



ANNEX A.1

FRANET - Data collection and research services on fundamental rights issues

TECHNICAL SPECIFICATIONS

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1 Technical specifications

Overview and background information

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

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

The objective of the Agency, according to Article 2 of its Regulation, is to provide the relevant institutions, bodies, offices of the Community and its Member States with assistance and expertise relating to fundamental rights when implementing Community law 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.

The thematic areas of the Agency's activities are defined in a five-year Multiannual Framework (MAF) adopted by the EU Council. On 7-8 December 2017, the Council adopted the Multiannual Framework (MAF) for the period 2018-2022². In addition, according to FRA's founding regulation, the EU institutions can ask the Agency '*to formulate and publish conclusions and opinions on specific thematic topics, for the Union institutions and the Member States when implementing Community law, either on its own initiative or at the request of the European Parliament, the Council or the Commission*'. The scope of the Contract is therefore not exclusively limited to the thematic areas mentioned in the MAF.

In order to fulfil its tasks the Agency conducts research collecting relevant primary and secondary data and contextual information from EU Member States, and any candidate countries participating as observers, and analyses them in order to develop policy relevant comparative reports for its stakeholders, EU institutions and EU Member States. The Agency's Scientific Committee guides the work to ensure quality.

2 Contract Objectives

The objective of the Contract is to provide the FRA with services related to its tasks, as defined in Article 4 of its founding regulation.

3 General description of obligations

FRA produces a number of comparative reports every year based on research involving the collection of secondary data through desk research or primary data through fieldwork

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

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

or a combination of both. These reports are mainly the outcome of research projects that are outlined in the FRA's Programming document, publicly available on its website³, allowing potential contractors to identify possible work that could be outsourced. Policy needs may also require FRA to carry out research at very short notice. Tenderers should keep in mind that they might be asked to collect and deliver data and information at short notice, sometimes completing several assignments in parallel.

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

4 Service requirements – Lots, deliverables and additional services

4.1 Lots

This call for tender is divided into the following 3 Lots.

*Lot 26 Finland
 Lot 31 Albania
 Lot 32 Serbia*

All services could be commissioned for all or for a number of lots.

4.2 Deliverables and additional services

Deliverables	Size (indicative)	Time (indicative)	Price
Information request	2-3 pages	10 calendar days	Fix
Short thematic report	10-15 pages	2 months	Fix
Thematic report	25-30 pages	3 months	Fix
Social fieldwork research	Variable	Variable	Quoted Times and Means
Various reports and services	Variable	Variable	Quoted Times and Means

³ <http://fra.europa.eu/en/about-fra/what-we-do/annual-work-programme>

Participation in meetings	N/A	N/A	Times and Means
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4.2.1 Information request

The purpose of this deliverable is to provide, often at a very short notice, concise and specific data and information on fundamental rights issues based on desk research. The contractor may also need to contact public authorities, civil society organisations, etc. for additional information.

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

- Information on legal and organisational framework of victim support services;
- Information on the legal status of same sex marriages;
- Information on legal provisions and policy measures addressing violence against women;
- Information on redress mechanisms for victims of crime;
- Information on fundamental rights compliance of the external border management and return as well as readmission procedures;
- Information on measures aiming at the protection of media professionals from violence, threats, harassment or external pressure;
- Information on administrative arrangements for the detention of children;
- Practical information, such as, for example, the identification and contact details of key stakeholders, experts or journalists covering particular fundamental rights issues; information on data-bases at international, European or national level;
- Regular reporting on specific issues.

Contractors should deliver the data/information in a specific template, according to the submission deadline and guidelines that will be provided by FRA.

The contractors will provide the deliverable in English, but may be also requested to provide a version in their national language and should therefore provide separate financial offers for the deliverable in English and for the deliverable in the national language.

Tenders should be aware that they may be expected to deliver this service at very short notice, as a minimum within ten calendar days.

Size: approximately 2-3 A4 pages (excluding annexes)

4.2.2 Short Thematic report

The purpose of this deliverable is to provide concise information and data on fundamental rights issues in a way that allows comparative analysis through desk research. The contractor may also need to contact public authorities, civil society organisations, etc. for additional information. The content of this deliverable will be based on relevant publicly available official and unofficial statistical data, information on trends, significant policies and legal instruments, specific legal provisions, case law, other policy measures, as well as promising initiatives. The deliverable should contribute to an adequate understanding of the social, legal and policy aspects of a particular issue on the basis of substantiated evidence and therefore contractors may be requested to provide an overview of relevant developments over a period of time.

This deliverable will be used as background material for the comparative analysis and must be factual, objective, balanced, fully substantiated and referenced.

Contractors should deliver the data/information in a specific template, according to the submission deadline and guidelines that will be provided by FRA.

The contractors will provide the deliverable in English, and may also be requested to provide the deliverable or a short (one page) executive summary in the national language(s) of the Lot.

