



The European Foundation for
the Improvement of Living
and Working Conditions

PROCUREMENT DOCUMENTS

PART B: TENDER SPECIFICATIONS

TITLE OF THE CONTRACT: Preparation and Implementation of the 7th European Working Conditions Survey

Internal Reference No.: 171104/4643

Procurement procedure: Restricted procedure

Contract type: framework (FWC)

Tender Specifications purpose:

- to announce the exclusion and selection criteria which will apply to determine the choice of candidates to be invited to the second stage of the procedure,
- to announce the award criteria which will apply to determine the successful framework contractor among the offers received.

These Tender Specifications will form annex 1 of the FWC resulting from this tender procedure and will be binding during the contract implementation.

INDICATIVE TIMETABLE FOR PROCUREMENT PROCEDURE

	Milestone	Date	Comments
Step 1	Launch date	28/03/2018	Planned date for sending contract notice to Official Journal for publication
	Deadline for clarifications, answers to questions, corrigenda	27/04/2018	Requests by tenderers for clarifications may only be submitted through the eTendering website
	Receipt of 'requests to participate'	07/05/2018	See details in the Invitation letter.
	'Requests' opening session	14/05/2018	See details in the Invitation letter.
Step 2	Notification regarding selection of candidates and dispatch of invitations to tender to those who meet the non-exclusion and selection criteria	21/06/2018	Any correspondence with the tenderer relating to the procurement procedure will be sent via email to the address provided by the tenderer in the request to participate.
	Deadline for clarifications, answers to questions, corrigenda	08/08/2018	
	Receipt of tenders	16/08/2018	
	Tenders opening session	23/08/2018	
	Notification of the evaluation results	30/10/2018	
	Contract signature	13/11/2018	

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1. INFORMATION ON TENDERING

1.1. Participation

Participation in this procurement procedure is open on equal terms to all natural and legal persons falling within the scope of the Treaties, as well as to international organisations.

It is also open to all natural and legal persons established in a third country which has a special agreement with the Union in the field of public procurement on the conditions laid down in that agreement, namely, Albania, Bosnia and Herzegovina, the Former Yugoslav Republic of Macedonia, Iceland, Liechtenstein, Montenegro, Norway and Serbia,.

1.2. Procurement procedure

Eurofound has decided to use **the restricted procedure** in order to award a contract for the provision of the 7th European Working Conditions Survey framework. This procurement procedure has two steps:

- Step 1: Any interested economic operator may ask to take part in the first step of this procedure. During the first step, interested candidates are expected to submit a request to participate (by providing documentation relating to the exclusion and selection criteria). At this stage, only the non-exclusion and selection criteria are assessed by Eurofound.
- Step 2: Those candidates who have been assessed to meet the non-exclusion and selection criteria shall be invited to submit a tender for evaluation under the award criteria. Only those invited by Eurofound can submit a tender. After the tenderers have been evaluated against the award criteria and a ranking has been established according to the quality-price ratio, Eurofound will award the contract to the tenderer which has come first in the ranking.

1.3. Nature of the contract

This procurement procedure concerns **a framework contract (FWC)**.

Signature of the contract does not give rise to any direct obligation on the part of Eurofound; it is only its implementation through specific contracts or order forms that is binding on the part of the participating agencies.

1.4. Information about lots

There are no lots for this tender:

1.5. Information about options

The 7th European Working Conditions Survey will cover all European Union (EU) Member States¹.

Subject to the availability of funding it may also cover the following Acceding and Candidate Countries (ACC) to the EU (Albania, Bosnia and Herzegovina, Kosovo², the Former Yugoslav Republic of Macedonia, Montenegro, Serbia and Turkey) as well as Iceland, Norway and Switzerland.

Note that the part of the service related to the Acceding and Candidate Countries and Iceland, Norway and Switzerland is considered by Eurofound as an “option” – i.e. quantitative extras, ancillary to the main purchase and which are optional for Eurofound which has the right to buy them or not.

Note that tenders will be evaluated on the basis of the total price offered for the service provision including all options (that is, EU Member States + 7 Acceding and Candidate Countries + Iceland, Norway and Switzerland).

1.6. Compliance with applicable law

The tender must comply with applicable environmental, social and labour law obligations established by Union law, national legislation, collective agreements or the international environmental, social and labour conventions listed in Annex X to Directive 2014/24/EU³.

1.7. Joint tenders

A joint tender is a situation where a tender is submitted by a group of economic operators (natural or legal persons). Joint tenders may include subcontractors in addition to the members of the group.

In case of joint tender, all members of the group assume joint and several liability towards Eurofound for the performance of the contract as a whole, i.e. both financial and operational liability. Nevertheless, tenderers must designate one of the economic operators as a single point of contact (the leader) for Eurofound for administrative and financial aspects as well as operational management of the contract.

¹ It is foreseen that the UK will become a ‘third country’ from 30 March 2019 as a result of Brexit. However, at the time of this tender being published, it looks like the UK will extend its de facto membership of the EU until the end of 2020 due to just recently agreed transition period. Nevertheless, the outcome of Brexit talks is unpredictable at this stage and it may impact on Eurofound ability to cover the UK as part of the 7th EWCS. Even though such a scenario seems to be unlikely, prospective candidates/tenderers are advised to bear in mind that Eurofound may exercise its right to lower the volume of the contract and resign from ordering the preparation and implementation of the 7th EWCS in the UK under the envisaged framework contract if necessary.

² As defined by the United Nations Security Council Resolution 1244/1999

³ Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 on public procurement and repealing Directive 2004/18/EC (OJ L 94, 28.3.2014, p. 65).

After the award, Eurofound will sign the contract either with all members of the group, or with the leader on behalf of all members of the group, authorised by the other members via powers of attorney.

1.8. Subcontracting

Subcontracting is permitted but the contractor will retain full liability towards Eurofound for performance of the contract as a whole.

Tenderers are required to identify subcontractors whose share of the contract value is above 5% or whose capacity is necessary to fulfil the selection criteria.

During contract performance, the change of any subcontractor identified in the tender or additional subcontracting will be subject to prior written approval of Eurofound.

1.9. Structure and content of the request to participate and tender

The requests to participate and tenders must be presented as follows:

PART I: Request to participate (to be provided in Step 1)
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Chapter 1: Identification of the candidate (see section 4.1)

Chapter 2: Non-exclusion (see section 4.2)

Chapter 3: Selection (see section 4.3)

PART II: Tender (to be provided in Step 2)

Chapter 4: Technical offer

The technical offer must cover all aspects and tasks required in the technical specifications and provide all the information needed to apply the award criteria. Offers deviating from the requirements or not covering all requirements may be rejected on the basis of non-compliance with the Tender Specifications and will not be evaluated.

Chapter 5: Financial offer

The price for the tender must be quoted in euro. Tenderers from countries outside the euro zone must quote their prices in euro. The price quoted may not be revised in line with exchange rate movements. It is for the tenderer to bear the risks or the benefits deriving from any variation.

Prices must be quoted free of all duties, taxes and other charges, including VAT, as the European Union is exempt from such charges under Articles 3 and 4 of the [Protocol on the privileges and immunities of the European Union](#).

The quoted price must be a fixed amount which includes all charges (including travel and subsistence for the meetings/workshops listed in the Tender Specifications).

The costs for preparation of the 7th EWCS are considered by the Client to be the same regardless of any deviation from the reference sample size. Therefore, tenderers should propose a fixed price per country for preparation. For the implementation, tenderers are required to provide a cost per interview for each country. Information on the reference sample size per country has been provided in Table 5 for guidance.

Eurofound reserves the right not to select a contractor if the price of the tenders proposed is in excess of the budget allocated to this project.

Note that **the Standard Reply Form**, forming Part C of the Procurement Documents, provides a ready to use request to participate/tender template. Candidates/Tenderers must use it while drafting their requests to participate/tender.

2. TECHNICAL SPECIFICATIONS

2.1. Background information

For more than 40 years, Eurofound has developed a strong knowledge base in the area of working conditions and industrial relations, labour markets and structural change, and living conditions and quality of life. A key task of the agency involves monitoring developments in the Member States over time.

To achieve this, Eurofound has created and continued to develop its Europe-wide surveys (European Company Survey, European Working Conditions Survey, European Quality of Life Survey) and three thematic portals ([European Observatory of Working Life](#) (EurWORK), [European Monitoring Centre on Change](#) (EMCC) and [European Observatory on Quality of Life](#) (EurLIFE)).

2017 marks the start of a new programming period for Eurofound and the new [Programming document 2017-2020](#) identifies a series of activities that contribute to the EU policy challenges. The overall strategic objective for the programming period 2017-2020 is:

‘To provide scientifically sound, unbiased, timely and policy-relevant knowledge that contributes to better informed policies for upward convergence of living and working conditions in Europe.’

The European Working Conditions Survey

Every five years, Eurofound conducts a survey to study the working conditions in Europe. Five main editions of the European Working Conditions Survey (EWCS) have been carried out in 1990/1991, 1995/1996, 2000, 2001/2002, 2005 as well as in 2010. The sixth and most recent wave of the EWCS was in the field in 2015. The 7th edition of the EWCS is planned for 2020.

The survey provides an overview of the state of working conditions throughout Europe and indicates the nature and content of changes affecting the workforce and the quality of work.

The **objectives** of the European working conditions survey series are to:

- 1) Assess and quantify working conditions of both employees and the self-employed across European countries on a harmonised basis
- 2) Analyse relationships between different aspects of working conditions
- 3) Identify work situations and/or groups of concern as well as of progress
- 4) Monitor trends by providing homogeneous indicators on these issues
- 5) Contribute to European policy development in particular on quality of work and employment

The comparative and cross cultural dimension of the EWCS is and will remain at the heart of developing the 7th EWCS.

Following the European enlargements the geographical coverage of the survey has expanded from the 12 countries of the European Community in 1990/1991 to 35 European countries in 2015 (the 28 Member States of the European Union, Norway, Switzerland, the Former Yugoslav Republic of Macedonia, Turkey, Albania, Montenegro and Kosovo).

All interviews were conducted **face-to-face** in CAPI in the respondent's own home and lasted on average 45 minutes. The scope of the **survey questionnaire**⁴ has widened substantially since the first edition, aiming to provide a comprehensive picture of the everyday reality of men and women at work.

Themes covered today by the survey include employment status, working time duration and organisation, work organisation, learning and training, physical and psychosocial risk factors, health and safety, work-life balance, worker participation, earnings and financial security, as well as work and health.

The periodic nature of the survey enables some assessment of trends in working conditions throughout Europe. As the survey has developed, requirements for **trend monitoring** has increased. For an overview of changes in questionnaire please download the historical overview⁵. The questionnaire for the 7th EWCS will be revised to integrate the concerns of the Eurofound stakeholders, the tripartite actors of work as well as Eurofound European and international users.

Interviews were carried out in 32 languages (with 9 of these used in more than 1 country) on key topics covering work and employment issues. The source questionnaire for the survey is English. All together 49 language versions (<https://www.eurofound.europa.eu/surveys/european-working-conditions-surveys/sixth-european-working-conditions-survey-2015/ewcs-2015-questionnaire/ewcs-2015-questionnaire-translation/ewcs-2015-questionnaire-translation-language-versions>) of the 6th EWCS questionnaires have been produced.

⁴https://www.eurofound.europa.eu/sites/default/files/page/field_ef_documents/6th_ewcs_2015_final_source_master_questionnaire.pdf

⁵<https://www.eurofound.europa.eu/surveys/european-working-conditions-surveys/sixth-european-working-conditions-survey-2015/ewcs-2015-questionnaire/ewcs-2015-questionnaire-development>

The target number of interviews was 1,000 in all countries, except Slovenia (1,400), the UK, Italy and Poland (1,500), Germany and Turkey (2,000), France (3,000) and Belgium (4,000).

The sample used in the EWCS is representative of those aged 15 years and over (16 and over in Spain, the UK and Norway) who are in employment (employees and self-employed, according to the Eurostat definition⁶ and in respect of the implementation rules⁷ - most recent implementation rules are quoted in the footnote below) and are resident in the country that is being surveyed. The EWCS is committed to inform policy makers of the working conditions and job quality of all workers including those who have a more casual attachment to the labour market. In each country a multi-stage, stratified random sampling design was used.

Tenderers wishing to get more information on the preparation and fieldwork of the 6th EWCS are invited to consult on Eurofound's website:

- The 6th EWCS technical report (https://www.eurofound.europa.eu/sites/default/files/ef_survey/field_ef_documents/6th_ewcs_-_technical_report.pdf) which acts as a summary of all specific in depth reports and describes preparation and fieldwork outcomes of the 6th EWCS
- The sampling implementation report (<https://www.eurofound.europa.eu/surveys/european-working-conditions-surveys/sixth-european-working-conditions-survey-2015/ewcs-2015-methodology/ewcs-2015-sampling>) describes the sampling design, quality control and implementation in each 35 countries which took place in the 6th Edition
- The coding report (<https://www.eurofound.europa.eu/surveys/european-working-conditions-surveys/sixth-european-working-conditions-survey-2015/ewcs-2015-methodology/ewcs-2015-coding>) described information on the process, quality control measures and outcomes of coding into ISCO, Nace, ISCED and earnings
- The [weighting report](#) provides information on weighting procedures implemented for the 6th edition. Weighting was updated in 2017.
- The quality control report (https://www.eurofound.europa.eu/sites/default/files/ef_survey/field_ef_documents/6th_ewcs_2015_-_quality_control_report_for_web_publication.pdf) provides information on quality control activities performed during the preparation and fieldwork of the 6th EWCS
- Finally the external quality assessment executive summary (https://www.eurofound.europa.eu/sites/default/files/ef_survey/field_ef_documents/6th_ewcs_2015_-_external_data_quality_assessment_report_by_tarki_summary_for_web_publication.pdf) provides an overall assessment of the quality of the EWCS and its fitness for use.

Tenderers can access individual and merged datasets covering all editions of the EWCS on the [UK Data Archive](#)

⁶ “Employed persons are persons aged 15 and over who during the reference week performed work, even for just one hour per week, for pay, profit or family gain or were not at work but had a job or business from which they were temporarily absent because of, e.g., illness, holidays, industrial dispute and education or training” (Eurostat, Labour Force Survey: Concepts, Definitions and Classifications, 2005).

⁷ <http://ec.europa.eu/eurostat/documents/1978984/6037342/EU-LFS-explanatory-notes-from-2017-onwards.pdf>

The EWCS is a key research project in Eurofound which is extensively used in a number of Eurofound activities. It is at the heart of its mandate “to contribute to the planning and design of better living and working conditions”. It is one of the most quoted research projects of Eurofound in policy making. Its reports are among the most downloaded every year. The dataset is downloaded and used by a wide community of researchers coming from different disciplines.

The EWCS is a source of inspiration for other surveys in the world (for example the [American Working Conditions Survey](#), the [South Korea Working Conditions Survey](#) or module in the [Israel social survey](#) 2016) and the development of statistical guidelines on measuring job quality and working life issue such as the United Nations Economic Commission for Europe handbook on the [monitoring of quality of employment](#) or the OECD guidelines on measuring the [quality of working environment](#). The EWCS is also used to monitor developments in job quality for example in the Joint Assessment Framework of the European Commission⁸, the OECD work on job quality. Eurostat uses some EWCS questions to monitor quality of employment in Europe (<http://ec.europa.eu/eurostat/web/labour-market/quality-of-employment>, indicator 1C3; 3C3, 4a5, 6.1, 6.2, 6.3; 6.4; 6.5; 6.6; 7a1; 7a2, 7a3, 7b1; 7b2; 7b3; 7b4; 7b5))

A list of [secondary analyses](#) based on the previous edition of the EWCS is available as well. A [survey mapping tool](#) has been published as well as the [overview report](#) of the 6th EWCS. [Exploring self-employment in Europe Union](#), [Working time patterns for sustainable work](#) and [Working conditions of workers of different ages](#) are recent secondary analyses of the EWCS. Further analytical work takes place in mostly the strategic area of activities “working conditions and sustainable work” as described in Eurofound programming document 2017-2020 “towards upward convergence” (<https://www.eurofound.europa.eu/publications/work->

Eurofound has a strong commitment to quality improvement; considering their surveys’ impact at EU, international and national levels, it is important that data collected are sound, robust and of the highest quality. Information on quality is therefore made available to stakeholders and the research community. For the 7th EWCS, as has been the case for all Eurofound surveys, information should be gathered and published, assessing the data against a designated quality framework (Part E of the procurement documents) based on the quality concept of the European Statistical System as developed by Eurostat,⁹ as well as other quality frameworks such as the Cross-Cultural Survey Guidelines¹⁰ and the Total Survey Error Approach.¹¹ Eurofound will also commission an external quality assessment of the 7th EWCS following the quality framework of the European Statistical System.¹² It is intended to publish an external data quality assessment report on the 7th EWCS and make methodological information available to its stakeholders and the research community.

