

## Tender Dossier

### **Implementation of Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2021, data collection, data processing and data analysis, conclusions and recommendations**

Reference: (080-020)

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## 1. SUBJECT OF THE TENDER

Procurement of services for the Implementation of Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2021, data collection, data processing and data analysis, conclusions and recommendations, by the RCC Secretariat (Contracting Authority).

**LOT 1 - Implementation of Public and Business Opinion Surveys in the Western Balkans – Balkan Barometer 2021, data collection and data processing**

**LOT 2 - Implementation of Public and Business Opinion Surveys in the Western Balkans – Balkan Barometer 2021, data analysis, findings, conclusions and recommendations**

**Period of Services LOT 1:** 15 October 2020 – 01 March 2021

**Period of Services LOT 2:** 15 October 2020 – 22 June 2021

**LOT 1 Price ceiling:** Up to EUR 90,000– Bids indicating a price above this threshold shall not be considered

**LOT 2 Price ceiling:** Up to EUR 40,000– Bids indicating a price above this threshold shall not be considered

## 2. TIMETABLE

<b>ACTION</b>	<b>1. DATE</b>	<b>2. TIME</b>
Publication of the Tender	<b>11.09.2020</b>	By 17:00 Central European Time
Deadline for any clarification requests from the Contracting Authority	<b>21.09.2020</b>	By 17:00 Central European Time
Last date on which clarifications are issued by the Contracting Authority	<b>02.10.2020</b>	By 17:00 Central European Time
Deadline for submission of bids	<b>9.10.2020</b>	By 15:00 Central European Time

## 3. PARTICIPATION

Participation in this tender procedure is open to the respective legal entities either acting independently or within bidding consortia. The bidder should have **substantial international experience** in conducting public opinion research and be able to efficiently cover, either directly or through consortium partners, all the participating economies in South East Europe

2020 Strategy (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia, and Serbia).

### **Bidding consortia of legal entities, associations/joint venture groups**

Bidding consortia participating in this tender must indicate the members and show how the work is divided between them. Specifically, all members must name the *lead member* and authorise this member to represent the consortium and receive payments on behalf of the other members. A corresponding written authorisation, power of attorney must be attached to the bid.

With the submission of an offer, the bidder, or bidding consortium, accepts the contents and principles of Annex II Service Tender Submission Form and Annex III Statement of Availability. If the said contents and principles of the Forms are violated by the bidder or the bidding consortium, the RCC Secretariat reserves the right to exclude the bid.

## **4. CONTENTS OF BIDS**

The offers, all correspondence and documents related to the tender exchanged by the bidder and the Contracting Authority must be written in English.

Supporting documents and printed literature furnished by the bidder may be in another language, provided they are accompanied by a translation into the language of the procedure. For the purposes of interpretation of the tender, the language of the procedure will prevail.

## **5. TECHNICAL OFFER**

### **LOT 1**

The Technical Offer must include the following documents:

- Company/institution profile including a brief description (up to 2 pages) about the company (in case of a bidding consortium, only the lead member should submit the profile);
- Copy of Company's/Institution's Registration Certificate (in case of a bidding consortium, only the lead member submits the Registration Certificate);
- Financial records - company's/institution's balance sheet and profit-and-loss statement for the past 2 years (in case of a bidding consortium, only the lead member should submit the financial records);
- CV of key members of the project team, outlining relevant knowledge and experience as described in Annex I Terms of Reference, along with contact details of referees;
- A technical proposal (bid) of maximum of 5 pages describing the methodology, main challenges perceived, and tools to be employed by the Consultant(s) to implement the work as described in Annex I Terms of Reference. The technical proposal should outline how the bidder intends to ensure the indicated geographic coverage (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia, and Serbia);
- List of references for relevant activities implemented over the past 5 years demonstrating relevant experience in the subject matter and the geographic area;
- Service Tender Submission Form (Annex II);
- Signed Statements of Availability (Annex III).

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\* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence

## **LOT 2**

The Technical Offer must include the following documents:

- Company/institution profile including a brief description (up to 2 pages) about the company (in case of a bidding consortium, only the lead member should submit the profile);
- Copy of Company's/Institution's Registration Certificate (in case of a bidding consortium, only the lead member submits the Registration Certificate);
- Financial records - company's/institution's balance sheet and profit-and-loss statement for the past 2 years (in case of a bidding consortium, only the lead member should submit the financial records);
- CV of key members of the project team, outlining relevant knowledge and experience as described in Annex I Terms of Reference, along with contact details of referees;
- A technical proposal (bid) of maximum of 5 pages describing the methodology, main challenges perceived, and tools to be employed by the Consultant(s) to implement the work as described in Annex I Terms of Reference. The technical proposal should outline how the bidder intends to ensure the indicated geographic coverage (Albania, Bosnia and Herzegovina, Kosovo\* , Montenegro, Republic of North Macedonia, and Serbia);
- List of references for relevant activities implemented over the past 5 years demonstrating relevant experience in the subject matter and the geographic area;
- Service Tender Submission Form (Annex II);
- Signed Statements of Availability (Annex III).

## **6. FINANCIAL OFFER**

The Financial Offer must include the following elements:

- Budget Breakdown (Annex IV)

The budget breakdown should reflect the following:

- All figures should be expressed in EUR;
- Lump sum for the assignment should be indicated;
- Breakdown per cost and activity category should be provided, with budget breakdown per each component of the work as requested in the ToR (Component 1 and Component 2);
- For companies from Bosnia and Herzegovina, VAT should be presented.

Note: According to the Indirect Taxation Authority Instruction and its status of an international organisation, the Regional Cooperation Council Secretariat is entitled to VAT refund and is exempted from customs duties in Bosnia and Herzegovina.

## **7. PERIOD DURING WHICH BIDS ARE BINDING**

Bidders are bound by their bids for 90 days after the expiry of deadline for the submission of bids. In exceptional cases, before the period of validity expires, the Contracting Authority

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\* This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and the ICJ Opinion on the Kosovo declaration of independence.

may ask bidders to extend the period for a specific number of days, which may not exceed 20 days.

## 8. ADDITIONAL INFORMATION BEFORE THE DEADLINE FOR SUBMISSION OF BIDS

Bidders may submit questions in writing to the following contact: [ProcurementforRCC@rcc.int](mailto:ProcurementforRCC@rcc.int) until **21 September 2020 by 17:00 Central European Time**.

No informative meeting is foreseen.