Therefore the contractors should provide separate financial offers for:

- the deliverable in English;
- the deliverable in English and in the national language;
- the deliverable in English and an executive summary in the national language.

As an indication, short thematic reports should be delivered within two months.

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

4.2.3 Thematic report

The purpose of this deliverable is to provide detailed information and analysis on issues concerning fundamental rights in order to support comparative analysis. This deliverable will require analysis of data and information based on comprehensive data collection and elaboration to provide a thorough understanding of the relevant issues.

The deliverable will rely on desk research and may also require contacting organisations and authorities in the relevant field of research for additional information. It is expected that this deliverable will provide analysis taking into account relevant publicly available official and unofficial statistical data, information on trends, significant policies and legal instruments, statistical data related to the application of legislation, specific legal provisions and legal practice, case law, other policy measures, as well as promising

initiatives that could serve the development of recommendations. The deliverable should contribute to a thorough understanding of the social, legal and policy aspects of the relevant issues on the basis of substantiated evidence. Contractors may be requested to provide an overview of relevant developments over a period of time.

This deliverable will be used as background material for comparative analysis and must be factual, objective, balanced, fully substantiated and referenced.

Contractors should deliver the data/information in a specific template, according to the submission deadline and guidelines that will be provided by FRA.

The contractors will provide the deliverable in English, and may also be requested to provide the deliverable or a short (2-3 pages) executive summary in the national language(s) of the Lot.

Therefore the contractors should provide separate financial offers for:

- the deliverable in English;
- the deliverable in English and in the national language;
- the deliverable in English and an executive summary in the national language.

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

Size: approximately 25-30 A4 pages (excluding annexes)

4.2.4 Social fieldwork research

The Agency applies in some of its projects qualitative fieldwork research to gain a rich understanding of processes, events and relationships. Social qualitative field research is especially effective in obtaining specific information about the values, attitudes, views, experiences, perceptions and social behaviour of particular populations. Such qualitative methods are effective in understanding the influence of social norms, socio-economic status, gender roles, ethnicity, age and religion which may not be readily apparent.

As an illustration, such social fieldwork research may involve one or a combination of the qualitative methodologies, such as:

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

- **Case studies**, which typically involve an in-depth examination of a particular issue.
- **Delphi methodology** which facilitates discussions in order to generate consensus among participants, and correlate informed judgments on a topic spanning a wide range of disciplines.
- **Participatory action research** which combines research, action and active participation of targeted communities.

For the implementation of a specific contract that involves qualitative fieldwork research, FRA will provide specific instructions, interview material, consent forms etc., in English. The contractors may be required to comment on this research material and translate it into their national language and/or into the language of the interview, in case research participants do not speak the national language. The contractors may be requested to conduct interviews with sign language interpreters for participants with hearing impairments. Contractors may be requested to deliver transcripts in English and/or in the language of the interview. The contractors may also be required to organise specific training for interviewers involved in the fieldwork to ensure that the methodology is applied in a uniform way across all Member States concerned. The FRA may attend training sessions organised by the contractors. The contractors may be requested to take pictures and/or footages of activities implemented during fieldwork research.

The contractors should conduct such research on the basis of a specific template, submission deadline and guidelines that will be provided by FRA. The contractors may be required to process and analyse the collected data via a specific qualitative data analysis and research software such as for example NVivo or Atlas. The contractors may be requested to deliver parts of the fieldwork research results in the national language or the language selected to conduct the research.

Size: variable

4.2.5 Various reports and services

FRA may require data and information, analyses, as well as support services, possibly of a very specific and/or technical nature, often at very short notice. As an illustration, this service or deliverable could include:

- Review of FRA outputs adding, amending and/or updating information within them to ensure that they are correct, up to date and complete. Contractors may be requested to review English and/or national language versions of FRA deliverables and outputs;
- Collecting specific information on the operation of support services available to victims of crime or guardianship systems, including promising initiatives;
- Collection and analysis of national case law with reference to articles of the EU Charter for Fundamental Rights;

- Support and facilitate activities at national level carried out/or commissioned by FRA; As an illustration, this could include in the context of supporting a visit by FRA staff: facilitating contacts with key national and local stakeholders and preparing background documents; or in the context of supporting a meeting at national level it could include: contributing to the development of meeting agendas, identifying a suitable venue, potential speakers and participants, translating relevant material, supporting FRA communication, dissemination and training activities.

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

The contractors may be requested to deliver relevant services or material in the national language(s) of the Lot.

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

Size: variable

4.2.6 Participation in meetings

During the implementation of the Framework Contract, the FRA can request the participation of contractors for all or selected Lots in meetings of one or more days (ad hoc or project-related) at its premises. The FRA is entitled to request the presence of one or several specific members of the contractor's team. As an indication a meeting at FRA premises usually starts at around 09:00 am and ends at around 17:30 pm.