⁸ See for example ‘employment performance report 2017’ indic/15/12092017/en produced by the Employment Committee, part III : Job Quality module

⁹ <http://ec.europa.eu/eurostat/documents/64157/4392716/ESS-QAF-V1-2final.pdf/bbf5970c-1adf-46c8-afc3-58ce177a0646>

¹⁰ <http://ccsg.isr.umich.edu/index.php/chapters/survey-quality-chapter>

¹¹ Cf. Herbert F. Weisberg (2005). *The Total Error Approach. A Guide to the New Science of Survey Research*. Chicago: Chicago University Press.

¹² <https://www.eurofound.europa.eu/surveys/european-company-surveys/european-company-survey-2013/ecs-2013-methodology/ecs-2013-quality-assurance-and-quality-control>

2.2. Purpose of the contract

The objective of this tender is to conclude a Framework Contract for the timely and high quality preparation and implementation of the 7th European Working Conditions Survey (EWCS).

The contractor should execute the tasks as described below, meeting or exceeding the requirements and targets set in the Quality Framework (Part E of the procurement documents) and Quality Indicators (Part F of the procurement documents). All tasks carried out under this contract should be executed respecting the relevant legislation and in compliance with the ICC/ESOMAR International Code on Market, Opinion and Social Research and Data Analysis¹³ and the ESOMAR/WAPOR Guideline on Opinion Polls and Published Surveys¹⁴.

To ensure comparability between countries, the contractor will ensure that methods and procedures are applied consistently in all the countries covered and will ensure compliance with the specifications within the timeframe allocated to the project. Eurofound understands that in order to achieve maximum comparability, it may be beneficial to allow for variation between countries (see for instance <http://ccsg.isr.umich.edu/structure.cfm> on the balance between standardisation and localisation), however, tenderers should justify such national deviations where they are envisaged.

Eurofound will conduct quality controls on the services performed throughout the duration of the contracts. By pursuing its mission in an accountable and transparent manner Eurofound aims to assure their stakeholders that they are providing a high quality service.

2.3. Scope of the work

Workers should be interviewed face-to-face in their homes using Computer Assisted Personal interviewing (CAPI).

Countries to be covered by the 7th European Working Conditions Survey:

- all European Union (EU) Member States¹⁵;
- subject to the availability of funding it may also cover the some or all of the following: Albania, Bosnia and Herzegovina, Kosovo¹⁶, the Former Yugoslav Republic of

¹³ https://www.esomar.org/uploads/public/knowledge-and-standards/codes-and-guidelines/ICCESOMAR_Code_English_.pdf

¹⁴ <https://www.esomar.org/uploads/public/knowledge-and-standards/codes-and-guidelines/ESOMAR-WAPOR-Guideline-on-Opinion-Polls-and-Published-Surveys-August-2014.pdf>

¹⁵ It is foreseen that the UK will become a ‘third country’ from 30 March 2019 as a result of Brexit. However, at the time of this tender being published, it looks like the UK will extend its de facto membership of the EU until the end of 2020 due to just recently agreed transition period. Nevertheless, the outcome of Brexit talks is unpredictable at this stage and it may impact on Eurofound ability to cover the UK as part of the 7th EWCS. Even though such a scenario seems to be unlikely, prospective candidates/tenderers are advised to bear in mind that Eurofound may exercise its right to lower the volume of the contract and resign from ordering the preparation and implementation of the 7th EWCS in the UK under the envisaged framework contract if necessary.

¹⁶ As defined by the United Nations Security Council Resolution 1244/1999

Macedonia, Montenegro, Serbia and Turkey, as well as Iceland, Norway and Switzerland (as an option - see section 1.5 for further details).

The work envisaged under the 7th EWCS will cover the following phases:

- Preparation
 - Sampling
 - Questionnaire preparation and finalisation (including cognitive test)
 - Translation
 - Pilot test
- Implementation
 - Fieldwork
 - Data processing

For clarity and consistency and where practicable, (e.g. for example for cognitive testing, sampling, etc.), Eurofound sets out a pathway for the various stages/tasks related to the 7th EWCS as follows:

- Strategy: information to be provided by the tenderer on how they intend to approach the task;
- Plan: following award of the contract the strategy will be discussed with the contractor who will then produce a detailed plan, including timetable, which will be finalised and agreed with Eurofound;
- Report: the final plan shall form the basis of the relevant methodological report to be provided by the contractor when the stage has been completed.

The contractor will be required to integrate quality measures into all aspect of the survey following the Quality Indicators as described in section 2.3.9.1 of this document and Part E (Quality Framework) and Part F (Quality Indicators) of the procurement documents. Tenderers should describe their approach to quality control for all tasks as set out in these specifications, making specific reference to the Parts E and F.

2.3.1. Coordination team and national teams

The contractor is required to set up a single central **coordination team** as well as **national teams** (see also section 2.3.6.2) in each of the countries covered by the contract.

It should be noted that these requirements refer to the organisation of the work, not to the legal or financial status of the contractor.

The **coordination team** is responsible for the management and performance of national teams and for communication with Eurofound. The working language for its contacts with Eurofound will be English and tenderers will be required to provide evidence that the Project Leader and team members have the levels¹⁷ of English required (C1 for the Project Leader;

¹⁷ All references to the minimum level of language skills in this document are based on Common European Framework of Reference (CEF). Tenderers should use the self-assessment scale, available on the dedicated

B2 for other members of the team). Tenderers **are required** to demonstrate that the coordination team has experience in managing cross national comparative survey(s) and includes specialists in the different stages of survey management such as sample design and weighting of cross-national working population surveys, cognitive testing, translation, piloting, data collection and fieldwork management and data management. The contact details, experience and precise qualifications and language capabilities of the coordination team members should be included in the tender, using the Europass¹⁸ CV form.

For Step 1, candidates **are required** to provide information on each member of the coordination team in their project plan and to complete the table in the Part C, Standard Reply Form Step 1, Annex 1 - Overview of coordination team. Tenderers shall also be required to provide information on each member of the coordination team.

For Step 2, tenderers **are required** to provide information on the quality of the coordination team and resource allocation, resource back-up and work allocation, support provided by the contractor to national teams, methods of communication with the national teams, measures proposed to ensure effectiveness and responsiveness. The tenderer should also complete Part C, Standard Reply Form Step 2, Annex 1 -Information on the coordination team.

The **national teams** are responsible for all the country-specific tasks for the preparation and implementation of the 7th EWCS as outlined below and as further detailed by the tenderer.

The national team should be aware of all the relevant tasks required in the tender specifications and the tasks proposed by the contractor in relation to the preparation and implementation of the EWCS for that country and commits to completing them in a timely manner and to the highest level of quality.

National teams should be based in the country they cover. Tenderers **are required** to justify any deviations from this but should note that Eurofound will only in exceptional circumstances accept implementation of the fieldwork by agencies not based in a country concerned. National teams must have experience with national face-to-face interview surveys based on probability sampling in their country; it is also desirable but not mandatory that each national team has experience with the implementation of cross-national comparative surveys in their country. Each national team should be headed by a project leader who has extensive experience of carrying out nationally representative surveys using random probability sampling in the respective country. The project leader should have a minimum proficiency level of C2 of the language(s) which shall be used for the survey in that country and a minimum of B2 level in English.

For Step 1, candidates **are required** to provide information on the expertise and experience of the national project leader who will be responsible for the 7th EWCS for each country using the Europass CV form. They should also outline the capacity and ability of the national teams

¹⁸ “Europass” webpage (<http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>) and on the Procurement Section ([General Information](#)) on Eurofound webpage, in order to establish language skills.
<http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>.

to implement the work to the required standards. Tenderers should also complete the table in the Part C, Standard Reply Form Step 1 - Annex 2 – Information on national teams.

For Step 2, tenderers **are required** to provide information on the quality of the national teams: capacity and ability to implement the work to the required standards, including the way it is organised, allocation of responsibilities, resource back-up in the technical offer.

For Step 2, tenderers **are required** to outline the organisation of responsibilities and the coordination strategy with regard to the coordination team, the national teams and Eurofound as well as to outline measures to address, should they arise, lower performance from national teams with a view to limit negative consequences on the quality and timely completion of the project. Tenderers **are required** to clearly outline in their tender proposal the legal and financial relationships between each of the national teams and the coordinating team. Tenderers **are required** to ensure that the local partners are fully aware of all the requirements of the survey and that they agree to fulfil their role in ensuring these are met.

The contractor **may not** change members of the coordination team or replace national teams without justification and without the prior agreement of Eurofound.

The required face-to-face meetings (see also point 2.5)

- **Kick-off meeting** between the contractor and Eurofound shall take place as soon as possible after the contract comes into force.
- **Project meeting and Kick-off seminar with national project leaders:** project meeting for an update on progress and to prepare the Seminar with Eurofound, the coordination team, national project leaders and any other persons whom the contractor considers relevant to the agenda. The objectives of the seminar meeting will be, among other things, to ensure that the tasks of the contract and their purpose are understood not only by the coordination team but also by the national teams. Participation of the national team leader from each country shall be mandatory. This seminar should be organised shortly after the kick-off meeting.
- **Meeting to discuss the finalisation of the questionnaire** (following the cognitive test, see section 2.3.3.2) building on the results of the cognitive testing and advance translation.
- **Meeting to discuss the outcome of the pilot test and finalisation of all matters prior to fieldwork.** This meeting may take place prior to or following the pre-fieldwork seminar, depending on its timing and may be combined with the seminar if appropriate.
- **Pre-fieldwork seminar:** Seminar between the coordination centre and the national fieldwork managers prior to the start of fieldwork (see point 2.3.6.3). It is required that the fieldwork manager from each country involved in the survey will take part in the seminar.
- **Debriefing/Lessons learnt meeting.** This meeting shall take place at the very end of the contract with the objective to de-brief and discuss the lessons learnt for the future
- **Advisory Committee:** presentation to Eurofound's Advisory Committee

Other coordination meetings may be organised as required by the contractor or Eurofound.

Furthermore, it is foreseen that regular and occasional phone conferences or video conferences will be organised to advance the preparation of the survey and monitor fieldwork.

2.3.2. Sampling

Eurofound wishes to obtain probability samples - i.e. all members of the statistical population must have a known non-zero probability of inclusion in the sample¹⁹ - in all participating countries and aims at unbiased estimates of comparable precision. This requires a sampling design that aims at full coverage of the population, and limits non-response bias and design effects in a comparable extent across the participating countries. Several elements contribute to an optimal sampling design:

- The use of good quality sampling frames from which every person within the defined sample population has a known non-zero chance of being selected
- Avoiding non-response and response bias by implementing an appropriate strategy with regard to the number and timing of contact attempts and explicit strategies for persuading target persons to participate in the survey
- Limiting clustering effects and ensuring that clustering effects are comparable across countries

Probability sampling must be applied at every stage and the survey mode must be face-to-face in workers homes in each country.

2.3.2.1. Statistical population (the Universe)

a) Survey population

The target population of the survey are all individuals aged 15 or over living in private households (e.g. all persons living in the households surveyed during the reference week, and those persons absent from the household for short periods due to studies, holidays, illness, business trips, etc.) whose usual place of residence is in the territory of the country in which the survey takes place, and who are in employment during the reference week (the week preceding the interview)

For the purposes of this survey, EU labour force survey (EU-LFS) definitions and guidelines are applied as much as possible to ensure consistency between the EWCS and the EU-LFS. Following the EU-LFS, exceptions to the standard age group 15 years and more are the UK (16 years and more), 15 to 74 years in Denmark, Estonia, Latvia, Hungary, Finland and Sweden, and 16 to 74 years in Iceland and Norway.

The definitions of employment and residence should follow that of the EU-LFS²⁰ and similar implementation rules should be considered. In the EU-LFS definition, a person is considered as being in employment if he or she did any work for pay or profit during the reference week for at least one hour. For the EWCS, the same definition and the same inclusion and exclusion rules apply.²¹

¹⁹ According to the EC Draft Framework Regulation on Integrated European Social Statistics (IESS), a 'sample' means a subset of a frame where elements are selected based on a process with a known probability of selection, designed so as to allow deriving estimations valid for the statistical population.

²⁰ <http://ec.europa.eu/eurostat/documents/1978984/6037342/EU-LFS-explanatory-notes-from-2017-onwards.pdf>

²¹ http://ec.europa.eu/eurostat/statistics-explained/index.php/EU_labour_force_survey_-_methodology

b) Country coverage

The survey will definitely cover all countries who are Member States of the European Union (EU) (<http://europa.eu/about-eu/countries/>).

Eurofound hopes to be able to cover some or all of the acceding and candidate countries to the EU (Albania, Bosnia and Herzegovina, Kosovo²², the Former Yugoslav Republic of Macedonia, Montenegro, Serbia and Turkey), subject to securing funding from the European Commission. In addition, Norway and Switzerland have also indicated an interest in participating in the 7th EWCS, depending on the costs and budget availability. Also, for the first time, Iceland has also indicated an interest in participating.

See Table 1 below for a full list of potential countries to be covered and their country codes.

Table 1 Countries to be covered

EU Member States	Country code ²³
Austria	AT
Belgium	BE
Bulgaria	BG
Croatia	HR
Cyprus	CY
Czech Republic	CZ
Denmark	DK
Estonia	EE
Finland	FI
France	FR
Germany	DE
Greece	EL
Hungary	HU
Ireland	IE
Italy	IT
Latvia	LV
Lithuania	LT
Luxembourg	LU
Malta	MT
Netherlands	NL
Poland	PL
Portugal	PT
Romania	RO
Slovakia	SK
Slovenia	SI
Spain	ES

²² As defined by the United Nations Security Council Resolution 1244/1999

²³ See the Inter-institutional style guide of the Publications Office: <http://publications.europa.eu/code/en/en-370100.htm>.

EU Member States	Country code ²³
Sweden	SE
United Kingdom	UK
Acceding and candidate countries	
Albania	AL
Bosnia and Herzegovina	BA
Kosovo	XK
Montenegro	ME
FYR Macedonia	MK
Serbia	RS
Turkey	TR
Other European countries	
Iceland	IS
Norway	NO
Switzerland	CH

Tenderers must be able to cover all these countries/territories. Tenderers **are required** to complete the table in the Part C, Standard Reply Form, Step 1 - Annex 2 – *Information on national teams* which provides information on the teams proposed for this project. It is not required to cover the overseas territories, such as the French overseas departments, the Canaries and the Azores.

2.3.2.2. Sampling frames

Sampling frames refer to a list of the statistical population of units from which a sample can be selected and should ensure that every member of the target population (section 2.3.2.1) has a known non-zero chance of being selected. In practice, unavailability of quality sampling frames may inhibit achieving this goal.

Eurofound provides a preferred list of sampling frames in the Table 2 below. Tenderers are **required** to indicate in Table 2 of the Part C, Standard Reply Form, Step 2 - Annex 2 – Information on Sampling, whether they will use the sampling frame preferred by Eurofound or they wish to propose an alternative frame, in which case they must provide a justification for this choice.²⁴ In these cases, as well as in cases where Eurofound did not indicate its preference for a sampling frame, they should fill in table Table 3 (when a sampling frame is suggested) or Table 4 (when they will use enumeration) as relevant of the Part C, Standard Reply Form, Step 2, Annex 2 – information on sampling). Tenderers should note that same quality requirements apply on all sampling frames whether or not they have been suggested by Eurofound; tenderers thus should fill table 2 also in cases when they will follow Eurofound's preferred sampling schemes. They should also fill a comparative country table (table 5).

²⁴ See also <https://seriss.eu/resources/deliverables/> for a SERISS report on the quality of sampling frames used in European cross-national survey.