No site visit is foreseen.

## 9. SUBMISSION OF BIDS

**The tender has two LOTS. Tenderers may submit proposals either only for LOT 1 or LOT 2 or for both LOTS.**

Offers need to be submitted by **9 October 2020 by 15:00** Central European Time to the following address [ProcurementforRcc@rcc.int](mailto:ProcurementforRcc@rcc.int)

Please make sure that the application is submitted in two separate folders one containing Technical Offer and the other Financial Offer. The documents should be submitted in a form of copies of the originals.

## 10. EVALUATION OF TECHNICAL AND FINANCIAL OFFERS

The technical and financial offers are evaluated in accordance with the following criteria:

EVALUATION GRID	Maximum score	Weight	Total
	1	2	(1x2)
<b>A. TECHNICAL OFFER (A.1+A.2+A.3)</b>	<b>100</b>	<b>0.8</b>	<b>100</b>
<b>A.1. Track record, references and general experience of the bidder:</b>	<b>30</b>	<b>0.8</b>	
A.1.1. General work experience; evidence of other contracts with the size comparable to that of tender; portfolio of prior relevant work with five references that RCC may contact	5		
A.1.2. Experience with clients comparable to the Contracting Authority and in performing similar projects, similar fields and topics as well as clients (international organisations, regional initiatives)	10		
A.1.3. Experience of working in the Western Balkan region	15		
<b>A.2. Quality and professional capacity of the Team:</b>	<b>30</b>	<b>0.8</b>	
A.2.1. Quality of the team inspires confidence	5		
A.2.2. CVs satisfy the criteria set forth in the terms of reference	10		
A.2.3. CVs demonstrate professional capacity and experience required (ability to analyse data, deliver professional reports and translate results into an overall strategy)	15		
<b>A.3 Quality of technical proposal:</b>	<b>40</b>	<b>0.8</b>	

A.3.1. Bidder provided a clear outline of the work to be executed with a sound methodology (Sampling and Recruitment Methodology Described, Field Work and Quality Control Procedures Described, Data Processing Commitments)	15		
A.3.2. Bidder provided a list of the main challenges identified; project approach should demonstrate understanding of the project and the tasks to be performed	15		
A.3.3. The process is clear and the proposed use of resources adequate	10		
<b>B. FINANCIAL PROPOSAL</b>	<b>100</b>	<b>0.2</b>	<b>100</b>
Price/cost effectiveness of the proposal	100	0.2	20

**Score for offer X = A: [Total quality score (out of 100) of offer X/100]\*80; B: [Cheapest price/price of offer X]\*20**

In evaluating the financial offer, any arithmetical errors are corrected without penalty to the bidder such that, if applicable, where there is a discrepancy between a fee rate and the total amount derived from the multiplication of the fee rate by the corresponding number of working days, the fee rate as quoted shall prevail, unless in the opinion of the Evaluation Committee there is an obvious error in the fee rate, in which event the total amount as quoted shall prevail and the fee rate shall be corrected.

## **11. SELECTION OF THE MOST FAVOURABLE BIDDER**

Selection of the most favourable bidder will be internal, in accordance with defined evaluation and award criteria and the RCC's procedures.

The best value for money is established by weighing technical quality against price on an 80/20 basis.

The contract will be awarded to the highest qualified bidder based on the skills and expertise of the proposed project team, the quality of the technical proposal, i.e. concept note, and the cost effectiveness of the financial offer.

## **12. INFORMATION OF SELECTION OF THE MOST FAVOURABLE BIDDER**

The RCC Secretariat shall inform candidates and tenderers of decisions reached concerning the award of the contract as soon as possible, including the grounds for any decision not to award a contract for which there has been competitive tendering or to recommence the procedure.

Standard letter of thanks for participation for unsuccessful tenderers shall be sent within 15 days after the contract is signed with the awarded tenderer. The candidates and tenderers wishing to receive a feedback may send a request within 15 days after receipt of the standard letter of thanks.

The request may be sent to the E-mail address [ProcurementforRcc@rcc.int](mailto:ProcurementforRcc@rcc.int) or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat  
Attention to: Administration Department

Building of the Friendship between Greece and Bosnia and Herzegovina  
Trg Bosne i Hercegovine 1/V  
71000 Sarajevo  
Bosnia and Herzegovina

### **13. GROUNDS FOR EXCLUSION**

Candidates or bidders will be excluded from participation in a procurement procedure if it is known that:

- (a) They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) They have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (c) They have been guilty of grave professional misconduct proven by any means which the Contracting Authority can justify;
- (d) They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the Contracting Authority or those of the country where the contract is to be performed;
- (e) They have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity.

Contracts may not be awarded to candidates or bidders who, during the procurement procedure, are:

- (a) Subject to a conflict of interest;
- (b) Guilty of misrepresentation in supplying the information required by the Contracting Authority as a condition of participation in the contract procedure or fail to supply this information.

### **14. ADMINISTRATIVE AND FINANCIAL PENALTIES**

Without prejudice to the application of penalties laid down in the contract, candidates or bidders and contractors who have been guilty of making false declarations or have been found to have seriously failed to meet their contractual obligations in an earlier procurement procedure will be excluded from the award of all contracts and grants financed by the RCC for a maximum of 2 years from the time when the infringement is established as confirmed after an adversarial procedure with the contractor.

### **15. CONFIDENTIALITY**

The entire evaluation procedure is confidential, subject to the Contracting Authority's policy on access to documents. The Evaluation Committee's decisions are collective and its deliberations are held in closed session. The members of the Evaluation Committee are bound to secrecy.

The evaluation reports and written records, in particular, are for official use only.

## **16. SIGNATURE OF CONTRACT(S)**

The successful bidder will be informed in writing that their tender has been accepted.

The selected bidder is expected to sign and date the contract and return it to the Contracting Authority within 7 days from the receipt of the contract already signed by the Contracting Authority. Other candidates will be informed that their bids were not accepted by means of a standard letter.

The selected bidder will be awarded with contract for services covering the entire period.

Contract proposal is not provided at this stage.

General Terms and Conditions for the Purchase of Services are provided in Annex V.

## **17. CONFLICT OF INTEREST**

The Consultant shall take all necessary measures to prevent or end any situation that could compromise the impartial and objective performance of the contract. Such conflict of interests could arise in particular as a result of economic interest, political or national affinity, family or emotional ties, or any other relevant connection or shared interest. Any conflict of interests which could arise during performance of the contract must be notified in writing to the Contracting Authority without delay.

