Permanent Council Decision No. 607** on combating anti-Semitism<sup>3</sup> and several Ministerial Council Decisions<sup>4</sup>, highlighting in the **2002 Porto Ministerial Decision** the 'role that the existence of anti-Semitism has played throughout history as a major threat to freedom'.<sup>5</sup> In the **Ministerial Council Decision No. 9/09 in 2009**, the 'need for more consistent, comprehensive and comparable data on hate crimes' was emphasised.<sup>6</sup>

The bi-annual conferences on anti-Semitism demonstrate the strong commitment of the OSCE to combat anti-Semitism. At the landmark "**Berlin Declaration**" of the Chairman-in-Office in 2004, the participating OSCE states recognise the historic character of anti-Semitism and expressed their commitment to intensifying efforts to combat anti-Semitism, including through the development of effective methods of collection of data on anti-Semitic incidents.<sup>7</sup> In this Declaration and in subsequent Declarations, the participating states not only recognise traditional manners but also new forms and manifestations of anti-Semitism and emphasise that 'international developments or political issues, including in Israel or anywhere else, can never justify anti-Semitism'.<sup>8</sup>

The OSCE Parliamentary Assembly has adopted several resolutions on combating anti-Semitism,<sup>9</sup> highlighting the growing prevalence of anti-Semitism, especially with regard to the spread of anti-Semitic content in the media and Internet, also noting the 'incidents of government-backed anti-Semitism in general'.<sup>10</sup> In the **2009 Vilnius Declaration and the**

---

<sup>2</sup> Document of the Copenhagen Meeting of the Conference on the Human Dimension of the OSCE 1990, available at <http://www.osce.org/odhr/elections/14304>

<sup>3</sup> PC.DEC/607, 22 April 2004, Decision No. 607 combating anti-Semitism, OSCE Permanent Council, available at <http://www.osce.org/pc/30980>

<sup>4</sup> See, for instance: (MC(9).DEC/5), Bucharest Ministerial Council Decision No. 5, 3-4 December 2001, available at <http://www.osce.org/mc/40515>; MC(10).DEC/6, 6/7 December 2002, Porto Ministerial Council Decision No. 6 Tolerance and Non-Discrimination, , available at <http://www.osce.org/mc/40521>

<sup>5</sup> MC(10).DEC/6, 6/7 December 2002, Porto Ministerial Council Decision No. 6 Tolerance and Non-Discrimination, , available at <http://www.osce.org/mc/40521>

<sup>6</sup> MC.DEC/9/09, 2 December 2009, Athens Ministerial Council Decision No. 9/09 combating hate crime, available at <http://www.osce.org/cio/40695>

<sup>7</sup> OSCE Bulgarian Chairmanship, The Chairman-in-Office, 28/29 April 2004, "Berlin Declaration", para 1, available at <http://www.osce.org/cio/31432>

<sup>8</sup> CIO.GAL/89/07, 8 June 2007, OSCE Bucharest Declaration by the Chairman-in-Office, preamble, available at <http://www.osce.org/cio/25598>

<sup>9</sup> See, for instance: OSCE, 3-7 July 2006, Brussels Declaration and Resolution on combating Anti-Semitism and other forms of intolerance, available at <http://www.osce.org/pa/19799>; and AS(09) D1 E, June 29-July 3 2009, OSCE Vilnius Declaration and the Resolution on anti-Semitism, available at [http://www.oscepa.org/images/stories/documents/activities/1.Annual%20Session/2009\\_Vilnius/Final\\_Vilnius\\_Declaration\\_ENG.pdf](http://www.oscepa.org/images/stories/documents/activities/1.Annual%20Session/2009_Vilnius/Final_Vilnius_Declaration_ENG.pdf)

<sup>10</sup> *ibid*, OSCE Vilnius Declaration and the Resolution on anti-Semitism, para 8a

**Resolution on anti-Semitism**, it calls for the 'establishment of an international task force of Internet specialists', measuring anti-Semitism and other manifestations of hate online.<sup>11</sup>

The **Office for Democratic Institutions and Human Rights** (ODIHR) has been engaged in extensive work aimed at combating manifestations of anti-Semitism through, *inter alia*, providing practical support in compiling information, producing teaching materials for promoting tolerance and non-discrimination, training government and civil society members to monitor and report on incidences of anti-Semitism (OSCE/ODIHR Law Enforcement Officers Programme (LEOP)) as well as developing Holocaust Remembrance and Hate Crimes Legislation guidelines. With the Tolerance and Non-Discrimination Information System (TANDIS), the ODIHR collects information and statistics related to tolerance and non-discrimination, including information about existing measures to combat hate crimes. In its **Annual Hate Crime Report 2009**, the ODIHR presented data on manifestations of hate crimes, defining hate crime as 'an act of intimidation, a threat, damage to property, assault, murder or any other criminal offence', whereby the 'victim or target is deliberately selected because of a particular characteristic, such as "race", language, religion or ethnicity'.<sup>12</sup>

Since 2005, the OSCE appoints a **Personal Representative of the OSCE Chairperson-in-Office on Combating Anti-Semitism** (currently: Rabbi Andrew Baker) who undertakes country visits in order to investigate incidents, advises states on ways to monitor and enforce laws and participates in numerous conferences and meetings, putting anti-Semitism in the spotlight.