Table 2 Preferred sampling frames

Country	Countries with lists of individuals
Belgium	National Register (Rijksregister/Registre National)
Denmark	CPR – Register of Individuals
Finland	National Population Register
Hungary	National Population Register
Luxembourg	Social Security Registry
Poland	PESEL
Slovenia	CRP
Spain	Population Register
Sweden	Register of the population (http://www.ohchr.org/Documents/Issues/Children/BirthRegistration/SwedenPopulationRegister.pdf)
Switzerland	SRPH
Austria	Austrian Postal Services (https://www.post.at/en/business_advertise_products_and_services_addresses_purchase_addresses.php)
Bulgaria	Population civil registry, Civil Registration and Administrative services
Croatia	Population Register
Czech Republic	Population Register (CSO)
Estonia	Estonian Population Register. Note: individual register, but use as address frame
France	Population census (INSEE)
Germany	Melderegister
Ireland	The GeoDirectory
Italy	Household lists from resident population register (http://demo.istat.it/index_e.html)
Lithuania	Register of Addresses
Netherlands	Cendris Postafgiftepuntenbestand
Slovakia	Census register updated with Cadastre Register
United Kingdom	Postcode Address File
Switzerland	Population database
Iceland	National Register
Montenegro	Census list of addresses (CSO)
Norway	Norwegian Central Population Register
Turkey	Address based population register system (ABPRS)

For countries where Eurofound has not identified a preferred sampling frame or where the tenderer wishes to propose an other sampling frame that the one identified by eurofound, the tenderer must indicate which sampling frame they propose (Table 2 of the Part C, Standard Reply Form, Step 2, Annex 2 – information on sampling) or whether they will enumerate the sample and provide the requested information in the Table 3 of the Part C, Standard Reply Form, Step 2 - Annex 2– Information on Sampling.

In their proposal, tenderers should consider the following sampling frame order of preference:

1. Lists of individuals
2. Lists of household addresses
3. Enumeration of households (using electronic data-bases or manual enumeration (see below))

When the use of register is proposed, it must be of high quality, must cover at least 95% of persons/households in a country and must be up-to-date (updated within a year preceding fieldwork). These conditions apply to preferred registers and for alternative registers. Tenderers are required to outline the quality of the (alternative) registers they propose to use.

When no registers on the level of individuals or households are available, or when the quality of preferred or alternative registers (in terms of coverage and updating frequency) is insufficient, sample selection will take place by means of enumeration.

Enumeration is based on the following principles:

- It is a separate phase from interviewing and must be done in advance of fieldwork by personnel who have been given instructions and trained in the methodology. The person that carries out the enumeration in an area is not allowed to also carry out the interviewing in the same area.
- The selection probability of units at each stage must be known and non-zero.
- Enumeration must be checked prior to interviewing
- It must be completed at least one month before the start of fieldwork
- It will result in lists of target households

If a random walk procedure is proposed, the proposal is required to outline how it will be ensured that starting points for the random walks are selected randomly. Acceptable approaches for starting point selection include the use of lists of streets or addresses (adequate geographic coverage provided) and the random selection of coordinates using geo-mapping. Eurofound will not accept approaches based on landmarks (e.g. schools, churches).

Depending on the target number of interviews in a PSU and PSU size, to limit clustering effects, multiple starting points for a random walk in a PSU are preferred, provided that measures are in place that prevent overlapping walks (e.g. dividing PSUs into secondary sampling units (SSUs), with clearly defined geographical boundaries). Similarly, to ensure that all addresses within a PSU have a non-zero chance of selection, it is preferable that the step size for the random walk procedure is proportional to PSU size. The random walk procedure must be designed such that the addresses enumerated using the random walk are all within the geographical boundaries of the PSU.

If a random walk procedure is proposed, tenderers are required to outline what approach for starting point selection is proposed for each country, as well as what procedure is proposed for carrying out the random walks.

The information to be provided about the registers and enumeration is listed below.

Table 3 Information to be provided by the tenderer where registers are proposed:

Name of the Register
Who owns the register?
Is this a public or private entity?
Frequency of updates (please indicate specifically or say if continuous)
Date of the last update (if relevant)
Definition of the unit: individual addresses, household addresses or addresses of buildings. Include details on multi-story buildings, multiple households per address.
Coverage (in percent) of intended target population (include calculation method, details of under-coverage, duplication and ineligible)
Coverage (in percent) of intended target population by stratification variables of region and urbanity
Last date of non-coverage assessment
Last date of quality assessment
Quality assessment report is produced (Yes / No)
Reference/link to the Quality assessment report

Table 4 Information to be provided by the tenderer where enumeration is proposed:

Name of selection frame (e.g. database/list) used at each selection stage
Coverage (in percent) of intended target population (e.g. excluding deadwood or institutional addresses)
Stage at which enumeration will be manual (e.g. selection of addresses, or households) – Tenderers are required to provide detailed information for each stage separately in Table 3 of the Tender Specifications, Part C, Annex XII, Information on sampling.
Description of the procedure for enumeration
If random walk: method to select the starting point(s) (e.g. random coordinates using geo-mapping)

2.3.2.3. Sampling procedure

Tenderers **are required to** specify and justify the probability sampling procedure they propose for each country, balancing bias, variance and timeliness.

Probability sampling must be applied at every stage of the survey. If cluster sampling is applied, the selection of clusters must therefore also occur randomly. Within each sampling point, addresses or individuals should be chosen randomly. The contractor will provide interviewers with a list of target respondents or target households to contact. A building does not imply one address, e.g. an apartment block should be considered as a street for sampling purposes. When more than one household is found at the same address, the selection of the household to be visited for an interview should be done at random. Within each household, one person belonging to the target population should be randomly selected using the same pre-defined random selection method (such as the last birthday rule) in all countries where contact is made on the household level.

The sample must be stratified. This means that each country/territory must be divided into **strata** defined by region (at NUTS level 2 or equivalent, as defined in official EU statistics

“Nomenclature des Unités Territoriales Statistiques”)²⁵ and degree of urbanisation. Where available, DEGURBA²⁶ should be used for the degree of urbanisation. The sample will be allocated to the strata proportionately to the number of persons in employment in each stratum. Contractors **must ensure** that the sample is not ‘over-stratified’, meaning that sections of the populations should not be excluded because the net sample allocated to a stratification cell is smaller than the target number of interviews per PSU. Where possible, population statistics **must** be derived from the Labour Force Survey (LFS). In countries where the LFS is not carried out tenderers should propose an equivalent source for population statistics.

Tenderers are encouraged to aim for a target number of interviews of not more than 10 per sampling point, in line with the previous editions of the EWCS. The maximum number of achieved interviews per sampling point may not exceed 20. No additional addresses should be selected after achieving the maximum and the number of interviews per PSU may only exceed the maximum in case the contacting of ‘open contacts’ (addresses with contact attempts less than the minimum required number of contact attempts, see section 2.3.6.1) results in additional interviews.

The presentation of sampling strategy(-ies) by the tenderers should provide detailed information so as to evaluate their merits. The proposed sampling strategy **must** include a detailed description of the sample design for each country. Tenderers are required to provide the following information in Table 1 of Part C, Standard Reply Form, Step 2 - Annex 2 – Information on Sampling.:

- Number of sampling stages and description of the stages in case of multi-stage sampling: the sampling units used in each stage should be defined in an unambiguous way and a description needs to be provided of how the units will be selected at each stage to result in a random sample of individuals.
- Number of sampling points, the target net sample size per sampling point.
- Indication of the gross sample size per country
- Sources for population statistics, stratification of the population and the sample and details of the stratification variables.

2.3.2.4. Response rates

The contractor should aim for response rates above 50% in all countries (AAPOR calculation RR3²⁷) and realise the highest possible response among all groups in the population, including at stratum and PSU level. This requires that adequate measures must be in place to contact the sample population and to obtain cooperation from the randomly selected respondents. The tenderers are required to specify in details which measures they intend to use to ensure that the response rates for the survey are as high as possible. The description should outline measures common to all countries as well as foreseen country-specific strategies and include measures aimed at realising high response rates within PSUs. To support the efforts to achieve

²⁵ http://epp.eurostat.ec.europa.eu/portal/page/portal/nuts_nomenclature/introduction

²⁶ <http://ec.europa.eu/eurostat/web/gisco/geodata/reference-data/population-distribution-demography/degurba>

²⁷ Link to response rate calculator can be found on <http://www.aapor.org/AAPORKentico/Education-Resources/For-Researchers/Poll-Survey-FAQ/Response-Rates-An-Overview.aspx>

high response, Eurofound will increase awareness of the survey by issuing press releases shortly before the commencement of fieldwork as well as any other measure suggested by and agreed with the contractor.

Furthermore tenderers **are required** to outline the measures they intend to take to minimise non-response and the resulting potential non-response bias, particularly, measures aimed at avoiding the occurrence of sampling points where no interview is realised (so called ‘empty PSU’s’). After sampling has taken place, the contractor is required to indicate the PSU’s where problems with severe nonresponse are expected, and what specific measures will be taken. For example, tenderers are allowed to propose more targeted contact approaches (see section 2.3.6.1)

2.3.2.5. Sample size

The sample sizes shown in Table 1 are the **reference sample sizes** (i.e. number of completed interviews) for the evaluation of the tenderer’s cost proposals in each country. It is Eurofound’s intention to order the samples sizes listed under the reference sample size.

The above information is given as a guideline only and is in no way binding on Eurofound as regards the volume of the contract. The actual allocation may be lower depending on the needs that arise.

Table 5 Reference sample size by country

EU Member States	Country code ²⁸	Reference sample size
Austria	AT	1000
Belgium	BE	1000
Bulgaria	BG	1000
Croatia	HR	1000
Cyprus	CY	1000
Czech Republic	CZ	1000
Denmark	DK	1000
Estonia	EE	1000
France	FR	1500
Finland	FI	1000
Germany	DE	2000
Greece	EL	1000
Hungary	HU	1000
Ireland	IE	1000
Italy	IT	1400
Latvia	LV	1000
Lithuania	LT	1000
Luxembourg	LU	1000
Malta	MT	1000
Netherlands	NL	1000

²⁸ See the Inter-institutional style guide of the Publications Office: <http://publications.europa.eu/code/en/en-370100.htm>.

Poland	PL	1200
Portugal	PT	1000
Romania	RO	1000
Slovakia	SK	1000
Slovenia	SI	1000
Spain	ES	1300
Sweden	SE	1000
United Kingdom	UK	1600
ACC	Country code	
Albania	AL	1000
Bosnia and Herzegovina	BA	1000
Kosovo	XK	1000
FYROM	MK	1000
Montenegro	ME	1000
Serbia	RS	1000
Turkey	TR	2000
EFTA	Country code	
Iceland	IS	1000
Norway	NO	1000
Switzerland	CH	1000

Eurofound offers countries the option to top-up the sample and therefore the sample size may be increased in some of the countries/territories in which the survey is being carried out. As a point of information, a small number of countries availed of the opportunity to top-up their country's sample size in the past two editions of the EWCS, ranging from an increase of 600 to 2000 interviews, depending on the country. To date, Belgium, Slovenia, Portugal and Spain have indicated an interest increasing their sample size, subject to budget availability. At this stage the number of countries or the size of the top-ups is not clear as this will depend on costs and budgets but further information shall be provided to the contractor shortly after the kick-off meeting.

2.3.2.6. Finalisation of sampling by the selected contractor and Eurofound

The sampling strategy will be discussed in detail during the kick-off meeting with Eurofound. Following approval and adoption of the sampling strategy, the contractor shall then prepare detailed sampling plans for each country. The detailed format of these sampling plans shall be agreed at a later stage. The contractor must submit the final sampling plans to Eurofound for approval. Sampling must be finalised early enough for the sampling strategy to be tested during the pilot. For the quality indicators relevant to sampling, please see section 1 of Part F of the Procurement Documents.

On completion of the fieldwork the contractor **will be required** to compile a report on the sampling strategy, its implementation and an overview of planned and achieved sample size, covering all countries covered by the survey.

2.3.3. Questionnaire

A source questionnaire (and associated show cards) is being drafted in English by Eurofound assisted by an international questionnaire development group. Most of the questions are repeated from previous editions of the survey to allow for monitoring changes over time but

up to one quarter of the questionnaire may be new. Printed show cards will be required for interviewing. An interview is expected to take 45 minutes on average.

Particular attention will be given to creating an English source questionnaire with clear questions, suitable for a cross-national comparative survey (see 2.3.3.2). If the contractor considers that a particular aspect of the questionnaire cannot be used as it stands, for technical or ethical reasons, they should inform Eurofound who will make the final decision. Eurofound will also provide a “glossary” attached to the questionnaire: this documents describes each question and the concept

The contractor will be required to carry out a cognitive test (see point 2.3.3.1). The contractor will also be involved in developing or improving some parts of the source questionnaires after the cognitive test. Once the final source questionnaires (in English) have been agreed, they should be translated into all required languages following the procedure outlined in the point 2.3.3.3.

Eurofound attaches much significance to comparability and a good translation of questionnaires. Eurofound will also separately contract an advance translation exercise, the results of which will be provided to the contractor (this would be a separate exercise, not part of this contract). The feedback from these advance translations will help to fine-tune the source questionnaires to achieve clarity and comparability, suitable for a cross-national survey.

The committee or team approach to questionnaire translations is widely recognised as the state-of-the-art for questionnaire translation in cross-cultural surveys²⁹ (see section 2.3.3.3). Eurofound applied an adaptation of the Translation-Review-Adjudication-Pre-test-Documentation (TRAPD) method for questionnaire translation in its most recent surveys – the 3rd ECS 2013, the 6th EWCS 2015, the 4th EQLS 2016 and the 4th ECS 2019.³⁰ The contractor will be required to implement TRAPD for the 7th EWCS. Where the same language is spoken in more than one country, either harmonisation or adaptation should be carried out.

2.3.3.1. Cognitive test

As part of the finalisation of the questionnaire the contractor should carry out a cognitive test. The aim of the cognitive test is to explore the extent to which survey questions are understood as intended. A selection of questions which have been altered, whose meaning could have evolved, or have been newly added to the questionnaire will be subjected to cognitive testing. Eurofound will provide a list of items to be included in the cognitive test. The contractor will be expected to provide feedback on this proposed list, based on which Eurofound will finalise the list.

²⁹ See for instance J.A. Harkness, F. JR van de Vijver, and P.Ph. Mohler (2002). Cross-cultural survey methods. J. Wiley.

³⁰ The translation report for the 4th EQLS is not yet available. The translation report for the 6th EWCS can be found here: https://www.eurofound.europa.eu/sites/default/files/page/field_ef_documents/6th_ewcs_translation_report.pdf, and the translation report for the 3rd ECS can be found here: https://www.eurofound.europa.eu/sites/default/files/ef_files/surveys/ecs/2013/documents/translation_report.pdf.

The cognitive test questionnaire and materials should be translated into one language and along, with the English source questionnaire, these should be cognitively tested by the contractor.

The cognitive test **should be conducted** in English in Ireland or in English in the United Kingdom (final decision on location of the test to be decided by Eurofound) and in at least one other language in another country. The English source questionnaire and materials shall be used for the test in Ireland or in the United Kingdom (according to the decision on location of the cognitive test). The contractor should provide a high-quality translation of the questionnaire and materials for the test in the other country. The TRAPD method should be used to produce the translations of the questionnaire and translated questionnaires validated before cognitive testing.

The test should consist of a series of cognitive face-to-face interviews, assessing the validity of the selected questions. The sample size should be 20 respondents in each country. The selection of respondents should include approximately equal numbers of men and women, older and younger persons of various employment statuses, and workers in white collar and blue collar occupations.

The cognitive test exercise should be carried out by personnel who have previous experience with the tasks involved. Interviews should be based on a detailed interview protocol to be agreed with Eurofound. The interviewers and respondents should be debriefed after the interviews and the results of the interviews and of the debriefing should be systematically documented. Audio and/or video of the interviews should be recorded and the audio/video provided to Eurofound. Eurofound may attend interviews or look into or listen to interviews remotely which should be facilitated by the contractor upon request and subject to respondent's consent. Furthermore, Eurofound should have access to recordings of the interviews after they have taken place, subject to respondent's consent.

The contractor **will** systematically assess the extent to which respondents refer to the concepts as outlined in the glossary when answering the questions. The assessment should follow a standardised format to rate the validity of each question (for example, not problematic, somewhat problematic and very problematic). The contractor must systematically document any problems in the comprehension of the questions, indicating the nature and severity of the problem as well as a proposed solution.