The Contracting Authority reserves the right to verify that such measures are adequate and may require additional measures to be taken if necessary. The consultant shall ensure that its staff, including its management, is not placed in a situation which could give rise to conflict of interests. The Consultant shall replace, immediately and without compensation from the Contracting Authority, any member of its staff exposed to such a situation.

The Consultant shall refrain from any contact which would compromise its independence or that of its personnel. If the Consultant fails to maintain such independence, the Contracting Authority may, without prejudice to compensation for any damage which it may have suffered on this account, terminate the contract forthwith.

The Consultant shall after the conclusion or termination of the contract, limit its role in connection with the project to the provision of the services. Except with the written permission of the Contracting Authority, the Consultant and any other Consultant, contractor or supplier with whom the Consultant is associated or affiliated shall be disqualified from the execution of works, supplies or other services for the project in any capacity, including tendering for any part of the project.

Civil servants and other agents of the public administration of the RCC Participants, regardless of their administrative situation, shall not be recruited as experts in contracts financed by the RCC Secretariat.

The Consultant and anyone working under its authority or control in the performance of the contract or on any other activity shall be excluded from access to RCC Secretariat financing available under the same project unless they can prove to the Contracting Authority that the involvement in previous stages of the project does not constitute unfair competition.

## **18. APPEALS PROCEDURE**

Bidders believing that they have been harmed by an error or irregularity during the award process may petition the RCC Secretariat directly. The RCC Secretariat must reply within 15 days of receipt of the complaint.

The appeal request may be sent to the E-mail address [ProcurementforRcc@rcc.int](mailto:ProcurementforRcc@rcc.int) or to the address of the RCC Secretariat:

Regional Cooperation Council Secretariat  
Attention to: Administration Department  
Building of the Friendship between Greece and Bosnia and Herzegovina  
Trg Bosne i Hercegovine 1/V  
71000 Sarajevo  
Bosnia and Herzegovina

## **19. CANCELLATION OF THE TENDER PROCEDURE**

In the event of cancellation of the tender procedure, bidders will be notified of the cancellation by the Contracting Authority. If the tender procedure is cancelled before the outer envelope of any tender has been opened, the unopened and sealed envelopes will be returned to the bidders.

Cancellation may occur where: the tender procedure has been unsuccessful, i.e. no qualitatively or financially worthwhile bid has been received or there is no response at all; the economic or technical data of the project have been fundamentally altered; exceptional circumstances or force majeure render normal performance of the contract impossible; all technically compliant bids exceed the financial resources available; there have been irregularities in the procedure, in particular where these have prevented fair competition.

## ANNEX I

### TERMS OF REFERENCE

#### **LOT 1: Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2021, data collection and data processing**

<b>Title:</b>	<b>Implementation of Public and Business Opinion Surveys in the Western Balkans – Balkan Barometer 2021, data collection and data processing</b>
<b>RCC Department:</b>	Programme Department
<b>Number of posts:</b>	Team Leader + 2 Key Experts (minimum), full team to be proposed by the bidder
<b>Starting Date:</b>	15 October 2020
<b>Reporting to:</b>	RCC Secretariat
<b>Location:</b>	Sarajevo, Bosnia and Herzegovina
<b>Duration:</b>	15 October 2020 – 01 March 2021
<b>Price ceiling:</b>	Up to EUR 90,000– Bids indicating a price above this threshold shall not be considered

## **I BACKGROUND**

### **Purpose**

The purpose of the consultancy is to collect data to help determine the public attitudes and business sentiment in the Western Balkans with regards to the socio-economic situation, particularly in the context of post-COVID-19 pandemic, South East Europe (SEE) 2020 Strategy, Multi-annual Action Plan for a Regional Economic Area (MAP REA)<sup>2</sup> and in line with the preparations of an enhanced Regional Economic Area (REA) for the period 2021-2024 through the implementation of a field survey in Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia.

For this purpose, a consultancy or a consulting consortium (hereinafter: the Consultant) will be engaged to help develop and execute the data collection phase and data processing of the survey on behalf of the Regional Cooperation Council (RCC).

### **Background Information**

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<sup>2</sup> The leaders of Western Balkans Six (WB6) endorsed the Multi-annual Action Plan for a Regional Economic Area in the Western Balkans Six (MAP) at the Berlin-process summit held on 12 July 2017 in Trieste.

During the past six years, RCC has led the region's economies in implementing the *South East Europe 2020 – Jobs and Prosperity in a European Perspective* strategy<sup>3</sup>. The Strategy was adopted at a conference of Ministers of Economy from South East Europe held in Sarajevo on 21 November 2013.

The goal of the SEE 2020 Strategy is to improve living conditions in the region and enhance competitiveness and development, closely following the vision of the EU strategy *Europe 2020*. The Strategy contains eleven specific targets covering the five pillars of integrated, smart, sustainable and inclusive growth and good governance for growth. The RCC implements the SEE 2020 Strategy component of its Strategy and Work Programme (SWP) 2020-2022.

The SEE 2020 Strategy has been developed through a comprehensive, widely consultative, and decentralised process. A number of different ministries and agencies, representatives of the business sector, academia and the civil society have been consulted in the preparation of the Strategy. Following its adoption in late 2013, the implementation of the Strategy has begun in 2014.

Given that the year 2020 is the last one in the implementation of SEE 2020 Strategy, RCC Secretariat has been tasked by South East European Cooperation Process (SEEC) Participants in the SEEC Declaration from 9 July 2019 to prepare a vision of post-2020 Strategy in line with the United Nations Sustainable Development Goals (SDGs). In light of this, RCC Secretariat has started its preparations for the development of a strategic framework of South East Europe (SEE) 2030 Strategy by devising an initial concept with time-bound milestones. The SEE2030 Strategy concept proposes several preliminary objectives to reach regionally sustainable economic growth, such as reducing poverty and inequality, empowering women and social inclusion, slowing down depopulation of the region through enhancing life quality, smooth transiting to a carbon-neutral economy without disrupting competitiveness and private sector development. For the purpose of preparing the vision of SEE2030 Strategy which would be completely regionally owned, RCC has already started with online consultations with relevant regional and international stakeholders to agree on the next steps and garner valuable inputs for the continuation of the work on this process. In addition, wide consultative meetings will be organised with the private sector, civil society, academia and other relevant stakeholders.