## 2.4. The work of the United Nations

In 2004, the United Nations Secretary General Kofi Annan called for action on anti-Semitism, highlighting that 'a human rights agenda that fails to address anti-Semitism denies its own history...'.<sup>13</sup> In the follow-up, the UN established an annual UN day for Holocaust commemoration,<sup>14</sup> the General Assembly special session on the liberation of Auschwitz, and the creation of a UN Holocaust education programme. Furthermore, the UN adopted a Resolution on Holocaust Denial, condemning any denial of the Holocaust.<sup>15</sup>

The United Nations' fight against discrimination and hatred targeted at Jews forms part of its general activities on fighting racism, xenophobia and related intolerance. Since the UN's 59<sup>th</sup> session, anti-Semitism is explicitly mentioned in the UN resolutions on religious intolerance, reaffirming its commitment of condemning all 'acts of hatred, intolerance and acts of violence, intimidation and coercion motivated by intolerance based on religion or belief'.<sup>16</sup> Furthermore, in the UN resolutions on 'Global efforts for the total elimination of racism, racial discrimination, xenophobia and related intolerance', the UN repeatedly recalls the **Durban Declaration of the UN World Conference Against Racism and Xenophobia in 2001**, which highlights that the 'Holocaust must never be forgotten' and stresses the need to initiate 'innovative and holistic approaches and the strengthening and enhancement of practical and effective measures at the national, regional and international levels'.<sup>17</sup> The conclusions of the Durban

---

<sup>11</sup> *ibid.*, OSCE Vilnius Declaration and the Resolution on anti-Semitism, para 8j

<sup>12</sup> OSCE/ODIHR, November 2010, Hate crimes in the OSCE Region - Incidents and Responses. Annual Report for 2009. Warsaw, p. 13, available at <http://www.osce.org/odihr/73636>

<sup>13</sup> UN Secretary-General Kofi Annan's 2004 Call to Action on Anti-Semitism Seminar on Anti-Semitism, UN Headquarters, New York, June 21, 2004

<sup>14</sup> A/RES/60/7, 1 November 2005, United Nations General Assembly Resolution on the Holocaust Remembrance, available at <http://www.un.org/en/holocaustremembrance/docs/res607.shtml>

<sup>15</sup> A/RES/61/255, 26 January 2007, United Nations General Assembly Resolution on Holocaust Denial

<sup>16</sup> See, for instance, A/RES/59/199, 22 March 2005, United Nations General Assembly Resolution on the Elimination of all forms of religious intolerance, available at <http://daccess-dds-ny.un.org/doc/UNDOC/GEN/N04/488/20/PDF/N0448820.pdf?OpenElement>; A/RES/64/164, 17 March 2010, United Nations General Assembly Resolution on the Elimination of all forms of intolerance and of discrimination based on religion or belief, available at <http://daccess-dds-ny.un.org/doc/UNDOC/GEN/N09/471/67/PDF/N0947167.pdf?OpenElement>

<sup>17</sup> United Nations, 31 August – 8 September 2001 Durban, Durban Declaration of the UN World Conference Against Racism and Xenophobia, available at <http://www.un.org/WCAR/durban.pdf>

Declaration are reaffirmed and reinvigorated at **Durban Review Conference** in 2009 which also advocate for a 'comprehensive and universal approach to preventing, combating and eradicating racism, racial discrimination, xenophobia and related intolerance in all its forms' such as through strict legal prohibition of 'racial or religious hatred that constitutes incitement to discrimination, hostility or violence', dissemination of good practices and the collection of 'reliable information on hate crimes'.<sup>18</sup>

Furthermore, the UN created a parallel venue for examining allegations of anti-Semitism through the mandates of **the Special Rapporteur on contemporary forms of racism, racial discrimination, xenophobia and related intolerance**<sup>19</sup> and the **Special Rapporteur on Religious Freedom**, regularly reporting about anti-Semitic incidents.<sup>20</sup>

## 2.5. The work of the Council of Europe

The Council of Europe has addressed the issue of discrimination of Jews on grounds of religion or belief in a range of key instruments, including legally-binding conventions, recommendations and resolutions, which aim at combating discrimination and promoting tolerance. In this regard, the key instrument prohibiting anti-discrimination of the Council of Europe is the **European Convention on Human Rights** (Article 14 and Protocol No. 12). With regard to hate speech on the Internet, in the **Additional Protocol to the Convention on cybercrime**, the Council of Europe calls state parties to adopt legislative and other measures to criminalise acts of racist and xenophobic nature committed through computer systems.<sup>21</sup>

In general, the Committee of Ministers condemned "hate speech" in its **Recommendation Nr. 97 (20) on hate speech**, defining hate speech as 'covering all forms of expression which spread, incite, promote or justify racial hatred, xenophobia, anti-Semitism or other forms of hatred based on intolerance, including: intolerance expressed by aggressive nationalism and ethnocentrism'.<sup>22</sup> In particular, the Recommendation focused on hate speech disseminated in the media.<sup>23</sup>

The **Commissioner for Human Rights**, Thomas Hammarberg, addressed the issue of anti-Semitic hate crimes, determining 'hate crime' as the 'ugly face of racism, anti-Semitism, anti-Gypsyism, Islamophobia' and urging that these crimes are monitored and that steps for data collection are taken.<sup>24</sup>