Tenderers **are required** to provide a strategy for the cognitive test and the analytical analysis of interviews as part of the tender proposal taking into account all the elements set out above. The plan should provide information on the personnel involved in the cognitive test and outline the approach to interviewing and to assessing respondent comprehension. The proposed plan for the cognitive test will be discussed in the kick-off meeting. The contractor will update the plan as necessary and submit it to Eurofound for approval.

The contractor **will be required** to provide the interviewer's notes as well as audio or video recordings of the cognitive interviews, subject to the respondent's consent. The contractor will be required to write up a detailed report on the results of the cognitive test and provide a dataset indicating for each respondent (cases) for each question (variables) the extent to which the way the question was understood and whether it corresponded with the way the question was intended.

Results will be integrated in the finalisation of the questionnaire, in a meeting between Eurofound, those responsible for the advance translations of the questionnaire, and representatives from the contractor responsible for the cognitive test as well as representatives of the coordinating team.

2.3.3.2. Finalisation of the source questionnaire

Eurofound plans to contract external experts to carry out advance translation into two languages (this is a separate exercise, not part of this contract). The feedback from this advance translation combined with findings from the cognitive testing will help to fine-tune a source questionnaire to achieve clarity and comparability, suitable for a cross-national comparative survey. It is anticipated that the researchers carrying out the advance translation will join the questionnaire finalisation meeting.

While not a requirement, it is desirable that following this exercise, and prior to the questionnaire being translated, a (second) “translatability assessment” be carried out by the contractor covering a selection of languages not covered by the advance translation. The aim of this exercise is to review the questionnaire from the point of view of translation and its preparation as well as identify any further outstanding issues likely to affect cross country comparability. It shall help to prepare the training and documentation which will support the implementation of the translation process. The same skills requirements for staff involved in translation should apply for staff in charge of the translatability assessment.

2.3.3.3. Questionnaire translation

The committee or team approach to questionnaire translations is widely recognised as the state-of-the-art for questionnaire translation in cross-cultural surveys³¹. Eurofound applied an adaptation of the Translation-Review-Adjudication-Pre-test-Documentation (TRAPD) method to questionnaire translation in its three most recent surveys – the 3rd ECS 2013, the 6th EWCS 2015 and the 4th EQLS 2016.³²

Eurofound will provide translation instructions and existing translations where available³³. It is expected that translation will be required for items totalling up about 12 -15 minutes.

A separate process is foreseen for the assessment and revisions of questions where trend versions are available (see below)

No prior translations exist for Iceland as the EWCS has not been carried out yet, therefore translation following the TRAPD method will be required for the entire questionnaire for Icelandic.

³¹ See for instance: <http://ccsg.isr.umich.edu/index.php/chapters/translation-chapter/translation-overview>

³² The translation report for the 4th EQLS is not yet available. The translation report for the 6th EWCS can be found here:

https://www.eurofound.europa.eu/sites/default/files/page/field_ef_documents/6th_ewcs_translation_report.pdf,

and the translation report for the 3rd ECS can be found here:

https://www.eurofound.europa.eu/sites/default/files/ef_files/surveys/ecs/2013/documents/translation_report.pdf.

³³ Translations of the 6th EWCS are available on Eurofound’s website (see address already provided in introduction)

The contractor is **required** to translate the questionnaire, following the TRADP method, into the languages and language versions listed in the table below.

Translations of the questionnaire for the different countries are treated as follows (further details are given below)

- Separate translation process for most languages
- Adaptation from one (already translated) language to a minority language
- Harmonisation between national language versions when the same language is spoken in more than one country

Table 6 Languages to be used for the 7th EWCS

Country	Minimum language requirement	Separate translation process required	If no separate translation, adapted from	Harmonization process
EU				
Austria	German	Yes	n/a	With Germany, Luxembourg and Switzerland
Belgium	Dutch	Yes	n/a	With the Netherlands
	French	Yes	n/a	With France, Luxembourg, and Switzerland
Bulgaria	Bulgarian	Yes	n/a	
Croatia	Croatian	Yes	n/a	
Cyprus	Greek	Yes	n/a	With Greece
Czech Republic	Czech	Yes	n/a	
Denmark	Danish	Yes	n/a	
Estonia	Estonian	Yes	n/a	
	Russian	Yes	n/a	
Finland	Finnish	Yes	n/a	
	Swedish	No	Sweden	
France	French	Yes	n/a	
Germany	German	Yes	n/a	With Austria, Luxembourg and Switzerland
Greece	Greek	Yes	n/a	
Hungary	Hungarian	Yes	n/a	
Ireland	English	No	Source	With Malta and the United Kingdom
Italy	Italian	Yes	n/a	
Latvia	Latvian	Yes	n/a	
	Russian	No	Estonia	
Lithuania	Lithuania	Yes	n/a	
Luxembourg	French	Yes	n/a	With France, Belgium and Switzerland
	German	Yes	n/a	With Austria, Germany and Switzerland
	Luxembourgish	Yes	n/a	
Malta	Maltese	Yes	n/a	
	English	No	Source	With Ireland and the United Kingdom
Netherlands	Dutch	Yes	n/a	With Belgium
Poland	Polish	Yes	n/a	
Portugal	Portuguese	Yes	n/a	
Romania	Romanian	Yes	n/a	
Slovakia	Slovakian	Yes	n/a	
Slovenia	Slovenian	Yes	n/a	
Spain	Spanish (Castilian)	Yes	n/a	
	Catalan	Yes	n/a	
Sweden	Swedish	Yes	n/a	
United Kingdom	English	No	Source	With Ireland and the Malta

Country	Minimum language requirement	Separate translation process required	If no separate translation, adapted from	Harmonization process
ACC				
Albania	Albanian	Yes	n/a	
Bosnia and Herzegovina	Bosnian	Yes	n/a	
	Serbian	No	Serbia	
	Croatian	No	Croatia	
Kosovo	Albanian	No	Albania	
	Serbian	No	Serbia	
FYR Macedonia	Macedonian	Yes	n/a	
	Albanian	No	Albania	
Montenegro	Montenegrin	No	Croatia	
	Serbian	No	Serbia	
Serbia	Serbian	Yes	n/a	
	Hungarian	No	Hungary	
Turkey	Turkey	Yes	n/a	
EFTA				
Iceland	Icelandic	Yes	n/a	
Norway	Norwegian	Yes	n/a	
Switzerland	German	Yes	n/a	With Austria, Germany and Luxembourg
	French	Yes	n/a	With Belgium, France and Luxembourg
	Italian	No	Italy	

Eurofound in cooperation with the contractor will identify the questions for which translation is required. The contractor and Eurofound will produce detailed item-by-item translation instructions and TRAPD recording schemes. The translation of the source questions for the 7th EWCS into the target languages (see table above) should ensure comparability by realising optimal levels of consistency and functional equivalence (see for instance <http://ccsg.isr.umich.edu/translation.cfm>), not only between the newly translated items but also with the items for which translations are already available. The entire translation process should be carefully prepared in collaboration with Eurofound and should be carefully documented by the contractor.

Eurofound requires that a separate translation be carried out for most language versions to be used in the EWCS. The contractor must apply the following procedure to the translation of the 7th EWCS questionnaire into every language or language version for which a separate translation process is required (see

Table 6 above):

TRAPD method

- Two independent translations of **all new questions** are carried out.
- **Existing trend questions**, for which translations are available from previous waves and which have not been modified, will not need to be retranslated. However, translators are required to carry a review of the full questionnaire. They should also ensure coherence between the translations of the new and the existing questions. A note pointing to key elements requiring attention will be provided to the contractor. Should translators be of the opinion that coherence can only be ensured by changing an existing question, the suggested change (and accompanying argumentation) should be provided to Eurofound for approval. A specific recording scheme may need to be developed to collect rationales for suggested changes. In light of interest in time series and the unknown impact of the changes, all changes on trend questions must be approved by Eurofound.
- In the case of **modified trend questions** (i.e. when only part of the question already asked in previous editions is changed), translators will be asked to modify the translation using as a basis the one used for the previous edition.
- The two independent translations of the full questionnaire will be reviewed in a meeting between the two independent translators and the adjudicator in an interactive session where the two translations are discussed and the final translation is agreed. The adjudicator is responsible for the final decisions about the translation. The process and outcomes of decision making about the translation of each questionnaire item should be recorded systematically, distinguishing between situations where (1) translations do not differ, (2) translations differ substantively and (3) translations differ technically. Substantive differences arise when translators have a different understanding of the meaning of an item, come up with different solutions for cultural, institutional or factual differences between the source language and the target language, choose different adaptations to achieve functional equivalence (e.g. when referring to currencies or measurements, or when translating idiomatic expressions), or choose terms that differ in the level they can be assumed to be understood by the target populations. Technical differences include differences in grammar/syntax, punctuation, word order, typos or spelling errors. Whenever substantive differences occur, a description in English should be provided of the difference and the solution that was chosen.

Harmonisation

For countries where different versions of the same language are spoken (e.g. German in Germany and Austria) but where a separate translation process is required, after the TRAPD method has been applied, the final national language versions should be exchanged between those countries. This will allow for the *harmonisation* of translations where this is deemed to improve the quality and comparability of each of the national language version.

Harmonisation should be carried out in a discussion between one or more representatives of the translation teams (but always including the adjudicators) responsible for each of the language versions. The objective of the harmonisation procedure is not to use the same wording in all questionnaires but to assess whether these language versions are comparable, to

exchange ideas in order to make any final improvements to the different language versions and to avoid unnecessary differences which could affect the comparability. The outcome of this discussion will be documented and concisely justified (in English) using the same strategy for documenting as is used in the national level review meetings.

Adaptation

Certain countries which share a language which are extremely similar to each other (e.g. Italian in Italy and in Switzerland) or where it is spoken by a minority (e.g. Sweden in Finland) shall not require the application of the TRAPD method but should be the subject of an “adaptation” process can be implemented. In this case, the language version of the country where it is most spoken can be used

As a final step in the translation process, the contractor shall be required to carry out a copy editing and proof reading exercise for each language version of the questionnaire.

- Prior to the commencement of translation, the contractor shall produce detailed materials supporting the quality and timely implementation of the translation process; these would include training materials on TRAPD as well as coding schemes and detailed instructions on the content of the questionnaire
- The contractor **shall organise** one or more interactive training sessions either face-to-face or via other means (for example, webinar) to prepare translation in all the countries for all the languages. All people involved in the translation processes in each country must participate in a training session prior to commencing work. In the training sessions the translation tasks (including the TRAPD method) and the questionnaires will be discussed in detail to help ensure that the translations are of the highest possible quality. Eurofound may participate in one or more of these training sessions.
- For each language or language version the contractor **will be required** to assign two independent translators with different skill sets: one translator should have extensive experience with social survey questionnaire; the other should have extensive experience as a professional translator. Both translators should be native speakers of the target language and have an excellent command of English (C2 level). A Curriculum Vitae (CV) for each translator, providing evidence of meeting these criteria, should be sent to Eurofound for review and approval prior to the commencement of the work.
- For each language or language version the contractor **will be required** to appoint an adjudicator, who should be a senior expert with a thorough knowledge of social survey research and social survey translation as well being a native speaker of the target language and having an excellent command of English (C2 level). A Curriculum Vitae (CV) for each adjudicator, providing evidence of meeting these criteria, should be sent to Eurofound for review and approval prior to the commencement of the work. CVs for translators and adjudicators should be provided in a consistent format, Europass³⁴

³⁴ <http://europass.cedefop.europa.eu/sites/default/files/cefr-en.pdf>

The tenderers are **required** to propose, in their tender proposal, a strategy for the procedure for and documentation of the local adaptation of languages that are spoken in multiple countries but for which no separate translation process is required as shown in the

Table 6 above. It is expected that any strategy for local adaptation ensures that at least two people are involved in each country and that it includes cross-national consultation between those responsible for the initial translation and those responsible for the adaptation.

The contractor will be responsible for the finalisation of each language version and ensure consistent use of key terms repeated in the questionnaire as well as the flow of the questionnaire. The following measures should be applied:

- The contractor will ensure that key terms (including answer categories) that are used repeatedly throughout the questionnaire are translated consistently. However, consistency within items must be given priority over consistency across items. This implies that for each question in each language version, care has to be taken that the question wording matches the wording of the answer categories.
- The contractor will check the final target language questionnaires – including both the newly translated questions and the questions for which translations already existed – to ensure that there are no unintended omissions or additions or other editing errors in the target language questionnaire (for example, missing words, typing errors, spelling mistakes as well as consistency of formulation).

The contractor will send the final target language questionnaires to Eurofound together with the documentation containing the results from the initial translations and the national and cross-national review meetings. Eurofound reserves the right to check the final translations. If any errors are found the contractor is required to update the questionnaires and the relevant documentation.

Eurofound will provide the following information to facilitate the translation process:

- A glossary outlining for each questionnaire item the concept it is intended to measure.
- Translation instructions providing additional advice on how to translate potentially difficult concepts as well as instructions on how to classify and document translation difficulties that might be encountered.
- Instructions on the classification of issues uncovered in the adjudication process, and on the documentation of the adjudication process.

The contractor **will be required to submit** the following documentation in English for each target language translation.

Before translation commences:

- a list of organisations and persons involved in the translation process, their roles and the CVs of the translators and adjudicators in a homogenous format, containing sufficient evidence for review and approval;³⁵
- a description of the content and form of training given to those involved in the translation process as well as the relevant preparatory documents.

After translation has taken place:

- a list of participants at translation training.

³⁵ <https://europass.cedefop.europa.eu/editors/en/cv/compose>

- a list of participants at review meeting(s);
- systematic documentation of the initial translations and the national and cross-national review meetings;
- observations made throughout the translation process and suggestions for clarification, additions to the glossary, and interviewer instructions.

After the translation process has been completed, the contractor **will be required** to summarise the above information in a translation report.

Tenderers are **required** to describe in their tender proposal how they intend to achieve high-quality translations, outlining how they ensure that translation teams have the necessary tools and information and the appropriate mix of skills, and that documentation is systematic and comprehensive. If the tenderer is proposing to carry out a translatability assessment, information should be provided on the number of languages covered, format of the briefing and materials provided, process for monitoring, coding, recording and analysing all documentation associated with the translatability process.

They should also describe the translation management processes and tools they will use to ensure that the translation process runs efficiently.

2.3.3.4. Translation of fieldwork materials

Tenderers are **required** to outline what procedures will be followed for translating any fieldwork materials other than the questionnaires, such as the training materials for country teams and interviewers, the interviewer manual, enumeration manuals etc. from English into the local language (versions). Contractors will not be required to apply the TRAPD method for the translation of fieldwork materials however they should ensure that the translated materials are of sufficiently high quality that relevant parties (e.g. interviewers, respondents) will be able to understand them and that they give a professional image of a high quality, serious study.

The procedures for translation of fieldwork materials will be discussed with Eurofound following signature of the contract. The contractor will update the procedures for translation of these materials as necessary and submit them to Eurofound for approval.

All fieldwork materials should be translated in time to ensure that all materials are available in their national language versions in time to be used for the pilot test.

2.3.3.5. Fieldwork materials

Tenderers are **required** to provide an overview of the fieldwork materials that will be made available to the national teams and their staff (e.g. fieldwork managers, enumerators, interviewers, coders). All fieldwork materials shall be provided to Eurofound in English to be signed off prior to translation.

As part of the fieldwork materials, the contractor will be **required** to provide an introduction letter, "sorry you were out" card, , promotional brochure as well as any other documentation required for data protection regulations, in all languages covered by the survey. These materials should be translated by the contractor into the national languages/language versions and will be discussed and agreed with Eurofound prior to translation.

For the promotional brochure, Eurofound will provide an English version of the text to the contractor for translation. Eurofound will be responsible for producing and sending the print copies in all languages to the contractor or the national partners.

2.3.4. Pilot test

The contractor will be **required** to carry out a pilot test of all language versions of the full questionnaire in all countries where 7th EWCS will be implemented.