At the end of 2019, RCC engaged six national experts to analyse post-2020 strategies and priorities in line with EU priorities and SDGs per each Western Balkan economy and one regional expert to provide a comprehensive overview of the commonalities based on six national reports. The regional post-2020 report lays out the foundation for the development of SEE 2030 Strategy and is largely based on the information from the six national post-2020 reports, the objective of which was to screen the current situation in each Western Balkan economy, provide insights into strategies/priorities of the governments and inform on the linkages with UN SDGs. Regional post-2020 strategy report also aimed at linking governments' priorities with EU priorities and gaining a better understanding about the possibilities of cooperation between RCC and its indispensable regional partners.

Furthermore, the MAP REA, whose development was coordinated by the RCC upon request of the WB6 leaders and supported by the European Commission (EC), aims to enable unobstructed flow of goods, services, capital and highly skilled labour, making the region more attractive for investment and trade, and accelerating convergence with the EU, thus bringing prosperity to Western Balkans

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<sup>3</sup> The region's economies participating in the SEE 2020 Strategy include Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia

citizens<sup>4</sup>. Activities that are foreseen within MAP REA have the potential to improve the attractiveness of the region, create value chains across borders, boost intraregional trade and produce employment opportunities to tackle brain drain. Throughout the last three years of its implementation, MAP REA has faced both achievements and impediments, with the majority of measures already rolled out, while others are to be implemented in the course of a year.

Having in mind the region's need to foster and strengthen the process of economic growth and job creation as the top economic policy objective of the region, Western Balkan Leaders committed to developing an *enhanced Regional Economic Area (REA) agenda* in the period 2021-2024. The importance of a comprehensive economic integration agenda is even more emphasised in the context of COVID-19 crisis, which left the region with the external shocks, falling commodity prices, decline in tourism, high remittance-dependency, and value chains disruptions. In this respect, the EU-Western Balkans Zagreb Summit Declaration reaffirmed unequivocal support for the European perspective of the Western Balkans, calling for deepening regional economic integration and building on EU rules and standards to bring the region and its companies closer to the EU Internal Market.

As part of the monitoring process, since 2014, the RCC Secretariat deployed a survey of public and business sentiments to monitor public and business opinion in the SEE and thus help inform its actions and those of its participating governments. These surveys of public opinion and business sentiment address major topics concerning SEE citizenry and businesses: economic and social situation, trading across borders, access to finance, health, culture, information technology, environment, enlargement, security, etc. These surveys have annual frequency and enable monitoring the evolution of public and business opinions in SEE.

The latest developments related to global COVID-19 outbreak significantly impacted public and business perceptions, given that the shock of this magnitude changed business, society and global economic order in many ways. As there have been no comprehensive surveys of public and business sentiments in the Western Balkans after the pandemic broke out, RCC commissioned a COVID-19 edition of Balkan Barometer, providing a snap-shot analysis of the public and business attitudes, experiences and perceptions on the recent developments in six economies.<sup>5</sup> The 2020 Balkan Barometer COVID-19 edition surveys were conducted in the month of May 2020, with Balkan Barometer Public Opinion encompassing 9 questions posed to 3078 citizens, while the Business Opinion survey presented 12 questions to 614 business owners, managers and executives. In the same vein, the Balkan Barometer 2021 edition will incorporate COVID-19 facet by including additional questions related to the pandemic outbreak in the Western Balkan region, now as part of the annual Balkan Barometer instalment.

RCC is looking to mobilise a Consultant to design and implement the data collection and data processing components of these surveys during 2020 as a prerequisite for the production of the Balkan Barometer 2021.

The analytical work, including conclusions, recommendations, drafting of the final Balkan Barometer reports (on the public opinion survey and the business opinion survey) as well as design and publication of the reports are subject of separate contracts.

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<sup>4</sup> The leaders of Western Balkans Six (WB6) endorsed the Multi-annual Action Plan for a Regional Economic Area in the Western Balkans Six (MAP) at the Berlin-process summit held on 12 July 2017 in Trieste

<sup>5</sup><https://www.rcc.int/download/docs/BALKAN-BAROMETER-2020-Covid-19-impact-assessment-Analytical-report-Final.pdf/cc3268b809395d42dcdadf8cdfce120.pdf>

## II DESCRIPTION OF RESPONSIBILITIES

### Objectives and Scope of the Assignment

The main objective of the assignment is to design, with RCC's input, and execute the data collection and data processing components of the public and business opinion surveys, supporting the production of the Balkan Barometer 2021 report. Balkan Barometer 2021 will consist of two separate analytical reports: **Public Opinion Survey** - a survey of citizen opinions of WB6 economies, and **Business Opinion Survey** - a survey of business sentiment in each of the above noted economies. Each of the two surveys would be conducted in all six economies participating in the implementation of SEE 2020 Strategy and MAP REA: Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia. The results for the WB6 economies would be presented in the two core reports, as was done in the previous years.

The Balkan Barometer report is an integral part of the SEE 2020 monitoring system, along with the SEE 2020 Annual Implementation Reports and SEE 2020 Scoreboard (a collection of main targets and indicators) and the Annual Report on Implementation of MAP REA.<sup>6</sup> The Balkan Barometer surveys are conducted annually with a majority of core questions that remain unchanged, and a number of topical questions that vary from year to year.

While the Balkan Barometer remains an instrumental element of the SEE 2020 monitoring process, the usefulness and timeliness of its data, now set against a wealth of baseline data, provides ample openings for analytics that transcend the confines of the SEE 2020 Strategy. The ability to observe the evolution of socio-economic trends across a number of years represents an unprecedented opportunity to develop fact-based policy and observe its effects on the region and its individual economies. The value of data generated through the Barometer is not restricted to policy elites alone – civil society actors, the media, as well as the general public now benefit from reliable statistics on regional trends and perceptions.

In terms of expected outputs and deliverables, the Contractor and its team of experts are expected to carry out the following activities:

#### **Component 1:**            *Public Opinion Survey*

##### **General**

The Public Opinion Survey is planned to be carried out through face-to-face interviews with residents in each of the Western Balkan economies (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia).

The sample size in each economy should include at least 1,000 respondents, bringing the total to at least **6,000** respondents throughout the region. Samples should be probability-based and nationally representative of the resident population aged 18 and above. The coverage area should include the entire economy including rural areas and the sampling frame should represent the entire population of the 18+ age group. Data weighting should be used to ensure a nationally-representative sample for each economy. In addition to taking into account disproportional sampling across regions, data should be weighted by gender, age, education, economic activity and socio-economic status.