The **Parliamentary Assembly of the Council of Europe (PACE)** has contributed an array of recommendations, resolutions, hearings and debates on discrimination and victimisation of Jews. PACE condemns any form of xenophobia, racism and other forms of intolerance, including any forms of anti-Semitism in its **Recommendations on the fight on the fight against racism, xenophobia, anti-Semitism and intolerance**.<sup>25</sup> More specifically, in its

---

<sup>18</sup> United Nations, 20--24 April 2009 Geneva, Outcome document of the Durban Review Conference, available at [http://www.un.org/durbanreview2009/pdf/Durban\\_Review\\_outcome\\_document\\_En.pdf](http://www.un.org/durbanreview2009/pdf/Durban_Review_outcome_document_En.pdf)

<sup>19</sup> United Nations Commission on Human Rights resolution 1993/20, Mandate of the Special Rapporteur on contemporary forms of racism, racial discrimination, xenophobia and related intolerance

<sup>20</sup> United Nations Human Rights Council Resolution 6/37, Special Rapporteur on freedom of religion or belief/religious intolerance, available at [http://ap.ohchr.org/Documents/E/HRC/resolutions/A\\_HRC\\_RES\\_6\\_37.pdf](http://ap.ohchr.org/Documents/E/HRC/resolutions/A_HRC_RES_6_37.pdf)

<sup>21</sup> ETS no. 189, Council of Europe, Strasbourg, 28.I.2003, Additional Protocol to the Convention on cybercrime, concerning the criminalisation of acts of a racist and xenophobic nature committed through computer systems, available at <http://conventions.coe.int/Treaty/EN/Treaties/html/189.htm>

<sup>22</sup> R 97 (20), 30 December 1997, Council of Europe, Committee of Ministers, Recommendation of the Committee of Ministers to Member States on "Hate Speech", available at [http://www.coe.int/t/dghl/standardsetting/hrpolicy/other\\_committees/dh-lgbt\\_docs/CM\\_Rec\(97\)20\\_en.pdf](http://www.coe.int/t/dghl/standardsetting/hrpolicy/other_committees/dh-lgbt_docs/CM_Rec(97)20_en.pdf)

<sup>23</sup> *Ibid*, Council of Europe, Committee of Ministers, Recommendation of the Committee of Ministers to Member States on "Hate Speech"

<sup>24</sup> Council of Europe, 21 July 2008, Viewpoints 2008, „Hate crimes“, [http://www.coe.int/t/commissioner/Viewpoints/080721\\_en.asp](http://www.coe.int/t/commissioner/Viewpoints/080721_en.asp)

<sup>25</sup> See, for instance, Recommendation 1222 (1993), 29 September 1993, Council of Europe Parliamentary Assembly Recommendation 1222 (1993) on the fight against racism, xenophobia and intolerance available at

**Resolution 1563 (2007)**<sup>26</sup>, PACE particularly addresses the issue of anti-Semitism in Europe, recognising that anti-Semitic manifestations are not only the acts of radical groups and that it is not only directed against Judaism but also against the culture and collective identity of Jews. Furthermore, the Resolution condemns hate speech on the Internet and urges states to pursue resolute action against any 'trivialisation of anti-Semitism'.<sup>27</sup> In the **Resolution 1495 (2006) on combating the resurgence of Nazi ideology**, PACE highlights the Council of Europe's 'special responsibility in preventing the resurgence of the Nazi ideology'.

Another important vehicle of combating discrimination against minorities at the level of the Council of Europe is the **European Commission against Racism and Intolerance (ECRI)** which monitors racism and intolerance in each country and recommends targeted measures to combat racial discrimination. In the **General Policy Recommendation No. 9** on the fight against anti-Semitism, ECRI emphasises the prevalence of open and coded forms of anti-Semitism, the 'references to the Shoah in current manifestations of antisemitism', and stresses that these manifestations originate across different sectors of societies and therefore calls upon states to 'give a high priority to the fight against antisemitism'.<sup>28</sup>

## 2.6. National surveys

Very few surveys of Jews exist in the EU. In some Member States surveys have sought to analyse the experiences and opinions of Jews across a variety of issues.<sup>29</sup> For example, in the UK the Jewish Policy Research Institute (JPR) has carried out surveys based on a range of methods.<sup>30</sup> Surveys have also been conducted in France,<sup>31</sup> Hungary,<sup>32</sup> the Netherlands<sup>33</sup> and Sweden<sup>34</sup> (there is also a short description of a survey carried out in Lithuania in 1996).<sup>35</sup>

Andras Kovacs coordinated in 2008-2009 a survey<sup>36</sup> on behalf of the Joint Distribution Committee (JDC) International Centre for Community Development to collect comparable