The objective of the pilot test is to ensure that the versions of the survey instrument adequately and equivalently measure what they are the intended to measure, and to verify that data collection follows the specified protocols in every country and in every language. As part of these objectives the pilot should trial the method of contacting respondents, the routings and interviewer instructions in the questionnaire, the technical infrastructure and general survey administration.³⁶

The contractor is **required** to treat the pilot exercise as a “rehearsal” and should therefore use the same approach for the pilot test as will be used in the actual data collection. This implies that the fieldwork materials should be ready, approved and translated before the commencement of the pilot test, CAPI scripts tested and approved by Eurofound and the technical infrastructure should be in place. In each country at least 30 interviews should be carried out using the full questionnaire, selecting respondents from the sampling frame and in accordance with the sampling procedure outlined in section 2.3.2. The contractor must ensure that each language version is represented in the pilot test. Tenderers are invited to propose a specific strategy for those countries where multiple languages or language versions are used ensuring sufficient testing of each language or language versions in the pilot sample (detailing sample size and respondent selection). The pilot test should be carried out by experienced personnel.

The interviews should be carried out by experienced interviewers. For each question the interviewer should systematically indicate whether the respondent found the question (1) not difficult, (2) somewhat difficult, or (3) very difficult. After the interview the respondent should be systematically debriefed. This respondent debriefing should result in a list of questions that respondents indicated to be difficult.

The contractor **will be required** to provide a report to Eurofound on the pilot, the interviewers’ assessments and the outcomes of respondent debriefing as well as a dataset containing the answers provided in the pilot, including the results of the debriefing.

Tenderers are **required to** provide a strategy for the pilot as part of their tender proposal. The proposed strategy will be discussed with Eurofound in order for the contractor to produce a plan. Following Eurofound’s input, the contractor will provide a final plan to Eurofound for approval.

³⁶ For more information, see for instance <http://ccsg.isr.umich.edu/index.php/chapters/pretesting-chapter>

2.3.5. Schedule

Eurofound foresees that fieldwork will commence at the beginning of February 2020. Tenderers **must be in a position** to survey the reference sample size in each country within a consecutive fieldwork period of a maximum of 16 weeks plus no more than 3 weeks to close open contacts.

The timetable for fieldwork completion of sample size top-ups shall be discussed and agreed with Eurofound and the contractor once more information is available. Any increases will be communicated to the contractor no less than 5 months prior to the planned start date of fieldwork.

2.3.6. Data collection technique and infrastructure

Interviews must be carried out face-to-face in people's homes and the contractor shall be required to ensure that this is the case.

Interviews by telephone shall not be permitted, nor shall face-to-face interviews in locations other than people's homes (unless it is also their place of work), nor shall interviews by proxy.

Eurofound requires that all interviews for the 7th EWCS are carried out using Computer Assisted Personal Interviewing (CAPI).

The contractor is expected to use the same CAPI system in all countries. If this is not feasible, tenderers are required to outline the different systems which will be used and to explain the implications of having multiple systems, more specifically the way in which comparability and timeliness are ensured.

The contractor will be required to describe processes for validation and testing of the scripts. Eurofound will be involved in the development and finalisation of the script, particularly in relation to data editing rules.

The contractor is also expected to use CAPI for the screening of the respondent. Should the CAPI recording of the contact sheets not be possible, the tenderer should describe their procedures for monitoring fieldwork outcomes precisely and ensuring that the contact sheets contain full and accurate information and that the information is recorded in a timely manner (e.g. digitally recording the information in the system within 24 hours of the contact).

The information on the contact procedure is of high importance to establish response rates and potentially assess non-response bias. Therefore, all paradata and contact data must be recorded and provided to the Eurofound. As part of fieldwork preparation, the contractor **must provide** a template of the paradata and contact dataset to be approved by Eurofound.

Eurofound's preference is that a system integrating interviewing (CAPI), survey sample management and any other paradata is used and that all data (e.g. register data, contact data, questionnaire data, fieldwork monitoring and quality control) should be captured within a single framework. In other words, for every element of the gross sample (for which a contact attempt is made) a separate case should be generated, which includes the stratification characteristics, and in which process characteristics and results of the various stages of the process (one or several contact attempts, interview, back-checks) are documented or any other

paradata that may be generated, as well as responses to the screener and questionnaire, if relevant.

Tenderers **should** outline their strategy, infrastructure and procedure for data collection, including their approach to capturing paradata and how to manage fieldwork monitoring and back check data, in their tender proposal. They should provide information on how they are going to achieve a high level of complementarity and consistency between paradata and data collected through the survey sample management and during the interview as well as any quality monitoring or checking related to the cases.

2.3.6.1. Contact strategy and fieldwork organisation

The overall aim is to develop a strategy for each country that minimizes non-contact and ensures that potential respondents are not excluded from the fieldwork due to the method or timing of the contact attempts. Tenderers are **required** to outline their strategy for contacting respondents and for documenting the contacting process.

The proposal **must** outline in detail the procedures tenderers intend to use to ensure the equal probability of inclusion of all selected households/individuals. The contact strategy should take into account specific situations.

Part of the contact strategy might be that the initial contact with households takes place by telephone; nonetheless, households for which a telephone number is not available or for which the available telephone number turns out to be incorrect must be contacted through a visit. Tenderers are **required** to outline in detail the procedures they put in place to ensure approximately equal selection probabilities for those living in households with or without an available telephone number. If tenderers propose to use telephone contacting, they **must** outline the strategy for telephone contacting and the strategy for face-to-face contacting (for those respondents for which no telephone number is available or for which the telephone number provided on the register is not working), highlighting any differences between the two strategies as well as procedures for recording and coding contact attempts.

Tenderers are allowed to propose more targeted contact approaches and timing strategies for countries where they have access to reliable information about differences in response patterns at PSU level. In these countries, the number of contacts may differ between PSUs.

Eurofound requires that a minimum of four contact attempts (visits) are made for each selected household/individual. For telephone contacting, the minimum number of contact attempts (calls) in each country must be ten and must be followed with a visit if the contact attempts are unsuccessful. Irrespective of the contact method, contacts should take place at different times of the day, different days of the week and there should be at least two weeks between the first and the last contact attempt

2.3.6.2. National teams and field force

Supervisors and interviewers working on the project should have experience with CAPI face-to-face population surveys. Supervisors should have a high level of proficiency (C2 level) for the language(s) of the country and the field force should consist of native speakers of the language in which they are carrying out interviews.

The contractor **is required** to have an experienced field force capable of completing fieldwork to the required standards in the agreed time frame. The contractor should ensure that there are a sufficient number of supervisors and interviewers at the disposal of the national teams to progress through the fieldwork period at a steady, regular pace.

Each supervisor and each interviewer should be assigned a unique ID, to be used throughout the entire study, and appended to all their interactions with households and respondents.

The maximum number of interviews per interviewer shall be 60. Before the fieldwork, the contractor will be asked to provide information on the characteristics of the interviewers who will work on the 7th EWCS (language and experience, number of national and international CAPI surveys) to demonstrate that field force requirements are met. This information shall be updated by the contractor on the completion of fieldwork.

Tenderers **must provide** information on the size and skills/experience of the field force they intend to use and shall commit in their tenders to meet the requirements mentioned above. Information on the number of interviewers that are expected to be deployed in each country and their language capacity should be provided in the tender proposal (please see Part C, Standard Reply Form, Step 2 - Annex 3 - Information on interviewers and interviewer training). The tenderer is required to pay specific attention to the organisation of the field force in countries where multiple languages are spoken and where the survey is conducted in multiple languages.

Tenderers **are required** to outline in their tender proposal how they will organise fieldwork in order to ensure that respondents from countries with more than one language, can answer to the questionnaire in their preferred language

Tenderers **must outline** in their tenders their strategy with regard to field force management that ensures high quality screening and interviews, a timely completion of fieldwork and minimises response bias.

2.3.6.3. Training of national teams and instructions for fieldwork

Enumerators

Any enumeration should be carried out by trained enumerators. If interviewers are used they may not carry out an interview in the same PSU they have already enumerated. The enumeration must be checked prior to the start of fieldwork.

Training and instructions

Specific training must be provided to all enumerators in each country before commencing enumeration. It is expected that the coordination team assists national teams with their training activities by explicitly suggesting strategies and tools for training of enumerators.

In each country, enumeration must be conducted on the basis of detailed and uniform instructions in the national language. The instructions should be checked by the coordination team and national project leaders to ensure compliance with sampling plans. Instructions and training plans for enumerators should be sent to Eurofound for approval prior to carrying out enumeration for sign-off.

Tenderers **should outline** in their tender proposal their training strategy for the enumeration for the 7th EWCS.

Quality control of the enumeration

To control the quality of the enumeration, random checks of the enumerated sampling points should be carried out once the enumeration exercise has been completed and **prior to fieldwork** to ensure that the procedures for enumeration are being followed. The contractor is required to plan this task so that sufficient time is given to ensure that it is completed in time and any discrepancies are rectified prior to fieldwork. At least 10% of the enumerated sampling points should be randomly selected and checked either by revisits or/and by using a geographic information system (GIS) software application. All randomly selected sampling points must be checked and if a sampling point cannot be checked by any other means, it must be re-visited for verification as no replacements are allowed.

Discrepancies observed in the enumeration checks should be recorded in a checking log, in which the severity of the error is indicated. Depending on the seriousness of the transgression the enumerator should be corrected, retrained or replaced. In addition, other PSU's enumerated by that enumerator should be checked. The enumeration of any PSU where a discrepancy was found must be corrected or redone.

The contractor is **required to** provide Eurofound with evidence that the control checks are being carried out and should document all quality control actions it carries out (as well as any remedial actions).

Tenderers are encouraged to include the usage of GPS to control the quality of enumeration in their proposal.

Seminar with fieldwork managers

In addition to the seminar to be organised at the start of the fieldwork (see 2.3.1), the contractor will be **required** to organise a one-day face-to-face seminar for country team leaders prior to fieldwork. Each country **must be represented at** the seminar which will serve as a briefing on the 7th EWCS, either by the person responsible for the management of fieldwork or by his/her representative. Representatives from Eurofound will participate in the meeting and contribute where relevant. All costs relating to the seminar, apart from Eurofound's expenses, are to be borne by the contractor.

Training and instructions for fieldwork

In all countries, fieldwork will be conducted on the basis of detailed and uniform instructions prepared and translated by the contractor into all national languages. An English version of the instructions to interviewers shall be sent to Eurofound for review and approval before translation.

Before commencing fieldwork specific training must be provided to all interviewers in each country. It is expected that the coordination team assists local partners with their training activities by explicitly suggesting strategies for training and on-going instruction of interviewers.

Both the training and the instructions should cover use of the fieldwork materials, the procedure to be followed for selecting the respondent and how to conduct the interview, using the show cards. Particular attention should be paid to the use of the CAPI system. Both the training and the interviewers' instructions should cover the screening and the full

questionnaire including requirements stemming from the use of international classifications for occupations, economic activity and educations (see section 2.3.7.1). In addition, the instructions should outline possible ways of convincing initially reluctant people to participate in the survey.

Eurofound may attend the training sessions. The quality and uniformity of fieldwork instructions – across all countries where the survey is being implemented - should be checked by the contractor before the actual data collection takes place. The contractor **will be required** to provide information on the number of interviewers and other national team members trained on a regular basis.

Tenderers **should outline** their general training strategy for interviewers with regard to interviewing and the use of the CAPI system, recording of contact sheet, selection of respondent, as well as specifying for each country the proposed briefing methods and procedures (for example, face-to-face training sessions, telephone briefings, webinars, online FAQ etc.) and the content of the briefings specific to this project. Tenderers should also complete the tables in the Procurement documents, Part C, Standard Reply Form, Step 2 - Annex 3 - Information on interviewers and interviewer training.

2.3.6.4. Monitoring of interviewers

The contractor will ensure that interviewers working on the 7th EWCS are monitored throughout fieldwork and subject to systematic quality control. Where possible, to ensure continuity and good communication, the local supervision teams shall remain consistent throughout the fieldwork so that interviewers are always reporting to the same person.

To control the quality of interviewer's work, analysis of the paradata and 'back checks' should be carried out (e.g. telephoning or revisiting respondents to check whether an interview took place, and to collect some further information on the respondent to check whether the interview has been carried out correctly). These quality control spot checks allow for the continuous monitoring of interviewer performance, checking whether the contact and interview protocols are followed at all stages of the process to ensure compliance with agreed procedures.

Eurofound expects that these quality control checks are carried out within one week of the original interview to allow for the continuous monitoring of interviewer performance. Should tenderers propose a longer period between interview and quality control check, they should explain how they will ensure the effectiveness of the quality control checks. Notwithstanding any explanations from the tenderer, the contractor is required to carry out a back check within two weeks of the original interview. The contractor is required to ensure that back checks cover at least 10% of completed interviews. Selection of the sample for back-checking should be made centrally and each interviewer should have at least one interview checked. Part of the selection should be made randomly and the other based on certain data validation rules (see point 2.3.7.2).

Discrepancies observed in the back checking are recorded in a back checking log, in which the severity of the transgression is indicated and the measures taken. Depending on the seriousness and type of the transgression the interview should be corrected or deleted and the interviewer should be retrained or replaced. If an anomaly has been detected, data collected in all previous interviews by that interviewer must also be checked and any further interviews by

that interviewer, if s/he has been retained for the study, should be closely monitored. Any interview for which serious transgressions are found will not be considered as part of the net sample dataset.

The contractor **will be required** to provide an interviewer monitoring plan (including *inter alia* a classification of transgressions and a follow-up protocol) for approval by Eurofound prior to fieldwork.

As part of the weekly reporting, and in the Quality Control report, the contractor **is required** to provide Eurofound with evidence that the spot checks are being carried out as intended, providing information on the number of back checks, the number and type of transgressions observed and the follow-up actions taken. Information on fieldwork monitoring will be provided to Eurofound on a weekly basis (see section 2.3.11.1 on weekly reporting). The fieldwork monitoring data should be included in the datasets when they are provided to Eurofound on a regular basis.

As part of the weekly reporting and in the quality control report, the contractor will be **required** to provide Eurofound with evidence that the control checks are being carried out as intended the number and type of transgressions observed and the follow-up actions taken.

Tenderers **must provide** a detailed description of their fieldwork monitoring strategy for interviewers' work in their tender proposal, including information on how they intend to make the back-check selection, as well as completing Part C, Standard Reply Form, Step 2 - Annex 4 - Information on quality control of interviews.

2.3.7. Data processing

2.3.7.1. Coding

Coding will be required on a limited number of variables and international classifications should be used as follows:

- **Region:** NUTS 2³⁷ level should be used for sampling wherever available (see point 4.2 Sampling)
- **Occupations** (coding at 4 digit level): ISCO 08³⁸
- **Economic activity** (coding at 3 digit level): NACE Rev. 2³⁹
- **Education:** should be coded as ISCED 2011⁴⁰ in the final dataset. A list of nationally relevant categories of educational attainment should be considered in actual interviews; use of older national categories should be taken into account where appropriate to capture the educational attainment of older respondents. However, the tables for conversion of national classifications to ISCED 2011 should be prepared by the contractor and agreed with Eurofound prior to fieldwork as part of questionnaire finalisation.

³⁷ http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST_CLS_DLD&StrNom=NUTS_2013L&StrLanguageCode=EN&StrLayoutCode=HIERARCHIC

³⁸ <http://www.ilo.org/public/english/bureau/stat/isco/index.htm>

³⁹ <http://ec.europa.eu/eurostat/web/nace-rev2>

⁴⁰ <http://www.uis.unesco.org/Education/Documents/isced-2011-en.pdf>

- **Income:** local currencies should be converted into EURO, using the conversion rates valid at the time of fieldwork (exact date to be agreed with Eurofound).

Interviewer training before fieldwork should cover the classification and categories of occupation, economic activity and educational attainment, so that the field force is familiar with these and can prompt respondents, with a view to gather sufficient information that allow coding at the desired level of precision.

Special attention should be paid by the contractor to ensure that coding of ISCO and NACE is achieved at a high level of accuracy.

A number of measures are required to ensure high quality of the coding such as :

- Specific training for coders, experience of coders with ISCO and NACE,
- A sample of responses to the relevant questions (minimum 10%) is to be coded by two independent coders,
- A list of corrective actions in cases of low inter-coder reliability,
- Other measures to ensure high quality coding .

The contractor is **required to** provide Eurofound with a report outlining the coding procedure and the coding process for any variables which are coded. It should show for each country the proportion of correspondence between coders for those cases where double coding was applied, as well as any measures that were taken in order to increase correspondence levels between coders. At the end of the process, the contractor **will be required** to compile a report on the coding strategy used and how it was implemented.