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<sup>6</sup> <http://www.rcc.int/seeds/>

Draft questionnaire for Public Opinion Survey will be subject to potential amendments due to developments in the post-pandemic environment. In general, the questionnaire should include approximately 80-90 questions.

The questionnaire is developed in English and should be translated into local languages using the system of back translation to minimise potential misunderstandings.

Public Opinion questionnaire from 2019 is provided in the Annex VI for reference.

Kick-off meeting will be held between the RCC, data collection team and the team engaged for data analysis to finalise the list of questions for both surveys. The meetings will be held upon signature of the contracts.

The surveys will be conducted face-to-face in respondents' homes. Interviewers should have adequate experience in survey research studies and should be provided with training prior to the start of data collection. A training manual should be produced to assist the work in the field and ensure consistency. Quality control back-checks should be carried out and documented covering at least 10% of respondents.

All deliverables will be produced in English, thus an excellent command of the language is critical.

### **Specific Tasks**

Under this Component, it is envisioned that the Consultant shall carry out the following tasks:

Conduct preparatory work

- Familiarise itself with the RCC, SWP 2020-2022, SEE 2020 Strategy and MAP REA;
- Participate in a kick-off meeting and on-going consultation with the RCC Secretariat;
- Agree with the RCC Secretariat on any outstanding issues and/or possible modifications to the scope of work;
- Finalise the methodology.

Survey Design and Sample Preparation

- Obtain input from the RCC Secretariat and prepare final questionnaire in English for approval;
- Prepare translations of the approved questionnaire into local languages (Albanian/Bosnian/Macedonian/Montenegrin/Serbian) using the system of back translation;
- Develop the sample for each economy as described above.

Survey deployment and field work

- Develop a training manual for interviewers;
- Mobilise and train the interviewers;
- Deploy interviewers and conduct field work;
- Ensure quality control using back-checks (either in person or by phone). At least 10% of the respondents should be checked in this way.

Data input and processing

- Carry out data entry for each question, both for national-level data and regional aggregates;
- Produce the data tables for each question, including the regional aggregates;
- Calculate the Balkan Public Sentiment Index and the sub-indices relating to the present situation and the expectations (see [the Balkan Barometer 2020: Public Opinion Survey](#)) using the same methodology as in 2020 for comparison purposes.

## Production and delivery of data tables

- Produce the data tables inclusive of all data collected in each of the economies, including regional aggregates and/or averages and calculated indices. Data shall be prepared in a format allowing statistical analysis, properly tabulated and ready to be imported in any of the major statistical tools (such as SPSS, Stata, SAS, etc.). The format must allow for production of data analysis, additional analysis as well as graphical data presentation and should be accompanied by all appropriate documentation. Submit the data tables to the RCC Secretariat by 22 January 2021.
- Produce a separate table with data to be imported into the Balkan Barometer online database and submit this data table to the RCC in excel format, according to the instructions provided by the RCC Secretariat, no later than 22 January 2021.
- Prepare a methodological report and send it to RCC by 22 January 2021.

## **Component 2:            *Business Opinion Survey***

### **General**

The Business Opinion Survey is planned to be carried out through face-to-face interviews with businesses in each of the Western Balkan economies (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia).

The sample size in each economy should include 200 companies-respondents, bringing the total to 1,200 respondents throughout the region. Samples should be probability-based and nationally representative of the overall population of businesses. The coverage area should include the entire economy and the sampling frame should represent the entire population of the business sector. Data weighting should be used to ensure a nationally-representative sample for each economy. In addition to taking into account disproportional sampling across regions, data should be weighted by sector, size in terms of revenue and number of employees, export profile, ownership structure and legal status.

Draft questionnaire for Business Opinion Survey will be subjected to amendments due to developments in the post-pandemic environment. In general, the questionnaire should include approximately 80-90 questions. The questionnaire is developed in English and should be translated into local languages using the system of back translation to minimise potential misunderstandings.

The surveys will be conducted face-to-face at company sites. The person responding on behalf of the company should be a member of the management team of the firm. Interviewers used should have adequate experience in survey research studies and should be provided with training prior to the start of data collection. A training manual should be produced to assist the work in the field and ensure consistency. Quality control back-checks should be carried out and documented covering at least 10% of respondents.

The final report will be produced in English, thus an excellent command of the language is critical.

### **Specific Tasks**

Under this Component, it is envisioned that the Consultant shall carry out the following tasks:

Conduct preparatory work

- Familiarise itself with the RCC, SWP 2020-2022, SEE 2020 Strategy and MAP REA;

- Participate in a kick-off meeting and on-going consultation with the RCC Secretariat;
- Agree with the RCC Secretariat on any outstanding issues and/or possible modifications to the scope of work;
- Finalise the methodology.

#### Survey Design and Sample Preparation

- Obtain input from the RCC Secretariat and prepare final questionnaire in English for approval;
- Prepare translations of the approved questionnaire into local languages (Albanian/Bosnian/Macedonian/Montenegrin/Serbian) using the system of back translation;
- Develop the sample for each economy as described above.

#### Survey deployment and field work

- Develop a training manual for interviewers;
- Mobilise and train the interviewers;
- Deploy interviewers and conduct field work;
- Ensure quality control using back-checks.

#### Data input and processing

- Carry out data entry and data processing for each question, both at national-level data and regional aggregates;
- Calculate the Balkan Business Sentiment Index and the sub-indices relating to the present situation and the expectations using the same methodology as in 2020 for comparison purposes.

#### Production and delivery of data tables

- Produce the data tables inclusive of all data collected in each of the economies, including regional aggregates and/or averages and calculated indices. Data shall be prepared in a format allowing statistical analysis, properly tabulated and ready to be imported in any of the major statistical tools (such as SPSS, Stata, SAS, etc.). The format must allow for production of data analysis, additional analysis as well as graphical data presentation and should be accompanied by all appropriate documentation. Submit the data tables to the RCC Secretariat by 22 January 2021.
- Produce a separate table with data to be imported into the Balkan Barometer online database and submit this data table to the RCC in excel format, according to the instructions provided by the RCC Secretariat, no later than 22 January 2021.
- Prepare a methodological report by 22 January 2021.

The Consultant will appoint a Team Leader to manage both the Component 1 and 2 and liaise directly with the RCC Secretariat.