- 
- <http://assembly.coe.int/Documents/AdoptedText/TA93/EREC1222.HTM>; and Recommendation 1275 (1995), 28 June 1995, Council of Europe Recommendation on the fight against racism, xenophobia, anti-Semitism and intolerance, available at <http://assembly.coe.int/main.asp?Link=/documents/adoptedtext/ta95/erec1275.htm>
- <sup>26</sup> Resolution 1563 (2007), 27 June 2007, Council of Europe Parliamentary Assembly Resolution Combating anti-Semitism in Europe, available at <http://assembly.coe.int/mainf.asp?Link=/documents/adoptedtext/ta07/eres1563.htm>
- <sup>27</sup> Ibid, Resolution 1563 (2007), para 12 (10) and para 8
- <sup>28</sup> CRI(2004)37, European Commission against Racism and Intolerance (ECRI), General Policy Recommendation No. 9 on the fight against anti-Semitism, available at [http://www.coe.int/t/dghl/monitoring/ecri/activities/gpr/en/recommendation\\_n9/Rec.09%20en.pdf](http://www.coe.int/t/dghl/monitoring/ecri/activities/gpr/en/recommendation_n9/Rec.09%20en.pdf)
- <sup>29</sup> In addition to the references presented in this section, an overview of European research is also given on p. 12 in David Graham (2004) *European Jewish Identity at the Dawn of the 21st Century: A Working Paper*. JPR, London. The report is available at [http://www.jpr.org.uk/downloads/European\\_Jewish\\_Identity\\_in\\_21st\\_Century.pdf](http://www.jpr.org.uk/downloads/European_Jewish_Identity_in_21st_Century.pdf).
- <sup>30</sup> See e.g. David Graham and Jonathan Boyd (2010) *Committed, concerned and conciliatory: The attitudes of Jews in Britain towards Israel – Initial findings from the 2010 Israeli Survey*. JPR, London. Stanley Waterman (2003) *The Jews of Leeds in 2001: portrait of a community*. JPR, London; Harriet Becher et al. (2002) *A portrait of Jews in London and the South-east: a community study*. JPR, London; Stephen Miller et al. (1996) *Social and political attitudes of British Jews: some key findings of the JPR survey*. JPR, London. All above-mentioned reports are available at <http://www.jpr.org.uk/publications/index.php>.
- <sup>31</sup> See e.g. Eric H. Cohen (2007) *Heureux comme juifs en France? Étude sociologique*. Elkana/Akadem, Jerusalem/Paris.
- <sup>32</sup> See e.g. András Kovács (2004) *Jews and Jewry in contemporary Hungary: results of a sociological survey*. JPR, London.
- <sup>33</sup> See e.g. Hanna van Solinge and Carlo van Praag (2010) *De Joden in Nederland anno 2009 – continuïteit en verandering*. AMB Publishers, Diemen; Hanna van Solinge and Marlene de Vries (eds.) (2001) *De Joden in Nederland anno 2000 – Demografisch profiel en binding aan het jodendom*. Aksant, Amsterdam.
- <sup>34</sup> See e.g. Lars Dencik (2006) *Judendom i Sverige: en sociologisk belysning*. Swedish Science Press, Uppsala; Lars Dencik and Karl Marosi (2000) *Judiskt liv i Sverige: levnadsvanor och attityder bland medlemmarna i de judiska församlingarna i Göteborg och Stockholm*. Judiska Centralrådet, Stockholm.
- <sup>35</sup> See Sidney Goldstein and Alice Goldstein (1996) *Jewish Identity in Lithuania*, at <http://www.jcpa.org/cjc/vp-336-goldstein.htm>.
- <sup>36</sup> See Andras Kovacs and Ildiko Barna (2011) *Identity à la carte: Research on Jewish identities, participation and affiliation in five Eastern European countries*. JDC-ICCD, Paris

data for the use of Jewish communities in five EU Member States: Bulgaria, Hungary, Latvia, Poland, and Romania. The respondents, who were identified through respondent-driven sampling, were asked questions regarding various aspects of Jewish identity.

Several national and local surveys of Jews have also been carried out in the USA. Phillips provides an overview of these and assesses the efficacy of the various methods that have been used.<sup>37</sup> While the focus of his work is to improve the accuracy of estimates on the size of the Jewish population, many of the surveys he describes have measured a number of other variables to explore the characteristics of Jews in the USA.

### 3. Contract Objectives and Expected Results

#### 3.1. Overall objective

The overall objective of this survey is to collect new comparable data in nine (9) Member States on the experiences, perceptions and views of Jewish respondents (persons who self-identify as Jewish on the basis of religion, ethnicity or any other reason) that will assist policy makers and others in tackling discrimination, hate crime, as well as lack of rights awareness and underreporting of incidents.

#### 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:

- background research
- translation of the questionnaire
- transforming the questionnaire into an online survey platform and hosting the survey
- activities related to data collection based on respondent-driven sampling and using web survey tools
- data processing
- data analysis (in function of the data collection stage) 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 in the following nine countries – **Belgium, France, Germany, Greece, Hungary, Latvia, Romania, Sweden, United Kingdom**. Should the feasibility analysis which will be carried out as the first stage of the contracted work conclude that the survey cannot be carried out in some of the aforementioned Member States, FRA may decide to replace these countries by other Member States so that in total nine countries will be covered by the survey.

The data collection will be based on a standardised questionnaire which will be developed and provided by the FRA, in consultation with the contractor, drawing, as relevant, from questionnaires used in similar surveys by the FRA. Appropriate questions will be adapted to suite the analysis of the experiences of Jews in the EU Member States. However, the

---

<sup>37</sup> Benjamin Phillips (2007) *Numbering the Jews: Evaluating and Improving Surveys of American Jews*. Brandeis University, USA. Available at <http://bir.brandeis.edu/handle/10192/23010>



questionnaire of the present survey will adopt a closely related approach to asking respondents about their experiences of discrimination and crime, rights awareness, and feelings of insecurity, among other issues.