Tenderers are **required to** describe the methods that will be used to ensure a high quality of data coding.

2.3.7.2. Data validation

Data validation is expected to take place in real-time, or as close as possible to real-time. Depending on the stage of data collection and on the severity of any validity issues detected, the contractor **will be required** to follow-up with local partners, interviewers or respondents in order to correct omissions or discrepancies, and to edit the data to correct the discrepancies or remove cases or observations.

Data validation must be applied at least at two levels:

Variable: The allowable range of values must be established for each variable, and the contractor must check for each variable whether all recorded values are within this range.

Person: the data collected for each person in the sample should be coherent. Rules must be specified, which dictate the allowable combinations of values for each combination of logically related variables. The data of each person must be checked as to whether they satisfy all these rules.

Tenderers **are required** to propose a comprehensive and systematic approach for data validation. This approach should cover all stages of data collection and take the behaviour of field agencies, interviewers and respondents into account.

Eurofound expects that this approach includes the observations derived from the monitoring of interviewers, and metrics derived from paradata that can be collected at various stages of the data collection process. The approach should also include the follow-up that is given to the results from monitoring, such as providing further instructions, re-training, or ultimately replacing, agencies and interviewers, as well as the re-contacting of respondents in case discrepancies or omissions are found in the data that are collected.

Examples of metrics that can be expected to be included in such an approach are interviewer workload, interviewer compliance, response and refusal rates, response patterns (for example, straight lining, item nonresponse, and acquiescence), interview and contact timing, time stamps (for example, duration, average speed, outliers in terms of speed), GPS data, inconsistencies in substantive answers.

Certain validation rules can be integrated in the interview script, resulting in warning messages being issued. Ideally, it should be recorded whenever these warnings pop up, and it should be traceable what caused the warning to be issued, and what – if anything – was done to remedy it. A data validation strategy, including the code for validation (for example, SPSS syntax) should be provided to Eurofound prior to fieldwork for approval. Rules and conditions will be clearly described by the coordination team and will be applied in an identical way in all countries.

Tenderers **are required** to include in their tenders examples of indicators and combinations of indicators they recommend for inclusion in the validation process, as well as rules and conditions these indicators must satisfy, for each level.

The contractor **will provide** Eurofound with a log file of any interim and post hoc checks and edits. These checks and edits may be verified by Eurofound, using their own staff and/or external auditors. The contractor **will be required** to produce a document describing the data checking approach, an overview of the coherence rules, and a listing of all detected inconsistencies and of the actions taken to correct them.

Tenderers **are required** to outline their data validation strategy in detail.

2.3.8. Weighting

Both due to sampling and non-response, discrepancies between the sample and the population are likely to arise. To correct for these discrepancies weighting needs to be applied. Tenderers **are required** to calculate the base weights and the design weights. Eurofound will estimate the post stratification weights and the cross-national weights; contrary to previous surveys the contractor is no longer required to calculate these weights.

The base weight is the inverse of the selection probability and should reflect all stages of the sampling design. This includes the probability of selection of PSUs from the PSU sampling frame, the probability of selection of addresses within the PSU and the selection of individuals within households. Ideally, a weighting variable will be calculated for each stage in the survey. The base weight should not be calculated on the basis of the number of interviews. The design weight is the base weight including the adjustment for non-response or the difference between the target number of interviews and the achieved number of interviews.

The tenderers are **required** to collect the reference statistics needed for post-stratification weighting. Eurofound will use these when estimating the post-stratification weights. The reference statistics are the population totals by gender, age, region (NUTS level 2 or equivalent in countries where NUTS does not exist), economic activity (NACE Rev. 2.) and occupation (ISCO 08), in each country. Where possible, the tenderer should provide the joint distributions of (some of) these variables. Where possible, population statistics should be derived from the Labour Force Survey (LFS). In countries where the LFS is not carried out tenderers should propose an equivalent source for population statistics.

Tenderers **are required** to provide a detailed proposal of the approach they will use to construct the weights. Contractors **are required** to outline the procedure for constructing the base and design weights in the sampling report.

2.3.9. Quality

2.3.9.1. Quality assurance

As a part of procurement documents, Eurofound provides a Quality Framework (Part E) and Quality Indicators (Part F). The framework explains the general approach to quality and describes the broad quality criteria that are used. The Quality Indicators lists the specific quality indicators; some of which describe requirements that must be met. On the basis of these two documents, tenderers **are required** to provide a **Quality Assurance Strategy** as part of their tender proposal.

The contractor and its network **are required to** document all the key stages of the 7th EWCS in an agreed format, allowing for the assessment of the quality of the survey process and outcomes. To prepare a basis for quality monitoring and documentation, the tenderer **is required to** develop a Quality Assurance Strategy, which describes the planned procedures and activities to ensure that the survey meets quality requirements and (further) identifies the key indicators that will be monitored throughout the preparation and implementation of the survey, includes remedies for potential problems, and outlines how they will report on the quality control in each of the stages. The Quality Assurance Strategy should be a clear elaboration of the aforementioned Quality Framework and Quality Indicators, and be well integrated with the tender proposal.

Some Quality Indicators reflect requirements as defined in the Tender Specifications. These are coloured red and are targets that **have to be** achieved. The indicators that are not marked red have benchmark targets that **are aimed to be** achieved. Benchmark targets are based on previous waves of the EWCS and/or the level of quality that Eurofound seeks to achieve. Tenderers **are required** to specify in column G “target” of the Quality Indicators in Part F what they envisage to achieve. Tenderers are invited to add extra rows if they wish to propose additional indicators and respective targets. Tenderers are not required to break down the indicator by country in their proposals but this will be discussed and agreed following award of the contract. During the kick-off meeting, Eurofound will agree with the contractor which suggested targets will be made requirements and at which level. Also, tenderers are required to indicate the evidence they will use to support the quality indicators.

Following discussion of the proposed Quality Assurance Strategy and agreement of the timetable at the kick-off meeting, the contractor shall produce a Quality Assurance Plan. The Plan shall be sent to Eurofound for approval. The appropriateness and comprehensiveness of the Quality Indicators (part F of the Procurement Documents), the feasibility and ambition

level of the quality targets to which the tenderer sets out to achieve, and the approach to monitoring the realisation of the quality targets shall be considered, in conjunction with the other information provided by the tenderer, when evaluating the proposal in light of the award criteria.

2.3.9.2. Quality control / auditing by Eurofound or its representatives

Once the Quality Assurance Plan has been agreed, the contractor will provide Eurofound with an update of the Quality Indicators with information on the realisation of the quality targets once a month. Eurofound expects that the contractor integrates the Quality Assurance Plan and the Quality Indicators into all aspects of the survey and it shall be discussed at the regular project meetings between the two parties.

After the implementation of the survey the contractor **will be required** to compile a quality report on the quality assurance strategy used and the quality control applied. The report shall document deviations as well as corrective measures where relevant. The final structure of the report will be discussed and agreed with Eurofound. The contractor **will ensure** that all information is collected that is required to assess whether the targets specified in the Quality Indicators are met.

Eurofound reserves the right to participate in translation, sampling, interviewing, data entry or data processing meetings. Tenderers should note that Eurofound will make some visits to the national teams and/ to see how the work is being implemented as well as how the survey is received. These fieldwork visits will be organised in consultation with the coordination team.

Quality controls of all kinds may also be carried out by Eurofound. The contractor and its network must keep all documents relevant to the preparation and implementation of the 7th EWCS for at least five years following the final payment Eurofound. The retention of personal data, in the context of DGDP and Eurofound's requirements, will be discussed with the contractor during the course of the project.

2.3.10. Ethics and data protection

Compliance with high ethical standards and data protection regulations is an important aspect of well-respected quality surveys. In the past Eurofound's survey contractors have done much work in these areas without it always being evident to both Eurofound and to the public. Since the subject of ethics and data protection has come to the forefront in recent years and with a view to make all efforts visible and transparent, Eurofound requires to have more information on efforts and compliance for this area of the survey. Furthermore, in view of the new requirements and responsibilities of both the contractor (the data processor) and Eurofound (the data collector), it is important to have an overview of how these aspects are being treated.

The contractor and all personnel working on the 7th EWCS project **are required** to carry out their duties within the framework of the new General Data Protection Regulation (EU) 2016/679(GDPR)⁴¹ which comes into force on 25th May 2018⁴². They should also comply

⁴¹ <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016R0679&from=EN>

with the MRS⁴³ and ESOMAR⁴⁴ professional codes of conduct and the ISO 20252:2012⁴⁵ market research quality standard and the ISO 9001:2015⁴⁶ standard for quality management systems, which are designed to meet legislation and promote high quality research.

The tenderer **is required** to provide an Ethics and Data Protection strategy which should include information on the tenderer's approach to these aspects and how all the personnel who will be involved in the 7th EWCS intend to carry it out to the highest ethical standards during the various stages of the survey. It should also provide details of the following:

- Data protection personnel (note that all companies are now required by law to have a Data Protection Officer)
- Data collection and storage (e.g. categories of data, location of data, life cycle e.g. retention, deletion)
- Security measures (e.g. for data collection, retention and transfer)
- Consent (e.g. acquisition and recording of consent)
- Transfer of data (e.g. categories of data, what transfers are foreseen, between which parties)
- Risk management (e.g. prevention of data security breaches)

Following discussions at the kick-off meeting, the contractor shall provide Eurofound with an Ethics and Data Protection Plan which shall be agreed between the two parties. The plan shall form the basis of information on ethics and data protection to be included in the Technical Report and the Quality Report.

2.3.11. Data and documentation

2.3.11.1. Weekly fieldwork monitoring

After every week of fieldwork, the contractor is required to provide a dataset containing a range of variables indicating fieldwork progress. The data must be provided by the following Tuesday and a review meeting between Eurofound and the contractor will take place by telephone on the following Thursday.

In addition to this data the contractor is required to provide a weekly progress report to demonstrate that the pace of fieldwork is sufficient to ensure that it will be completed within the timeframe agreed and that the quality is ensured, as well as any measures taken when the expectations in terms of pace and quality are not met.

During the implementation of fieldwork the contractor is expected to inform Eurofound immediately of any unforeseen events or developments impacting on fieldwork progress, and any measures taken to minimise this impact.

⁴² A separate but compatible EU Regulation concerning personal data processing in the EU institutions, bodies, offices and agencies is currently being finalised. See the draft proposal here [COM\(2017\)0008](#).

⁴³ [https://www.mrs.org.uk/pdf/code%20of%20conduct%20\(2012%20rebrand\).pdf](https://www.mrs.org.uk/pdf/code%20of%20conduct%20(2012%20rebrand).pdf)

⁴⁴ https://www.esomar.org/uploads/public/knowledge-and-standards/codes-and-guidelines/ICCESOMAR_Code_English_.pdf

⁴⁵ <https://www.iso.org/standard/53439.html>

⁴⁶ <https://www.iso.org/standard/62085.html>

The weekly reporting templates will be agreed between Eurofound and the contractor.

The table below provides the list of variables indicating fieldwork progress to be included in the dataset the contractor shall provide on a weekly basis. There are three types of variables. Variables of type X are constant; variables of type A are to reflect fieldwork progress in the reference week as well as fieldwork progress up until and including the reference week; variables of type W only need to reflect the situation in the reference week. Information on fieldwork progress in the reference week should be broken down by country and stratification cell. Information on cumulative fieldwork progress need only be provided on the country level. Ideally, the information in the table below will be generated on the basis of the para data, provided that the para data is updated on (near) real-time basis. Tenderers are required to provide information on how they intend to provide accurate and up-to-date data on fieldwork monitoring and progress.

In addition to the information listed below, the contractor is required to provide weekly qualitative information on any issues encountered or challenges faced in each country and measures proposed to ensure quality and timeliness.

Table 7 Variables to be included in fieldwork reporting

Type	Variable	Code	Rule
X	Target sample size		
X	Start date of fieldwork		
X	Total number of PSU's		
X	Gross sample		
A	Number of PSU's opened (at least one household contacted)		
A	Number of PSU's exhausted		
A	Total number of face-to-face household contact attempts (visits)	V	$V+C > HV$
A	Total number of telephone household contact attempts (calls)	C	$V+C > HV$
A	Telephone number not working or incorrect*	NA	
A	Total number of households where a contact attempt was made (households visited or called)	HV	$SC+HR+P$ $U+HI+HN$
A	Number of households where contact attempt was successful (successful visits or calls – e.g. a respondent was identified)	SC	
A	Household refusal (Person answering the door/phone refuses cooperation, no respondent selected)	HR	
A	Premises uninhabited (business premises or vacant premises)	PU	
A	Household ineligible (no-one at work, or no-one sufficiently proficient at survey language(s))	HI	
A	Household non-contacts	HN	
A	Respondent refusal	RR	
A	Respondent non-contacts	RN	
A	Respondent partial interview	RP	
A	Respondent completed interview	RC	
A	Interviews checked		
A	Problems detected in checking of interviews		
A	Number of interviews per interviewer		
W	Remaining gross sample		
W	Number of open PSU's (contact attempt(s) made, but not exhausted)		
W	Open addresses (visited but no final outcome)		
W	Open telephone numbers (called but no final outcome)		

Type	Variable	Code	Rule
W	Respondent appointment		
W	Number of interviewers in the field		
W	Percentage of men 18-34 who have completed the interview		these should add up to RC
W	Percentage of men 35-49 who have completed the interview		
W	Percentage of men 50+ who have completed the interview		
W	Percentage of women 18-34 who have completed the interview		
W	Percentage of women 35-49 who have completed the interview		
W	Percentage of women 50+ who have completed the interview		

2.3.11.2. Microdata

The microdata **must** be delivered to Eurofound in electronic format. The files should be SPSS data files.

The first data file **shall** contain all data (paradata, contact data, questionnaire data, fieldwork monitoring) gathered in all countries covered by the 7th EWCS, plus weighting information and quality control data. The variable and value labels **must** be in English. The contractor **will** provide a proposal for the layout of the SPSS file to be approved by Eurofound (for example, a dummy dataset).

Interim versions of the first data file are **required** to be provided after three weeks of fieldwork containing at least 10% of the target sample in each country and after ten weeks of fieldwork containing at least 50% of the target sample in each country. These datasets will be reviewed and checked. Eurofound encourages contractors to share the para data and interview data with Eurofound on a frequent basis during the implementation of the fieldwork.

A second data file **shall** contain the final 7th EWCS interview data merged with the data from the five previous waves of the survey. The contractor **must** produce a syntax (preferably in SPSS) to merge and where necessary recode variables to create an updated trend data set.

SPSS syntax files **must** be provided for all the data manipulations that are carried out to produce the micro-datasets, or that underlie quantitative information provided in any of the fieldwork reports and **must** be approved by Eurofound.

In terms of contact data and paradata, the contractor **is required** to (at the very least) include the set of variables listed below.

- Country
- Stratification cell
- PSU ID
- Respondent ID
- Population of the stratum
- Population of the PSU

- Interviewer ID (per contact attempt)
- Gender of interviewer (per contact attempt)
- Age of the interviewer (per contact attempt)
- Language(s) of the interviewer (per contact attempt)
- Date (per contact attempt)
- Hour (per contact attempt)

- Minute (per contact attempt)
- Contact mode (e.g. f2f or phone; per contact attempt)
- Outcome (per contact attempt)
- Number of people in the household
- Final status
- Number of visits
- Length of interview based on timestamps
- Number of people present during interview
- Respondent cooperation (very good, good, good nor bad, bad, very bad)
- Language of interview

Tenderers **are invited** to propose additional variables, for instance, the (constructed) variables they propose to use for data validation and other paradata information such as:

- Item-level timestamps for the interviews.
- GPS data collected during enumeration and contacting.
- Paradata on interviewers and supervisors, such as the age, gender, level of education, experience, and language, which may be relevant for the analysis of interviewer effects.
- Paradata on advance letters: if and when advance letters have been sent to the (non-) respondent.

The 6th EWCS included interviewer observations (e.g. gender or age of respondents at contact stage) but this practice will be discontinued for the 7th EWCS.

2.3.11.3. Technical and fieldwork report

The technical and fieldwork report should give a concise analysis of the stages of the survey, from its conception to the presentation of the data.