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

5 Language and style

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

written material (FRA Style Guide⁴). Deliverables should, if possible, contain tables and other graphic presentations to improve readability.

6 Acceptance of deliverables

The procedure for accepting the deliverables shall be the following:

- The FRA receives the deliverables according to the Contract deadlines.
- The FRA assesses the deliverables and may request the contractors to revise it. The deliverable is considered as a final deliverable only after final acceptance by FRA.

7 Place of work and delivery

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

8 Project team

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

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

1. Project Manager, who will coordinate the project team with overall responsibility for liaising with the Agency, as well as with the national authorities and for the timely execution of the Contract.
2. Senior Expert, who will be responsible for the scientific quality of all deliverables and must approve deliverables before they are submitted to FRA.
3. Experts (at least one legal expert, at least one expert in social sciences, at least one expert on qualitative social fieldwork research and at least one interviewer), who must have a proven ability to carry out the research as described above.

⁴ Available on FRA's web site at http://fra.europa.eu/sites/default/files/annex_2_to_annex_a1 - fra_style_guide_for_authors.pdf

4. English language editor

Profile	Minimum educational qualifications to be proven by supplying a CV (in EUROPASS form) and the grid under Annex C, form D.1
Project Manager	<ul style="list-style-type: none"> • University degree • Proficiency in English (level C1) • Proficiency in the national language of the Lot (level C2) • 5 years of proven experience as project manager in research projects gained in the relevant country/lot applied for
Senior Expert	<ul style="list-style-type: none"> • Postgraduate university degree • Proficiency in English (level C1) • Proficiency in the national language of the Lot (level C2) • At least seven years of experience in human rights academic research gained in the relevant country/Lot applied for • At least five scientific publications in national language or any EU language (e.g. articles in academic journals or books or peer reviewed books by academic publishers) relevant to the country/Lot the tenderer applies for. Relevance of the publications to the country/Lot should be briefly explained in the expert's grid. Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of two English abstracts of such publications (relevant to the country/Lot applied for) must be provided.
Legal Expert(s)	<ul style="list-style-type: none"> • University degree • Proficiency in English (level C1) • Proficiency in the national language of the Lot (level C2) • At least two scientific publications in national language or any EU language (e.g. articles in academic journals or books or peer reviewed books by academic publishers) relevant to the country/Lot the tenderer applies for. Relevance of the publications to the country/Lot should be briefly explained in the expert's grid. Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of one

	English abstract of such publications (relevant to the country/Lot applied for) must be provided.
Expert(s) in social sciences	<ul style="list-style-type: none"> • University degree • Proficiency in English (level C1) • Proficiency in the national language of the Lot (level C2) • At least two scientific publications in national language or any EU language (e.g. article in academic journals or books or peer reviewed books by academic publishers) relevant to the country/Lot the tenderer applies for. Relevance of the publications to the country/Lot should be briefly explained in the expert's grid. Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of one English abstract of such publications (relevant to the country/Lot applied for) must be provided.
Social Expert on fieldwork research	<ul style="list-style-type: none"> • University degree • Proficiency in English (level C1) • Proficiency in the national language of the Lot (level C2) • Proven evidence of participation in at least two social qualitative research projects, where the expert was responsible for or carried out qualitative fieldwork research • At least two scientific publications in national language or any EU language (e.g. article in peer reviewed academic journals or books or peer reviewed books by academic publishers) relevant to qualitative research. Relevance of the publications to the qualitative research should be briefly explained in the expert's grid. Titles, dates, type of publication, publisher, place of publication, ISBN number (if available) must be provided. A minimum of one English abstract of such publications (relevant to social qualitative research) must be provided.
Interviewer(s)	<ul style="list-style-type: none"> • Independent user in English (level B2) • Proficiency in the national language of the Lot (level C2) • Proven evidence of experience in at least two research projects, where the interviewer was responsible for conducting and administering qualitative/quantitative interviews and/or focus group discussions.
Language	<ul style="list-style-type: none"> • Proficiency in English (level C2)

Editor	<ul style="list-style-type: none">• 3 years proven experience as English language editor; a minimum of two short examples of edited work in English must be provided.
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9 Communication

Communication between the Contractor and FRA shall be possible by phone during FRA's working days and hours and through fax, electronic, and surface mail. Any written communication sent by FRA shall be answered within two (2) working days. The contractors should ensure that questions for clarification regarding any deliverable are addressed, if requested by FRA by e-mail within three (3) working days. The contractor should have the technical capacity for communication through video and/or teleconferencing (e.g. web meeting using Lync / Skype for business).

10 Project monitoring

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

In addition, during the implementation of Specific Contracts/Order Forms, FRA intends to send its staff to attend and monitor aspects of the work. This can involve observation of any activity of the project as well as meetings of the Project team. FRA reserves the right to attend at any stage of the execution of a Specific Contract/Order Forms without prior notice being given to the contractor. FRA will cover all costs related to travel and accommodation of its staff in connection to such visits.