The study involves the use of quantitative survey research methods to reach the objectives of the project. The data collection will take place through an online survey platform **in two stages**. Both stages will be based on the standardised questionnaire provided by the FRA. This two-stage data collection process is necessary in order to ensure that the project, as a whole, can deliver results which are both comparable and representative of the Jewish population in the respective countries, while at the same time providing an opportunity for respondents to participate irrespective of their degree of religious affiliation or links with Jewish communities.

### **Stage1: Respondent-driven sampling (RDS)**

RDS is a scientific sampling methodology developed specifically for the study of hard-to-reach populations.<sup>38</sup> Typically for such populations there is an absence of existing sampling frames with sufficient coverage of the target population. RDS can overcome this obstacle by using in a systematic way networks of eligible respondents to identify other eligible respondents. Each participant can only recruit a limited, predetermined number of other respondents. This process can, under a set of conditions and through special methods of analysis, lead to a probability sample for a specific area and group, which is desirable from the point of view of statistical analysis and the ability to draw general conclusions from the findings.

### **Stage 2: Open web survey**

The open web survey stage will ensure that all eligible respondents will have a possibility to participate in the survey. In order to inform eligible respondents about the survey, the project will include awareness-raising activities both before and during the open web survey stage. The awareness-raising efforts will take place in cooperation with the FRA, the international and national Jewish community organisations and relevant media.

In both data collection stages respondents will be offered the possibility to reply to questions in the official language(s) of each Member State, as well as in **Russian and Hebrew**.

The total number of respondents in the RDS data collection (stage 1) in each country must exceed the minimum number of completed questionnaires by Member State (net sample size; this must not include respondents who have only answered the screening questions without completing the full questionnaire) as indicated in Table 1.

**Table 1: Minimum net sample size to be achieved in stage 1 of data collection (RDS) by Member State**

<b><u>Member State</u></b>	<b><u>Net sample size</u></b>
France	1,000
United Kingdom	1,000
Belgium	500
Germany	500
Hungary	500
Latvia	350
Romania	350
Sweden	350
Greece	350

<sup>38</sup> See e.g. <http://www.respondentdrivensampling.org>, but also for example Xin Lu et al. (2010) *The Sensitivity of Respondent-driven Sampling Method* (available at <http://arxiv.org/abs/1002.2426>), and Sharad Goel and Matthew Salganik (2010) *Assessing respondent-driven sampling* (available at <http://www.princeton.edu/~mjs3/rds.shtml>)

Given the nature of an open web survey, it is difficult to anticipate the number of respondents, which depends to a large extent on the efficacy of the awareness-raising activities. However, the aim of the open web survey stage should be to achieve a minimum of 500 completed questionnaires in each Member State. Respondents who have participated in the RDS data collection (stage 1) should not participate in the open web survey (stage 2).

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 the analysis of the replies of respondents, men and women, who are 16-years-of-age or above, who self-identify as Jewish, and who have been resident in the selected Member States for the past 12 months preceding the survey. The eligibility of the respondent (including self-identification) will be established with a short set of screening questions at the beginning of the questionnaire.

### 3.5. Expected results

The project activities consist of the following:

- (1) Background research and feasibility analysis
- (2) Developing the online survey platform
- (3) Translations
- (4) Testing
- (5) Media monitoring
- (6) Data collection – stage 1: respondent-driven sampling
- (7) Data collection – stage 2: open web survey
- (8) Data editing
- (9) Analysis of the results and reporting.

## 4. Specific Activities

### **Please note:**

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

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

### **Activity 1: Background research and feasibility analysis**

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 to determine the size, characteristics, geographical distribution and various sub-populations within the Jewish population in the selected Member States. This information should contribute to the identification of **seeds** (initial persons who will be selected and invited to make the first referrals to participate in the survey) necessary for respondent-driven sampling in Activity 6 (Data collection – stage 1: respondent-driven sampling), in a way that allows for the survey to reach various respondents groups (e.g. respondents affiliated with faith-based organisations as well as respondents who are not affiliated with these organisations).

The contractor, in close consultation with the FRA, will also establish links with Jewish communities and Jewish on-line and off-line media in each of the countries where the survey will be carried out. This will contribute to the success of the survey, particularly as regards Activity 7 (Data collection – stage 2: open web survey) where it is necessary to raise awareness of the survey among eligible respondents. The contractor should also identify on-line and off-line media not affiliated with the Jewish communities, which will be used to make people aware of the survey.

Should the results of the feasibility analysis bring forth new information – unforeseeable at the time of the contract signature – which make it unfeasible to carry out the survey in one of the selected Member States, FRA may decide to replace such Member State(s) with other EU Member States following an evaluation of the results of the feasibility analysis. However, the total number of countries included in the research must remain minimum nine.

### **Activity 2: Developing the online survey platform**

#### *Questionnaire*

The FRA will develop, in consultation with the contractor, a short set of screening questions that will be used to establish the eligibility of prospective respondents. The FRA will also develop the survey questionnaire (in English; MS Word format) in close consultation with the contractor. The questionnaire will cover several themes; including experiences of discrimination, hate crime, rights awareness, as well as feelings of safety and perceptions of anti-Semitism. 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 number of questions asked in the survey will depend on respondents' answers to filter questions regarding their experiences of discrimination and hate crime. Therefore the number of questions to answer will differ from one respondent to the other. The online survey platform of the contractor must be able to manage complex routing patterns, which will be included in the questionnaire. As an indication, it should be possible for the average respondent to complete the questionnaire in approximately 30 minutes.