The technical and fieldwork report should consist of two parts. The first part (technical report) provides an overview of the methodologies applied, and the outcomes realised (for example, participation rates, calculation of effective sample sizes for each country⁴⁷, item non-response, weighting results etc.). It should also contain a section describing how each stage in the survey cycles has been carried out to the highest ethical standards and compliance with data protection regulations and the methods and actions taken to ensure this (see ICC/ESOMAR International Code on Market, Opinion and Social Research and Data Analysis, ESOMAR/WAPOR Guideline on Opinion Polls and Published Surveys and the General Data Protection Regulation of the European Communities).

⁴⁷ Examples of this type of report are the technical report for the 6th EWCS (https://www.eurofound.europa.eu/sites/default/files/ef_survey/field_ef_documents/6th_ewcs_-_technical_report.pdf), and the technical report for the previous ECS (https://www.eurofound.europa.eu/sites/default/files/ef_files/surveys/ecs/2013/documents/ecs2013docs/3rdECS2013TechnicalReport.pdf).

The second part (fieldwork report) should outline, on a country by country level, all the issues that were encountered during fieldwork and all the measures that were taken to deal with these issues. The report should specifically mention any difficulties that arose in the course of the survey process (for example, difficulty with identifying and approaching appropriate respondent, difficulty in translating a concept, high non-response rate in a particular country, question that was poorly understood or poorly received by certain groups of the population, etc.) and a section on lessons learned and recommendations for subsequent surveys. It should also contain a summary of the individual reports as relevant (for example, questionnaire preparation and cognitive testing, sampling, translation, piloting, coding, data validation and editing and weighting).

2.3.12. Expected deliverables

Table 8 Expected deliverables

Deliverable	Format (via email/ Dropbox or similar)⁴⁸	Language	To be made publicly available
<i>Preparation phase</i>			
Initial quality assurance plan	MS Excel	English	no
Monthly updates of quality indicators	MS Excel	English	no
First seminar with local partners	n/a	n/a	n/a
Sampling strategy	MS Word	English	no
Country specific sampling plans	MS Excel	English	no
Interviewer monitoring strategy	MS Word	English	no
Data validation strategy	MS Word	English	no
Weighting strategy	MS Word	English	no
Coding strategy	MS Word	English	no
Cognitive test strategy	MS Word	English	no
Cognitive test report	MS Word	English	no
Cognitive test dataset	Excel	English	no
CVs of individuals involved in translation	MS Word	English	no
Documents on translator training	Various	English	no
Draft source questionnaire (following cognitive test) and show cards			
Final source questionnaire for pilot (source questionnaire)	MS Word and Excel	English	no
Draft script for translation	MS Word, Excel or another format suitable for the contractor	English	no
Translated questionnaires for pilot	MS Word/Excel	All languages	no

⁴⁸ If the contractor would like to use another file format that can be edited using widely available software, Eurofound is open to discuss this.

Deliverable	Format (via email/ Dropbox or similar)⁴⁸	Language	To be made publicly available
Briefing and fieldwork for pilot	MS Word/ Excel/PowerPoint	English	no
Translated briefing and fieldwork materials for pilot	MS Word/ Excel/PowerPoint	All languages	no
Translation report	MS Word, Excel	English	no
Pilot test strategy			no
Pilot test report	MS Word	English	no
Pilot test dataset	SPSS	English	no
Final Translation report and annexes	MS Word/Excel	English	yes
Translation process files (final adjudication files)	MS Excel	All languages	no
Final source questionnaire and showcards	MS Word, Excel	English	yes
Final script	MS Word or Excel	English	no
Final translated questionnaires and showcards	MS Word/PDF	All languages	yes
Final briefing and fieldwork materials	MS Word/ Excel/PowerPoint	English	no
Final briefing and fieldwork materials	MS Word/ Excel/PowerPoint	All languages	no
Second seminar with national partners	n/a	n/a	no
<i>Implementation phase</i>			
Monthly updates of Quality control plan	MS Excel	English	no
Weekly fieldwork reports	MS Excel	English	no
10% dataset after 3 weeks fieldwork	SPSS	SPSS	no
50% dataset after 12 weeks fieldwork	SPSS	SPSS	no
Draft Sampling report (incl. update of national sampling plans)	MS Word	English	
Draft data editing report	MS Word	English	
Draft quality report (incl. quality indicators)	MS Word	English	
Draft technical and fieldwork report	MS Word/Excel	English	
Draft dataset	SPSS	English	
Final sampling report (incl. update of national sampling plans)	MS Word	English	yes
Final data editing report		English	yes
Final quality report (including quality indicators)	MS Word	English	yes
Final technical and fieldwork report (incl. quality assurance plan)	MS Word/Excel	English	yes
Dataset of verbatim recording for isco and nace	Spss or Excel	All languages	
Final datasets	SPSS	English	yes
Syntax files	SPSS	English	yes

Deliverable	Format (via email/ Dropbox or similar)⁴⁸	Language	To be made publicly available
Separate final reports and datasets (“country pack”) for IS, CH or NO or for any other country which increases sample size	SPSS + MS Word	English	No

* Documents to be provided in MS Word should follow Eurofound’s report template (to be provided to the contractor at the beginning of the contract) and [Eurofound’s style guide \(https://www.eurofound.europa.eu/publications/other/2018/eurofound-style-guide\)](https://www.eurofound.europa.eu/publications/other/2018/eurofound-style-guide)

2.4. Duration of the FWC

The FWC enters into force on the date on which the last party signs it.

The FWC is concluded for a period of **36 months** with effect from the date on which it enters into force.

Eurofound expects that the fieldwork will commence at the beginning of February 2020 and the fieldwork duration for the reference sample size shall be 16 weeks. On this basis Eurofound has developed a timetable covering some dates and milestones for preparing and implementing the 7th EWCS, including the tasks described in these Terms of Reference based on the reference sample size.

2.4.1. Provisional timetable

Tenderers are required to submit a detailed timetable for preparation and implementation of the survey with their tender proposal, taking into account the provisional timetable below. Tenderers should build in sufficient time in the timetable for Eurofound’s review and approval of documentation and deliverables. The timetable will be discussed and agreed with the contractor at the kick-off meeting. The exact timing will depend on the cost of the contract and the availability of budget throughout the duration of the contract. The table below shows a provisional timetable for the most expedient scenario.

Table 9 Provisional timetable

Year	Month	Type of action	Responsible
<i>Preparation</i>			
2018	NOV	Signature of contract	Contractor
2018	DEC	Draft English questionnaire to contractor	Client
2019	NOV/DEC	Kick-off meeting with contractor	Client/Contractor
2019	JAN	First seminar with local partners	Client/Contractor
2019	JAN-JUN	Sampling preparation (incl. for pilot)	Contractor
2019	JAN-FEB	Cognitive testing*	Contractor

Year	Month	Type of action	Responsible
2019	MAR	Submission of cognitive test report	Contractor
2019	MAR	Adoption of final questionnaire	Client
2019	MAR-JUL	Translation	Contractor
2019	SEP-OCT	Pilot	Contractor
2019	NOV	Submission of pilot report and dataset	Contractor
2019/2020	DEC	Second seminar with local partners	Client/Contractor
Implementation			
2019/2020	DEC/JAN	Finalisation of all fieldwork materials	Contractor
2020	FEB-MAY	Fieldwork	Contractor
2020	JUNE-JULY	Data processing	Contractor
2020	AUGUST-SEPTEMBER	Submission of draft and final dataset and reports	Contractor

2.5. Place of work or meetings and reimbursement of expenses

The tasks are to be performed at the premises designated by the contractor and agreed by Eurofound.

A maximum of seven face to face meetings with Eurofound will be held at a location to be agreed when signing the contract. In addition the contractor shall organise two seminars with their local partners as described under point 2.3.1. Weekly teleconferences between Eurofound and the contractor shall be organised once fieldwork starts and regular video conferences shall also be organised, as necessary.

In addition, the contractor will be required to make at least one representative available to attend the EWCS Advisory Committee meeting in Brussels, if required.

All the costs for meetings/seminars described shall be borne by the contractor.

Table 10 Meetings/Seminars for the project

Date	Purpose	Location
November/ December 2018	Kick-off meeting with contractor	Eurofound
January 2019	Project meeting; First seminar with local partners	Venue to be proposed by contractor
March 2019	Presentation of cognitive report and finalisation of questionnaire	Eurofound/Contractor's premises
October/November 2019	Project meeting; presentation of pilot report*	Eurofound/Contractor's premises
December 2019	Second seminar with local partners*	Venue to be proposed by contractor
June 2020	Debriefing/lessons learnt meeting	Eurofound/Contractor's

Date	Purpose	Location
		premises
October 2020 (tbc)	Presentation to Advisory Committee	Eurofound

* these two meetings may be combined, if appropriate (to be discussed with contractor)

2.6. Specific contracts duration and ordering process under the FWC

The FWC resulting from this procurement procedure will be implemented through specific contracts or order forms (see template contained in Part D of the procurement documents).

Work on any specific contract or order form cannot start before the FWC enters into force. The period allowed for the execution of any services, will be specified in the specific contract or order form and, unless otherwise specified, starts on the date the contractor signs the specific contract or order form. Specific contracts and order forms shall be signed by both parties before the FWC to which they refer expires.

The FWC shall continue to apply after its expiry to any specific contract or order form that is in place at the date of the expiry of the FWC. Such a specific contract or order form shall be executed no later than six months after the expiry of the FWC.

Ordering process:

To order services under the FWC, Eurofound will send a request for the service, indicating the following:

- The exact tasks and deliverables;
- Milestones and overall maximum duration;
- Cost for all the services requested based on the prices contained in the Official Price List provided by the tenderer.

The contractor must confirm acceptance of the request or provide comments within five working days after receipt of the request.

Once the request has been accepted by the contractor, it will become the basis for a specific contract or order form to be placed by Eurofound under the FWC.

Within 10 working days of the specific contract or order form being sent by Eurofound to the contractor, Eurofound shall receive the completed specific contract or order form back, duly signed and dated.

When specific services are needed urgently, the above timeframe may be shortened in agreement with the contractor.

2.7. Volume of the contract and payments

The 7th EWCS will cover all European Union (EU) Member States.

The indicative budget allocated by Eurofound for all the tasks outlined in the tender specifications for the EU Member States only is **3.7 million euro**. There is no indicative budget for the other countries listed in the Table 1 under point 2.3.2.1.

Note that tenders will be evaluated on the basis of the total price offered for the service provision including all options (that is, EU Member States + 7 Acceding and Candidate Countries + Iceland, Norway and Switzerland).

Subject to the availability of funding, the survey may also cover non-EU countries mentioned in Table 1.

The above mentioned services will be provided through specific contracts linked to the framework contract to be established as a result of this procurement.

The above information is given as a guideline only and is in no way binding on Eurofound as regards the volume of the contract. The actual allocation may be lower depending on the needs that arise.

In addition, the sample size might be increased as specified in point 2.3.2.5, in one or more countries. Such an increase will depend on the additional funding being provided either by Eurofound or specific countries.

If increase of the sample size is requested, Eurofound will exercise its right to increase the FWC volume by virtue of article 134 (1) (e) and article 134 (4) of the Rules of Application of the EU Financial Regulation:

For the three years following the signature of the original FWC, Eurofound reserves the option to launch a further negotiated procedure with the contractor that is to be selected as a result of the present call for tenders, for additional services that are similar to, or a repetition of the services included in the FWC. The increase will not go beyond 50% of the maximum value of the original FWC.

2.8. Payment schedule

<u>Payment</u>	<u>Payment on approval by Eurofound of the following deliverables</u>
The following options may apply:	
a) Generally (default unless specified otherwise (case b): 30/40/30% payments	Interim/Final deliverables according to specific contracts concluded under framework contract
b) For more complex tasks or specific contracts of longer duration particular payment schedules to be set in specific contract concerned	As per specific contract concerned.

2.9. Ownership and use of the results

Tenderers are advised to familiarise themselves with the provisions on the use of the results obtained in performance of the contract, contained in Article I.10 & II.13 of the Draft Contract (Part D of the procurement documents).

If, for the purpose of the contract, pre-existing material will make up any part of the final results, this needs to be declared in the tender proposal. Information must be provided about the scope of pre-existing materials, their source and when and how the rights to these materials have been or will be acquired.

In the tender proposal all quotations or information originating from other sources and to which third parties may claim rights have to be clearly marked (source publication including date and place, creator, number, full title etc.) in a way allowing easy identification.

The successful contractor, to which the contract is awarded, will be requested to establish a list of all pre-existing rights and rights of creators and third parties on the results of this contract or parts thereof. This list will have to be provided no later than the date of delivery of the final results.

3. CONTENT, STRUCTURE AND GRAPHIC REQUIREMENTS OF THE DELIVERABLES

3.1. Content

3.1.1. Weekly fieldwork reports

These reports should contain the information described under 2.3.11.1.

3.1.2. Microdata

The requirements for the microdata are described under 2.3.11.2.

Wherever reference is made to the microdata in the final versions of reports, the contractor must ensure that the information is up to date, reflecting the final version of the microdata.

3.1.3. Fieldwork and technical report and other methodological reports

The fieldwork and technical report should contain the information as described under 2.3.11.3. Examples of methodological reports from previous surveys (which have been shortened and adapted for publication) can be found on Eurofound's website. Tenderers are invited to consult these reports in order to gain an insight into what will be required from the contractor bearing in mind that more detail will need to be provided than that which is made available in the published reports.

3.1.4. Requirements for publication on Internet

Eurofound is committed to making online information as accessible as possible to the largest possible number of users including those with visual, auditory, cognitive or physical disabilities, and those not having the latest technologies. Eurofound supports the [Web Content Accessibility Guidelines 2.0](#) of the W3C of the European Commission.

For full details on the Commission policy on accessibility for information providers, see: http://ec.europa.eu/ipg/standards/accessibility/index_en.htm.

For the publishable versions of the report, abstract and executive summary, the contractor must respect the W3C guidelines for accessible pdf documents as provided at: <http://www.w3.org/WAI/>.

3.2. Graphic requirements

Deliverables shall be submitted in Word format, using Eurofound's Word template "EFRecord.dot" which is online at <http://www.eurofound.europa.eu/help/templates.htm>.

They must conform to the rules and guidelines for Eurofound publications (including rules on citation) which are laid down in the Eurofound Style Guide. This can be downloaded from the following internet address:

<https://www.eurofound.europa.eu/publications/other/2018/eurofound-style-guide> .

All deliverables shall be submitted in electronic format and where not stated otherwise, submission shall be via email. Wherever possible, graphics should be high resolution and files should be text-based (not scanned). They shall be clearly identified with the contract number. If applicable, details of other software used shall be provided.

Notwithstanding the conformity to the rules above, all final deliverables created under the contract must include the Eurofound's logo and full name and the following statement: 'developed in frame of the Programming Documents 2017-2020', clearly visible to any form in which the deliverables are presented.

The final reports shall contain the following standard disclaimer:

"The information and views set out in this report/study/article/publication are those of the author(s) and do not necessarily reflect the official opinion of Eurofound. Eurofound do not guarantee the accuracy of the data included in this study. Neither Eurofound nor any person acting on their behalf may be held responsible for the use which may be made of the information contained therein."

Reports should be of such quality - both in terms of language and layout - that they can be published on Eurofound's website without further editing.

The contractor, when requested to present the deliverables on behalf of Eurofound, must conform to the rules and guidelines for Eurofound publications as stipulated above.

4. EVALUATION AND AWARD

The evaluation is based solely on the information provided by the candidate/tenderer in the submitted requests to participate and subsequent tenders. It involves the following steps:

Step 1: Evaluation of requests to participate

- Identification of the candidate's right to access the market on the basis of the evidence provided by the tenderers;
- Verification of non-exclusion of candidates on the basis of the exclusion criteria;
- Selection of candidates to be invited to the second phase of the procurement procedure on the basis of selection criteria;

Step 2: Evaluation of tenders

- Verification of compliance with the minimum requirements set out in these Tender Specifications;
- Evaluation of tenders on the basis of the award criteria.

Eurofound may reject abnormally low tenders, in particular if it established that the tenderer or a subcontractor does not comply with applicable obligations in the fields of environmental, social and labour law.

The requests to participate and the tenders will be assessed in the order indicated above. Only tenders meeting the requirements of Step 1 will pass on to the next step.

4.1. Identification of the candidate (Step 1)

The candidate must include a duly filled and signed **Section 1 of the Standard Reply Form (Part C)**. It should be signed by an authorised representative presenting the names of the candidate (including all entities in case of joint request) and identified subcontractors if applicable, and the name of the single contact point in relation to this procedure.