The implementation of the work outlined in these Terms of Reference shall commence on 15 October 2020 and will end on 01 March 2021. All draft deliverables outlined above should be submitted to the RCC in the appropriate format by 22 January 2021. The final deliverables, prepared according to RCC's inputs, will be delivered within 15 calendar days following RCC's comments.

### **III PROFILE AND COMPETENCIES**

For the purpose of this contract, the Consultant is expected to put together the necessary team of experts to conduct the work. The Consultant will decide on the adequate team's composition and

structure, bearing in mind that the minimum team composition will need to include the Team Leader and two Key Experts – one per each Component of work. The rest of the team should be described in the Technical Offer as well. The Technical Offer should also indicate the level of effort planned per each member of the team.

The Team Leader and the Key Experts should possess the following requirements:

### Qualifications

<b>Education:</b>	<ul style="list-style-type: none"> <li>• University or advanced degree in social sciences - political science, economics, law or related fields.</li> </ul>
<b>Experience and skills:</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience and good track record of participating and managing comparable public opinion research surveys;</li> <li>• Minimum of 7 years of relevant experience (10 years for the Team Leader), with familiarity of working for international and donor-funded clients;</li> <li>• Proven analytical skills and ability to conceptualise and write concisely and clearly;</li> <li>• In-depth knowledge of the economies covered by the assignment and familiarity with development issues;</li> <li>• Strong writing skills (in English);</li> <li>• Excellent organisational skills;</li> <li>• Ability to be flexible and respond to changes as part of the review and feedback process; and</li> <li>• Proven communication and presentation skills and ability to work in an environment requiring liaison and collaboration with multiple actors.</li> </ul>
<b>Language requirements:</b>	<ul style="list-style-type: none"> <li>• Fluency in English, as the official language of the RCC;</li> <li>• Knowledge of other RCC languages is a plus.</li> </ul>
<b>Other:</b>	<ul style="list-style-type: none"> <li>• Familiar with MS Office applications.</li> </ul>

### Core Competencies

- Demonstrates professional competence to meet responsibilities and post requirements and is conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- Results Orientation: Plans and produces quality results to meet established goals, generates innovative and practical solutions to challenging situations;
- Communication: Excellent communication skills, including the ability to convey complex concepts and recommendations in a clear and persuasive style tailored to match different audiences;
- Team work: Ability to interact, establish and maintain effective working relations with a culturally diverse team; and
- Client orientation: Ability to establish and maintain productive partnerships with regional and national partners and stakeholders and pro-activeness in identifying the needs of beneficiaries and partners, as well as matching them to appropriate solutions.

### Core Values

- Demonstrates integrity and fairness by modelling RCC values and ethical standards;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

#### **IV QUALITY CONTROL**

Consultant should ensure an internal quality control during the implementing and reporting phase of the assignment. The quality control should ensure that the draft reports comply with the above requirements and meet adequate quality standards before sending them to stakeholders for comments. The quality control should ensure consistency and coherence between findings, conclusions and recommendations. It should also ensure that findings reported are duly substantiated and that conclusions are supported by relevant judgment criteria.

##### **Quality Control by the Regional Cooperation Council**

Each Consultant's outputs shall undergo external review. The first draft shall be reviewed in parallel by all relevant stakeholders and the Regional Cooperation Council.

The final (second) draft of each output shall be reviewed by the Regional Cooperation Council taking account of the comments made by the different stakeholders and how the experts have handled these comments. The approved final report will be subject to a quality assessment by Programme Department of the Regional Cooperation Council, upon whose endorsement each report would be distributed and made public.

The RCC reserves the right to conduct close monitoring of the data collection process, including on-the-spot verification without any prior notification to the Consultant.

**More information on the SEE 2020 Strategy and MAP REA is available at:**

<https://www.rcc.int/pages/86/south-east-europe-2020-strategy>

[https://www.rcc.int/priority\\_areas/39/map-rea](https://www.rcc.int/priority_areas/39/map-rea)

<http://www.rcc.int>

## **LOT 2: Public and Business Opinion Surveys in the Western Balkans - Balkan Barometer 2021, data analysis, conclusions and recommendations**

<b>Title:</b>	<b>Implementation of Public and Business Opinion Surveys in the Western Balkans – Balkan Barometer 2021, data analysis, findings, conclusions and recommendations</b>
<b>RCC Department:</b>	Programme Department
<b>Number of posts:</b>	Team Leader + 2 Key Experts (minimum), full team to be proposed by the bidder
<b>Starting Date:</b>	15 October 2020
<b>Reporting to:</b>	RCC Secretariat
<b>Location:</b>	Sarajevo, Bosnia and Herzegovina
<b>Duration:</b>	15 October 2020 – 22 June 2021
<b>Price ceiling:</b>	Up to EUR 40,000 – Bids indicating a price above this threshold shall not be considered

### **I BACKGROUND**

#### **Purpose**

The purpose of the consultancy is to perform the analysis of the data collected through Balkan Barometer surveys of public and business opinion (implemented through a separate contract), and prepare analytical reports drawing findings, trends, conclusions and recommendations. The Balkan Barometer surveys are implemented to help determine the public attitudes and business sentiments in the Western Balkans with regards to the socio-economic situation and in the context of South East Europe (SEE) 2020 Strategy and Multi-annual Action Plan for a Regional Economic Area (MAP REA)<sup>7</sup> and in line with the preparations of an enhanced Regional Economic Area (REA) for the period 2021-2024 through the field surveys in Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia. In addition to analysis and report writing, this consultancy would also extend early support to finalising the draft set of questions which will be used in both surveys.

For this purpose, a consultancy or a consulting consortium (hereinafter: the Consultant) will be engaged to complement the data collection by assisting in the development of final questionnaires and engaging in the analytical work and the drafting of the final reports. The actual field work on

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<sup>7</sup> The leaders of Western Balkans Six (WB6) endorsed the Multi-annual Action Plan for a Regional Economic Area in the Western Balkans Six (MAP) at the Berlin-process summit held on 12 July 2017 in Trieste.

implementing the surveys on behalf of the Regional Cooperation Council (RCC) is part of a separate contract and is not included in the scope of the assignment described herein.

## **Background Information**

During the past six years, RCC has led the region's economies in implementing the *South East Europe 2020 – Jobs and Prosperity in a European Perspective* strategy<sup>8</sup>. The Strategy was adopted at a conference of Ministers of Economy from South East Europe held in Sarajevo on 21 November 2013.