In consultation with the FRA, the contractor will develop a small number of additional questions, which may be necessary for monitoring the progress of the survey, both in the RDS stage (Activity 6) and in the open web survey stage (Activity 7).

#### *Online survey platform*

Based on the questionnaire provided by the FRA, the contractor will develop the online survey questionnaire. The same questionnaire will be used in stage 1 (respondent-driven sampling) and stage 2 (open web survey) of data collection, with the exception of small number of items concerning the respondent characteristics, which may have to be adapted in view of the needs of the particular survey type (limited vs. open).

The contractor will select or set up a server to host the website with the online survey questionnaire, respecting appropriate data protection and security standards. The contractor will acquire a domain name that is linked to the survey and which has been agreed with by the FRA. The technical environment shall take into account country-specific differences in access to internet and, to the extent possible, it should enable withholding access to the survey from persons who try to participate in the survey from outside the selected Member States.

The online survey platform should enable both limited access to the questionnaire (respondent-drive sampling stage) and open access to all eligible respondents (open web survey stage). In both stages the online survey platform must include measures aimed at eliminating suspect responses, e.g. multiple replies by the same person, or replies by ineligible respondents (this could be done based on registration of users, use of cookies, or another applicable methods).

The online survey platform selected for stage 1 data collection using respondent-driven sampling should allow for the respondents (N), after completing the questionnaire, to send email 'coupons' with individual links to a predetermined number of other respondents (N+1). This identification of referral chains through individual identifiers is necessary for monitoring the progress of the respondent-driven sampling approach. In addition to the email 'coupons' the system should also allow for the 'coupons' to be printed out by the respondent, so that the referral can be done offline. Whether the referral takes place online or offline, each respondent in the RDS will only be allowed to make a small, pre-defined number of referrals.

The online survey platform should allow for the Project Manager to report to the FRA on the progress of data collection on a regular basis. These reports should include information on partly filled questionnaires (incompletes) and item non-response (where not systematically disabled by the online survey platform).

**The contractor should ensure that the online survey platform is accessible to respondents who are old and respondents with disabilities.**

In close consultation with the FRA, the contractor must seek cooperation in each site where the survey is carried out with the local Jewish communities and negotiate for the possibility of the communities organising a workstation with an Internet connection, which could be offered as an option for respondents who are not able to participate in the survey from home, or some other location.

The respondents who have participated in the survey in the RDS stage (Activity 6) should not be allowed to participate in the open web survey stage (Activity 7). Verification of this should take place both at the level of the questionnaire (where respondents are asked if they have already taken part in the survey), but also at the level of the online survey platform (e.g. where the respondents might be asked to enter their email addresses or otherwise register before being able to complete the questionnaire, in both stages of data collection).

<b>Activity 3: Translations</b>
---------------------------------

The contractor will be responsible for translating the questionnaire and the related materials. For each Member State involved in the survey, the translations must be made according to the following table:

<u>Member State</u>	<u>Language(s)</u>
Belgium	Dutch, French
France	French

Germany	German
Greece	Greek
Hungary	Hungarian
Latvia	Latvian, Russian
Romania	Romanian
United Kingdom	English
Sweden	Swedish

In addition, the questionnaire and the web survey platform must be made available in **Russian and Hebrew** for respondents in all Member States selected for the study.

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, readily understandable to respondents, and the questions are comparable across languages.

The contractor will be provided with translations of other FRA survey questionnaires, and where applicable, the same terminology should be used.

#### **Activity 4: Testing**

After the contractor has prepared the online questionnaire, they will be required to identify 12 eligible respondents per language version for testing the questionnaire. The test participants should include men and women in equal numbers, and persons should be recruited so as to ensure the representation of different age groups (16-24, 25-39, 40-54, 55+).

Based on the tests, the project manager will produce a report describing the results of the tests, drawing from the results of all countries. The report should present the main results of the testing, both country-by-country and overall, focusing on issues where the tests suggest that the questionnaire should be adapted before the main data collection stages. The Activity 6 (Data collection – Stage 1, respondent-driven sampling) can only be started after the FRA has accepted the testing report and the changes made.

#### **Activity 5: Media monitoring**

The Research Experts will be responsible for carrying out media monitoring activities in their countries. The media monitoring should start two weeks prior to the start of Activity 6 (Data collection – stage 1: respondent-driven sampling) and it will end simultaneously with the closing of Activity 7 (Data collection – stage 2: Open web survey). The Project Manager will develop guidelines<sup>39</sup> for the Research Experts to record events reported in national print and on-line media with regard to the topics of the survey. The Project Manager will collect the reports from Research Experts in order to send a weekly report to the FRA over the duration of the fieldwork (Activities 6 and 7).

#### **Activity 6: Data collection – stage 1: respondent-driven sampling (RDS)**

Based on the analysis of the characteristics of the Jewish population in Activity 1, the contractor will, in consultation with the FRA, identify in each Member State a number of seeds as starting points for the RDS referral chains. The selection of seeds should ensure that the various sub-sections of the Jewish population in the Member State can be effectively reached during the RDS data collection stage.