In case of a joint request, Part 1 of the Standard Reply Form must be signed either by an authorised representative for each member, or by the leader authorised by the other members of the consortium in the **Consortium Agreement** (see Section 1 of the Standard Reply Form).

Subcontractors that are identified in the tender must sign **Declaration of Intent** (see Section 1 of the Standard Reply Form) stating their willingness to provide the services presented in the tender and in line with the present Tender Specifications.

The successful tenderer (including all members of the group in case of joint tender) will be requested to provide a signed **Legal Entity Form**. The form is available on:
http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

The successful tenderer (or the leader in case of joint tender) will be requested to provide a **Financial Identification Form**. Only one form per tender should be submitted. No form is

needed for subcontractors and other members of the group in case of joint tender. The form is available on: http://ec.europa.eu/budget/contracts_grants/info_contracts/index_en.cfm

This obligation to provide above mentioned forms may be lifted in such cases where the tenderer is already registered with the Financial Registration System of the European Commission.

4.2. Verification of non-exclusion (Step 1)

All candidates must provide a **declaration on honour**, contained in **Section 2 of the Standard Reply Form**, signed and dated by an authorised representative, stating that they are not in any of the situations of exclusion listed.

In case of joint request, each member must provide a declaration on honour signed by an authorised representative.

In case of subcontracting, subcontractors, whose share of the contract value is above 5% or whose capacity is necessary to fulfil the selection criteria, must provide a declaration on honour signed by an authorised representative.

Eurofound reserves the right to verify whether the successful tenderer is in one of the situations of exclusion by requiring the supporting documents listed in the declaration of honour.

The successful tenderer will be obliged to provide the documents mentioned as supporting evidence in the declaration on honour before signature of the contract and within a deadline given by Eurofound. This requirement applies to each member of the group in case of joint tender and to subcontractors whose share of the contract value is above 5% or whose capacity is necessary to fulfil the selection criteria.

The obligation to submit supporting evidence does not apply to international organisations.

A tenderer (or a member of the consortium in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by Eurofound and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the consortium in case of joint tender, or a subcontractor) is not required to submit a specific document if Eurofound can access the document in question on a national database free of charge.

4.3. Selection criteria (Step 1)

Candidates must prove their legal, regulatory, economic, financial, technical and professional capacity to carry out the work subject to this procurement procedure.

The candidate may rely on the capacities of other entities, regardless of the legal nature of the links which it has with them. It must in that case prove to Eurofound that it will have at its disposal the resources necessary for performance of the contract, for example, by producing an undertaking on the part of those entities to place those resources at its disposal.

The request must include the proportion of the contract that the tenderer intends to subcontract.

4.3.1. Declaration and evidence

The candidates (and each member of the consortium in case of joint request) and subcontractors whose capacity is necessary to fulfil the selection criteria must provide the declaration on honour (contained in **Section 2 of the Standard Reply Form**), signed and dated by an authorised representative, stating that they fulfil the selection criteria applicable to them. In case of joint tender or subcontracting, the criteria applicable to the candidate as a whole will be verified by combining the various declarations for a consolidated assessment.

This declaration is part of the declaration used for exclusion criteria (see section 4.2), so only one declaration covering both aspects should be provided by each concerned entity.

Eurofound will evaluate selection criteria on the basis of the declarations on honour and selected evidence (if requested to be provided together with tenders). Nevertheless, it reserves the right to require further evidence of the legal and regulatory, financial and economic and technical and professional capacity of the candidates at any time during the procurement procedure and contract performance. In such case the candidate/tenderer must provide the requested evidence without delay. Eurofound may reject the request/tender if the requested evidence is not provided in due time.

After contract award, the successful tenderer will be required to provide the evidence mentioned below before signature of the contract and within a deadline given by Eurofound. This requirement applies to each member of the group in case of joint tender and to subcontractors whose capacity is necessary to fulfil the selection criteria.

A tenderer (or a member of the consortium in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by Eurofound and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

A tenderer (or a member of the consortium in case of joint tender, or a subcontractor) is not required to submit a specific document if Eurofound can access the document in question on a national database free of charge.

4.3.2. Legal and regulatory capacity

Candidates must prove that they are allowed to pursue the professional activity necessary to carry out the work subject to this call for tenders.

Evidence (to be provided):

- Candidates (including each member of the group in case of joint request) are requested to provide duly signed **declarations on honour** (contained in **Part 2 of the Standard Reply Form**), that they have legal and regulatory capacity to pursue the professional activity needed for performing the contract.

The successful tenderer (including each member of the consortium in case of joint tender) will be requested to provide the following information:

- For legal persons, a legible copy of the notice of appointment of the persons authorised to represent the tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation applicable to the legal person requires such publication. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.
- For natural persons, if required under applicable law, a proof of registration on a professional or trade register or any other official document showing the registration number. This requirement will not apply in case of natural persons already registered with the Financial Registration System of the European Commission.

A tenderer (or a member of the consortium in case of joint tender, or a subcontractor) is not required to submit the documentary evidence if it has already been submitted for another procurement procedure and provided the documents were issued not more than one year before the date of their request by Eurofound and are still valid at that date. In such cases, the tenderer must declare on its honour that the documentary evidence has already been provided in a previous procurement procedure, indicate the reference of the procedure and confirm that that there has been no change in its situation.

4.3.3. Economic and financial capacity criteria

The candidate must have the necessary economic and financial capacity to perform this contract until its end. In order to prove their capacity, the candidate must comply with the following selection criteria.

- The candidate must be in a stable financial position;
- Turnover for each of the last two financial years above **EUR 1,850.000**;
This criterion applies to the tenderer as a whole, i.e. the combined capacity of all members of a group in case of a joint request;

Evidence (to be provided):

- Candidates (including each member of the consortium in case of joint request) are requested to provide duly signed declarations on honour (contained in **Section 2 of the Standard Reply Form**), that they fulfil the applicable economic and financial criteria.

The successful tenderer (including each member of the group in case of joint tender) will be requested to provide the following evidence:

- **For-Profit Organisations** (*whose primary goal is making a profit*):

- duly completed and signed **Simplified Financial Statement**, available on the Procurement Section ([Procurement](#)) on Eurofound's webpage⁴⁹;
- **copy of the profit and loss accounts and balance sheet for the last two years** for which accounts have been closed from each concerned legal entity;
- **Non-Profit Organisations** (*formed for the purpose of serving a public or mutual benefit other than the pursuit or accumulation of profits for owners or investors*):
 - duly completed and signed **Simplified Financial Statement**, available on the Procurement Section ([Procurement](#)) on Eurofound's webpage⁵⁰;
 - **Copy of the statement of financial activities and statement of the financial position for the last two years** for which accounts have been closed;
- **Public sector entities** (*including public universities, which according to the law of the country in which they are established are NOT required to publish balance sheets*):
 - complete line 14 (Revenue) of the Simplified Financial Statement only (version for non-profit organisations), available on the Procurement Section ([Procurement](#)) on Eurofound's webpage;
 - provide **extracts from their last two budgets** (including the current one) as evidence of their average budget per year amounting to at least EUR 1,850.000,
- **Individuals:**
 - only complete line 14 (Revenue) of the Simplified Financial Statement (version for non-profit organisations), available on the Procurement Section ([Procurement](#)) on Eurofound's webpage,
 - provide **extracts from any available documents** (for example, income tax returns) as evidence on their average income for each of the last two financial years amounting to at least EUR 1,850.000;

If, for some exceptional reason which Eurofound considers justified, a candidate/tenderer is unable to provide one or other of the above documents, it may prove its economic and financial capacity by any other document which Eurofound considers appropriate. In any case, Eurofound must at least be notified of the exceptional reason and its justification. Eurofound reserves the right to request any other document enabling it to verify the tenderer's economic and financial capacity.

4.3.4. Technical and professional capacity criteria and evidence

A. Criteria relating to candidates

Candidates (in case of a joint request the combined capacity of all members of the consortium and identified subcontractors) must comply with the criteria listed below.

⁴⁹ <http://www.eurofound.europa.eu/about/procurement>.

⁵⁰ <http://www.eurofound.europa.eu/about/procurement>.

Candidates (including each member of the consortium in case of joint tender) are requested to provide duly signed **declarations on honour** (contained in **Part 2 of the Standard Reply Form**), that they fulfills the applicable technical and professional criteria listed below.

In addition, all candidates (including each member of the consortium in case of joint request) are requested to provide **short description of their economic activities** (one altogether for all entities involved).

In addition to the above, the following evidence must be provided together with the request to participate:

Criterion A1: The candidate must prove to have the organisational capacity to carry out the contract.

Evidence A1: The candidate must provide a comprehensive company profile as evidenced by: description of the organisational structure and corporate experience, overall number of staff on payroll, including back-up arrangements, managerial and operational staff, number of staff working in the area of this tender; the candidate's premises; locations and numbers, and the company's contract management and quality assurance measures.

Criterion A2: The candidate must prove experience in the field of cross-national comparative face-to-face surveys following a probability sample

Evidence A2: List of references for a minimum of 3 similar, large cross-national face-to-face social surveys following a probability sample carried out by the coordination centre within the last 5 years, with a minimum value of €1.000.000 (1 million euro) in total. At least one of these surveys should have been carried out using CAPI. A description of the projects, including dates, contact names and details should be provided.

Criterion A3: The candidate must prove to have the network capacity to carry out the contract, and that the national partners have experience with large cross-national comparative face-to-face social surveys following a probability sample.

Evidence A3: Proof that the candidate is able to organise a network of sufficiently experienced partners in the countries where the 7th EWCS will take place (information for each national partner to be provided using the template contained in Annex 2 (Information on national teams) of the Standard Reply Form – Part 1 – Part C); List of references for a minimum of 3 face-to-face social surveys following a probability sample carried out by each national partners within the last 5 years, with a minimum value of €30,000 in total. At least one of these surveys should have been carried out using CAPI. A description of the projects, including dates, contact names and details should be provided.

Criterion A4: The candidate must prove that it is committed to work in accordance with the data protection regulations and standards for good practice that are accepted in their field.

Evidence A4: The candidate and members of its network must belong to ESOMAR, WAPOR or an equivalent body (copy of certificate of membership to be provided) and comply with the following codes of conduct: ICC/ESOMAR International Code on Market, Opinion and Social Research and Data Analysis or equivalent and the ESOMAR/WAPOR Guideline on Opinion Polls and Published Surveys or equivalent. Candidates and all network members

should provide documentation (certificate of membership, sworn statement) to this effect in their tenders and list the type of evidence they are providing in the relevant column in the table in Annex 2 of the Standard Reply Form – Part C of the procurement Documents. The candidate and members of its network must have a Data Protection Officer and Data Protection policy in place. Candidates and all network members should provide documentation to this effect in their tenders and list the type of evidence they are providing in the relevant column in the table in Annex 2 (Information on national teams) of the Standard Reply Form – Part 1 – Part C of the procurement Documents.

B. Criteria relating to the coordination team and to the national teams delivering the service:

Evidence will consist of descriptions of the teams and CVs of the teams responsible to deliver the service which shall be provided together with the request to participate. Each CV should be numbered and should indicate the intended function in the delivery of the service. Language proficiency should also be included⁵¹. Eurofound requires that tenderers submit the CVs in a consistent format (e.g. Europass⁵²) format.

Criteria relating to the coordination team delivering the service:

The suitability of the coordination team proposed to conduct the work as evidenced by:

- **Project Leader:** A CV demonstrating a minimum of five years of experience in the coordination of face-to-face cross-national comparative surveys following a random probability sample design (with at least one survey carried out using CAPI); proficiency level of C1 in English;
- **Members of the coordination team:** CVs demonstrating a minimum of three years of experience in conducting and/or coordinating cross-national face-to-face surveys following a random probability sample design (with at least one survey carried out using CAPI); Proficiency level of at least C1 in English for the team members designated to liaise with Eurofound and B2 for other team members.

Criteria relating to the national teams delivering the service:

The suitability of the national teams proposed to conduct the work as evidenced by:

- A brief description of the composition and task division of each national team, identifying the person designated as the Project Leader.
- A CV demonstrating minimum of three years of experience as Project Leader in the coordination of face-to-face surveys following a random probability sample design

⁵¹ All references to the minimum level of language skills are based on Common European Framework of Reference (CEF). Tenderers should use self-assessment scale, available on dedicated “[Europass](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr)” webpage (<http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr>) and on the Procurement Section ([General Information](#)) on Eurofound webpage, in order to establish level of their language skills.

⁵² <http://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>.

(with at least one survey carried out using CAPI); proficiency level of at least B2 in English and a proficiency level of C2 in the language(s) of the country. Note that the Fieldwork Manager should also have a proficiency level of at least C2 in the language(s) of the country.

4.4. • Award criteria (Step 2)

The contract will be awarded based on the most economically advantageous tender, according to the 'best price-quality ratio' award method.

The quality of the tender will be evaluated based on the criteria listed below. Each of the criteria refers to the appropriateness and comprehensiveness of the proposal as well as the level of ambition of the quality targets specified in the Quality Control Indicators with regard to the aspect of the contract to which the criteria refers. The maximum total quality score is 100 points.

Award Criteria		Points
A	Evidence of good contract management	35
A1	Quality of the project plan, detailing the tasks and processes necessary to complete the work in respect of work organisation, number of person days and suitability of team members, project management and communication tools, risk management, data protection and ethics, and the feasibility of the time plan;	15
A2	Quality of coordination team and resource allocation, including team composition in terms of expertise, balance of skills, allocation of roles and responsibilities of all team members, resource back-up and work allocation, support provided by the contractor to national teams, methods of communication with the national teams, measures proposed to ensure effectiveness and responsiveness	15
A3	Quality of the national teams: capacity and ability to implement the work to the required standards, including the way it is organised, allocation of responsibilities, resource back-up,	5
B	Evidence of a thorough understanding of the objectives and work to be carried out in the preparation phase	35
B1	Quality of the proposed sampling strategy;	15
B2	Quality of the strategy for the cognitive test;	10
B3	Quality of the implementation plan for the questionnaire translation; plan for translation of fieldwork materials	5
B4	Quality of the strategy for the pilot;	5
C	Evidence of a thorough understanding of the objectives and work to be carried out in the implementation phase	30
C1	Quality of the data collection infrastructure: technical infrastructure, field force, measures to complete the fieldwork in a timely fashion, quality of the strategy for fieldwork monitoring	10
C2	Quality of contact strategy, quality of the strategy to ensure high quality interviews and high response rates, quality and effectiveness of training methods and, quality of the fieldwork materials	15
C3	Quality of data processing strategy: coding, weighting and data editing rules and practices	5
TOTAL		100

Tenders must score a minimum of 70 points in total. Tenders that do not reach the minimum quality levels will be rejected and will not be ranked.

Ranking of tenders

For the purposes of the evaluation of the prices, Eurofound will calculate **a reference price**, based on the prices submitted by the tenderers in their cost proposals using **a hypothetical specific service assignment** (see Procurement Documents, Part C – Standard reply Form – Step 2: Financial Offer – formula used for framework contract award, for further details). The reference price will be used solely in order to compare tenders received, calculate quality/price ratio and will have no contractual value. Only the completed Official Price List has contractual value.

The contract will be awarded to the most economically advantageous tender, i.e. the tender offering the best price-quality ratio determined in accordance with the formula below. A weight of 50/50 is given to quality and price.

score for tender A	=	$\frac{\text{Lowest reference price}}{\text{Price of tender A}}$	x	50	+	$\frac{\text{Total quality score (out of 100) for all award criteria of tender A}}{100}$	x	50
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The tender ranked first after applying the formula will be awarded the contract.

5. ADDITIONAL INFORMATION

Any costs incurred, in preparation and submission of a request to participate/tender, in response to this invitation to tender must be borne by candidates/tenderers and are not reimbursed.

Eurofound shall not be liable for any compensation with respect to neither candidates whose requests to participate have not been accepted nor to tenderers whose tenders have not been accepted. Nor shall it be so liable if it decides not to award the contract.

The subsequent contract will be based on the draft contract included in the Procurement Documents and completed using the information provided in the selected tender.

Eurofound reserves the right not to select a contractor if the offers received are considered unsuitable and/or irregular and/or unacceptable by the Evaluation Committee.