The goal of the SEE 2020 Strategy is to improve living conditions in the region and enhance competitiveness and development, closely following the vision of the EU strategy *Europe 2020*. The Strategy contains eleven specific targets covering the five pillars of integrated, smart, sustainable and inclusive growth and good governance for growth. The RCC implements the SEE 2020 Strategy component of its Strategy and Work Programme (SWP) 2020-2022.

The SEE 2020 Strategy has been developed through a comprehensive, widely consultative, and decentralised process. A number of different ministries and agencies, representatives of the business sector, academia and the civil society have been consulted in the preparation of the Strategy. Following its adoption in late 2013, the implementation of the Strategy has begun in 2014.

Given that the year 2020 is the last one in the implementation of SEE 2020 Strategy, RCC Secretariat has been tasked by South East European Cooperation Process (SEEC) Participants in the SEEC Declaration from 9 July 2019 to prepare a vision of post-2020 Strategy in line with the United Nations Sustainable Development Goals (SDGs). In light of this, RCC Secretariat has started its preparations for the development of a strategic framework of South East Europe (SEE) 2030 Strategy by devising an initial concept with time-bound milestones. The SEE2030 Strategy concept proposes several preliminary objectives to reach regionally sustainable economic growth, such as reducing poverty and inequality, empowering women and social inclusion, slowing down depopulation of the region through enhancing life quality, smooth transiting to a carbon-neutral economy without disrupting competitiveness and private sector development. For the purpose of preparing the vision of SEE2030 Strategy which would be completely regionally owned, RCC has already started with online consultations with relevant regional and international stakeholders to agree on the next steps and garner valuable inputs for the continuation of the work on this process. In addition, wide consultative meetings will be organised with the private sector, civil society, academia and other relevant stakeholders.

At the end of 2019, RCC engaged six national experts to analyse post-2020 strategies and priorities in line with EU priorities and SDGs per each Western Balkan economy and one regional expert to provide a comprehensive overview of the commonalities based on six national reports. The regional post-2020 report lays out the foundation for the development of SEE 2030 Strategy and is largely based on the information from the six national post-2020 reports, the objective of which was to screen the current situation in each Western Balkan economy, provide insights into strategies/priorities of the governments and inform on the linkages with UN SDGs. Regional post-2020 strategy report also aimed at linking governments' priorities with EU priorities and gaining a better understanding about the possibilities of cooperation between RCC and its indispensable regional partners.

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<sup>8</sup> The region's economies participating in the SEE 2020 Strategy include Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia

Furthermore, the MAP REA, whose development was coordinated by the RCC upon request of the WB6 leaders and supported by the European Commission (EC), aims to enable unobstructed flow of goods, services, capital and highly skilled labour, making the region more attractive for investment and trade, and accelerating convergence with the EU, thus bringing prosperity to Western Balkans citizens<sup>9</sup>. Activities that are foreseen within MAP REA have the potential to improve the attractiveness of the region, create value chains across borders, boost intraregional trade and produce employment opportunities to tackle brain drain. Throughout the last three years of its implementation, MAP REA has faced both achievements and impediments, with the majority of measures already rolled out, while others are to be implemented in the course of a year.

Having in mind the region's need to foster and strengthen the process of economic growth and job creation as the top economic policy objective of the region, Western Balkan Leaders committed to developing an *enhanced Regional Economic Area (REA) agenda* in the period 2021-2024. The importance of a comprehensive economic integration agenda is even more emphasised in the context of COVID-19 crisis, which left the region with the external shocks, falling commodity prices, decline in tourism, high remittance-dependency, and value chains disruptions. In this respect, the EU-Western Balkans Zagreb Summit Declaration reaffirmed unequivocal support for the European perspective of the Western Balkans, calling for deepening regional economic integration and building on EU rules and standards to bring the region and its companies closer to the EU Internal Market.

As part of the monitoring process, since 2014, the RCC Secretariat deployed a survey of public and business sentiments to monitor public and business opinion in the SEE and thus help inform its actions and those of its participating governments. These surveys of public opinion and business sentiment address major topics concerning SEE citizenry and businesses: economic and social situation, trading across borders, access to finance, health, culture, information technology, environment, enlargement, security, etc. These surveys have annual frequency and enable monitoring the evolution of public and business opinions in SEE.

The latest developments related to global COVID-19 outbreak significantly impacted public and business perceptions, given that the shock of this magnitude changed business, society and global economic order in many ways. As there have been no comprehensive surveys of public and business sentiments in the Western Balkans after the pandemic broke out, RCC commissioned a COVID-19 edition of Balkan Barometer, providing a snap-shot analysis of the public and business attitudes, experiences and perceptions on the recent developments in six economies.<sup>10</sup> The 2020 Balkan Barometer COVID-19 edition surveys were conducted in the month of May 2020, with Balkan Barometer Public Opinion encompassing 9 questions posed to 3078 citizens, while the Business Opinion survey presented 12 questions to 614 business owners, managers and executives. In the same vein, the Balkan Barometer 2021 edition will incorporate COVID-19 facet by including additional questions related to the pandemic outbreak in the Western Balkan region, now as part of the annual Balkan Barometer instalment.

RCC is looking to mobilise a Consultant to make the analytical work after the data are collected and processed, to draft the final report of these surveys and produce the Balkan Barometer 2021.

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<sup>9</sup> The leaders of Western Balkans Six (WB6) endorsed the Multi-annual Action Plan for a Regional Economic Area in the Western Balkans Six (MAP) at the Berlin-process summit held on 12 July 2017 in Trieste

<sup>10</sup><https://www.rcc.int/download/docs/BALKAN-BAROMETER-2020-Covid-19-impact-assessment-Analytical-report-Final.pdf/cc3268b809395d42dcdadf8cdfece120.pdf>

## II DESCRIPTION OF RESPONSIBILITIES

### Objectives and Scope of the Assignment

The main objective of the assignment is to perform the analytical work, drawing conclusions and recommendations, and produce the Balkan Barometer 2021 report. Balkan Barometer 2021 will consist of two separate analytical reports: **Public Opinion Survey** - a survey of citizen opinions of Western Balkan beneficiaries, and **Business Opinion Survey** - a survey of business sentiment in each of the above noted economies. In both of the reports, sentiments of businesses and citizens on the latest COVID-19 pandemic will be reflected and reported. Each of the two surveys would be conducted in all six economies participating in the implementation of SEE 2020 Strategy and MAP REA: Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia. The results for the six economies would be presented in the two core reports, as was done in the previous years.