The RDS data collection will take place using the questionnaire developed by the FRA and the translations carried out as a part of Activity 3 (Translations). The respondents will fill in the questionnaire by accessing the online survey platform, as described in Activity 2 (Developing the online survey platform). The seeds, selected to represent the various sub-populations based on Jewish identity, will be requested to send invitations to participate in the survey to

<sup>39</sup> As an example, see the guidelines for event data collection in the European Social Survey: [http://www.europeansocialsurvey.org/index.php?option=com\\_content&view=article&id=88&Itemid=359](http://www.europeansocialsurvey.org/index.php?option=com_content&view=article&id=88&Itemid=359)

other eligible respondents, who in turn will be asked to make further referrals after having completed the questionnaire. Each participant can only make a small, pre-determined number of referrals, either online through the online survey platform, or offline, using coupons which have been printed from the system. The referral chains should be long enough for the survey to be able to cover also those parts of the target population (persons who self-identify as Jewish) who would be difficult-to-reach through other methods.

Throughout the RDS data collection stage the contractor will monitor the development of the referral chains and report on the progress in each country to the FRA on a **weekly basis**. During the RDS data collection, it may be necessary for the contractor to identify additional seeds for RDS referral chains.

The contractor will develop specific checks to identify suspect responses (multiple replies by the same person, or replies by ineligible respondents) in order to eliminate them from the final data set, The suspect responses must be excluded from the data set, and they have to be excluded when calculating the net sample size to be achieved in each Member State in the RDS data collection stage.

#### **Activity 7: Data collection – stage 2: open web survey**

After completion of Activity 6 (Data collection – stage 1: respondent-driven sampling), the contractor will start the awareness-raising activities based on the analysis of the Jewish communities, Jewish media and non-affiliated media in each selected Member State (Activity 1). The contractor will be responsible for designing the awareness-raising activities so that they are proportional to the aim of achieving a minimum of 500 completed questionnaires in each Member State in the open web survey stage. The open web survey should be available to prospective respondents from the start of the awareness-raising activities.

The open web survey will seek to provide an opportunity for all eligible respondents in the selected Member States to take part in the survey. The respondents will access the survey through the same online survey platform which was used in the RDS stage (Activity 7) and which was developed in Activity 2 (Developing the online survey platform), with relevant modifications in consideration of the different data collection approach.

Following the start of the open web survey stage, the project manager will report to the FRA on a weekly basis, by country, on the progress of data collection, including responses (by gender, age, source where respondent learned about the survey, etc.) and partly filled questionnaires (incomplete replies).

The respondents who have already participated in the RDS stage of the survey (Activity 6) should not be allowed to participate in the open web survey. While this can be partly controlled at the level of the questionnaire, the contractor should ensure this also within the online survey platform (see also Activity 2: Developing the online survey platform).

The contractor will develop specific checks to identify suspect responses (multiple replies by the same person, or replies by ineligible respondents) in order to eliminate them from the final data set. The suspect responses must be excluded from the data set, and they have to be excluded when calculating the aim net sample size in each Member State in the open web survey stage.

#### **Activity 8: Data processing**

The contractor will export the quantitative data collected from all completed questionnaires in Activity 6 and Activity 7 in an SPSS-compatible computer file. The data file for questionnaires filled in during the respondent-driven sampling stage and the file from the open web survey stage should both include the data from all the selected Member States.

Both computer files 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 contractor should develop, where 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. In the case of the RDS data set, the weighting process must take into account the specific requirements for the analysis of data generated through RDS.

#### **Activity 9: 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 from all Member States that will 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 should also make references to the results of other surveys, as relevant.

In analysing the results the contractor must also pay attention to the specific methods of analysis and the specialised software necessary for the statistical analysis of data resulting from the respondent-driven sampling. The data from the two data collection stages (RDS stage and the open web survey stage) should be analysed separately, but the analysis should also compare the results received from the two approaches, taking into account the profile of the respondents in each stage.

The FRA will provide the contractor with detailed instructions concerning the content and format for reporting, based on the issues covered in the final survey questionnaire.

## **5. Deliverables**

All written deliverables must be submitted in English and copy-edited by a native English speaker with editing experience in line with the FRA Style Guide. 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 MS-Office 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 data necessary for reproducing each of the graphs in the reports must be delivered in MS-Excel compatible electronic files with one graph/table per spread sheet, and each spread sheet 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: Background study report**

Based on work carried out under Activity 1 (Background research), the background study report should describe the characteristics of the Jewish population in each Member State where the survey will be carried out. The report must describe the results of the feasibility assessment for the selected Member States and it must provide a detailed analysis of the

cases where it may be necessary to replace any of the selected countries with other EU Member States (including a feasibility analysis of carrying out the survey in these Member States).

The report should focus on findings which are relevant for the implementation of data collection in Activity 6 (Data collection – stage 1: respondent-driven sampling) – in particular, the selection of seeds – and Activity 7 (Data collection – stage 2: open web survey) – and the awareness-raising campaign. The report should also identify and assess possible risks which may affect later data collection activities.

**Size:** 30 pages

**Language:** English

**Deadline:** Two months after contract signature

**Linked to:** Activity 1

### **Deliverable 2: Testing report**

As a part of Activity 4 (Testing), the contractor will submit to the FRA a testing report which describes the results of the testing of the online questionnaire. The results should be presented in a comparative way, e.g. analysing respondents' feedback on the questionnaire and the online survey platform by gender and age group across the countries. However, the report should also identify issues by country or by language version, where adjustments to the questionnaire may be necessary before the start of the data collection (Activities 6 and 7).

**Size:** 30 pages

**Language:** English

**Deadline:** Four months after contract signature

**Linked to:** Activities 2-4

### **Deliverable 3: Translated questionnaires**

The survey questionnaire and all the translations must correspond to the versions which are made available to the respondents in Activity 6 (Data collection – stage 1: respondent-driven sampling) and Activity 7 (Data collection – stage 2: open web survey). These versions should incorporate any final adjustments made based on the testing (Activity 4).

**Size:** The original and each language version (approximately 40 pages each)

**Language:** English + languages of the Member States where the survey will be carried out

**Deadline:** Five months after contract signature

**Linked to:** Activities 2-4

### **Deliverable 4: Media monitoring reports**

The media monitoring reports should list, by country, any events reported in the national media which are connected to the topics of the survey. Based on submissions from the Research Experts, the Project Manager will submit to the FRA a media monitoring report on weekly basis for the duration of the fieldwork. The reports should include excerpts of the news items in the national language, with a short description in English on the significance of the news report to the survey.



**Size:** Each weekly report covering the nine countries up to 30 pages

**Language:** English (with news excerpts in national languages)

**Deadline:** Weekly deliverable for the duration of the data collection. The last report is to be submitted following the conclusion of data collection activities (Activities 6-7). Eight months after contract signature.

**Linked to:** Activities 5-7

#### **Deliverable 5: Technical report**

The contractor will submit a technical report to the FRA (in electronic format) once data collection in all countries has been completed.

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.

In addition to the above broad themes, the technical report should cover all aspects of the project; including, for example, questionnaire translation, development of the online survey platform, and data collection (using respondent-driven sampling and with an open web survey). The main outcomes of the background study report (Deliverable 1) and Testing report (Deliverable 2) should be summarised in the technical report.

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

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 Jewish population in each of the selected Member States. The technical report should highlight any difficulties that arose in the course of implementing the survey (difficulties in translating concepts, motivating 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 and will suggest any necessary changes and amendments within the time period specified in the contract.

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

**Language:** English

**Deadline:** 10 months after signature of contract

**Linked to:** Activities 1-8

#### **Deliverable 6: Data sets and code book**

The data sets include the quantitative data from the completed questionnaires, as carried out in Activity 6 (Data collection – stage 1: respondent-driven sampling) and Activity 7 (Data collection – stage 2: open web survey). The deliverables consist of the fully documented data sets and code books describing the variables of the data files.

**Language:** English

**Deadline:** 11 months after signature of contract

**Linked to:** Activities 6-8

#### **Deliverable 7: 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).
- The report should consider findings from others surveys, as relevant.
- The report will analyse separately the findings from the RDS data collection (Activity 6) and open web survey data collection (Activity 7), while also comparing the results, with a view of possible differences in the profile of the respondents in the two samples.
- 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 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 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 150 pages (excluding tables, which can be included as annexes)

**Language:** English

**Deadline:** 11,5 months after signature of contract

**Linked to:** Activities 1-9

<b>Deliverable 8: Executive summary</b>
---

On the basis of information reported in the 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:** 11,5 months after signature of contract

**Linked to:** Activities 1-9

## **Deliverable 9: 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 are presented and discussed in the Final Results Report

**Deadline:** 11,5 months after signature of contract

**Linked to:** Activities 6-9

## 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-related activities in their countries.

## 7. Logistics and Timing

### 7.1. Commencement date & Period of execution

The period of **execution of the contract** will be 11.5 months from the contract signature. This period does not include the time necessary for the Contracting Authority to revise the last of the project deliverables and the time needed for possible revisions by the Contractor.

### 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

Within three weeks 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.

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 – for example, a detailed timeline must be included building on the general timeline presented in the Technical Specifications.

During the course of the contract period **three** 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 final price included in their financial 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. Where possible, the communication between the contractor and the FRA can also be through teleconferencing.

## 8. Project team

The project team should consist of a single Project Manager, a Research Expert for each Member State where the survey is conducted, and necessary support staff for the management of the project. A different Research Expert has to be assigned to each of the countries where the survey will be carried out.

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 Manager 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 (7) years of professional experience, out of which a minimum of three (3) years of experience in conducting major international social science-based comparative survey research
- Proven experience in research management, as manager or coordinator of at least **two (2)** 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. Senior Research Expert

*Qualifications and professional experience*

- University degree

- A minimum of seven (7) years of professional experience in conducting social science-based research
- Proven experience of at least **two (2)** international social-science related research projects
- Proven experience in at **least one (1)** project designing and implementing interview-based research using respondent-driven sampling (RDS) and using specific data analysis methods necessary for analysing data which has been generated through RDS
- Excellent knowledge of English (Level C2 based on Common European Framework of Reference (CEF)).

### 8.3. Research Experts

#### *Qualifications and professional experience*

- University degree
- A minimum of three (3) years of professional experience in conducting social science-based survey research
- Proven experience of at least **two (2)** social science based research projects in the country for which they are responsible.

## 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 MS-Office compatible format) on the 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 regarding preparation of research tools, 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 research in each Member State.

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, meetings of the Project Manager and Research Experts, through to observation of activities related to data collection. 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.