The Balkan Barometer report is an integral part of the SEE 2020 and MAP REA monitoring system, along with the SEE 2020 Annual Implementation Reports, the SEE 2020 Scoreboard (a collection of main targets and indicators)<sup>11</sup> and the Annual Report on Implementation of MAP REA. The Balkan Barometer surveys are conducted annually with a majority of core questions that remain unchanged, and a number of topical questions that vary from year to year.

While the Balkan Barometer remains an instrumental element of the SEE 2020 and the MAP REA monitoring process, the usefulness and timeliness of its data, now set against a wealth of baseline data, provides ample openings for analytics that transcend the confines of the SEE 2020 Strategy and MAP. Moreover, Balkan Barometer will remain the essential perception survey in the Western Balkans which will feed into the upcoming SEE2030 Strategy and enhanced REA 2021-2024 agenda. The ability to observe the evolution of socio-economic trends across a number of years represents an unprecedented opportunity to develop fact-based policy and observe its effects on the region and its individual economies. The value of data generated through the Barometer is not restricted to policy elites alone – civil society actors, the media, as well as the general public now benefit from reliable statistics on regional trends and perceptions.

In terms of expected outputs and deliverables, the Consultant and its team of experts are expected to carry out the following activities:

### **Component 1: Analysis of data generated from the Public Opinion Survey**

#### **General**

The Public Opinion Survey will be carried out through face-to-face interviews with residents in each of the Western Balkan economies (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia).

The sample size in each economy will include at least 1,000 respondents, bringing the total to at least 6,000 respondents throughout the region. Samples will be probability-based and nationally representative of the resident population aged 18 and above. The coverage area will include the entire

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<sup>11</sup> <http://www.rcc.int/seeds/>

economy including rural areas and the sampling frame should represent the entire population of the 18+ age group. Data weighting will be used to ensure a nationally-representative sample for each economy. In addition to taking into account disproportional sampling across regions, data will be weighted by gender, age, education, economic activity and socio-economic status.

Draft questionnaire for Public Opinion Survey is provided in Annex VI. In general, the questionnaire should include approximately 80-90 questions. Kick-off meeting will be held between the RCC, data collection team and the team engaged for the data analysis to finalise the list of questions. The meeting will be held upon signature of the contracts.

Data analysis should be entrusted to experienced experts and the final analytical report will be produced in English, thus an excellent command of the language is critical.

### **Specific Tasks**

Under this Component, it is envisioned that the Consultant shall carry out the following tasks:

Conduct preparatory work

- Familiarise itself with the RCC, SWP 2020-2022, SEE 2020 Strategy and MAP REA;
- Participate in a kick-off meeting and on-going consultation with the RCC Secretariat. This meeting will be held in the first week upon signature of the contract;
- Agree with the RCC Secretariat on any outstanding issues and/or possible modifications to the scope of work;
- Finalise the methodology.

Support the Survey Design and Sample Preparation

- Support the RCC Secretariat and the design phase of the survey, with focus on refinement of the questionnaire.

Report writing

- On the basis of the collected and processed data provided by the RCC, develop a comprehensive analytical report – Public Opinion Survey – that will include, but not be limited to: an introduction and main findings, detailed overview of responses to each question with the already prepared graphic representation and commentary, conclusions and recommendations, including the already prepared methodological notes and technical specifications. The structure of the Balkan Barometer 2021: Public Opinion Survey published during 2020 should be used as a template, whereas the special COVID-19 BB 2020 edition will serve as a basis for a similar survey, now incorporated into the main Balkan Barometer 2021. NB: Proofreading and editing of the report should be done by a native English speaker.
- The consultant should also propose the text for infographics, highlighting the most outstanding findings on regional and national level.

Delivery of the reports

- The consultant will receive the processed data no later than 22 January 2021;
- The first draft of the report should be submitted to the RCC in writing in MS Word format by 20 March 2021;
- The final report will be delivered within 15 calendar days following RCC's comments, but not later than 3 May 2020. The design of the report will not be subject of this contract since it will be done by RCC, according to RCC graphic design standards.

## **Component 2: Analysis of data generated from the Business Opinion Survey**

### **General**

The Business Opinion Survey will be carried out through face-to-face interviews with businesses in each of the Western Balkan economies (Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, Republic of North Macedonia and Serbia).

The sample size in each economy should include 200 companies-respondents, bringing the total to 1,200 respondents throughout the region. Samples should be probability-based and nationally representative of the overall population of businesses. The coverage area should include the entire economy and the sampling frame should represent the entire population of the business sector. Data weighting should be used to ensure a nationally-representative sample for each economy. In addition to taking into account disproportional sampling across regions, data should be weighted by sector, size in terms of revenue and number of employees, export profile, ownership structure and legal status.

Draft questionnaire for the Business Opinion Survey will be subject to potential amendments due to the developments in the post-pandemic environment. In general, the questionnaire should include approximately 80-90 questions.

Business Opinion questionnaire from 2019 is provided in the Annex VI for reference.

Kick-off meeting will be held between the RCC, data collection team and the team engaged for the data analysis to finalise the list of questions. The meeting will be held upon signature of the contracts.

Data analysis should be entrusted to experienced experts and the final analytical report will be produced in English, thus an excellent command of the language is critical.

### **Specific Tasks**

Under this Component, it is envisioned that the Consultant shall carry out the following tasks:

#### Conduct preparatory work

- Familiarise itself with the RCC, SWP 2020-2022, SEE 2020 Strategy and MAP REA;
- Participate in a kick-off meeting and on-going consultation with the RCC Secretariat. This meeting will be held in the first week upon signature of the contract;
- Agree with the RCC Secretariat on any outstanding issues and/or possible modifications to the scope of work;
- Finalise the methodology.

#### Support the Survey Design and Sample Preparation

- Support the RCC Secretariat and the design phase of the survey, with focus on refinement of the questionnaire.

#### Report writing

- On the basis of the collected and processed data provided by the RCC, develop a comprehensive analytical report – Business Opinion Survey – that will include, but not be limited to: an introduction and main findings, detailed overview of responses to each question

with the already prepared graphic representation and commentary, conclusions and recommendations, including the already prepared methodological notes and technical specifications. The structure of the Balkan Barometer 2021: Business Opinion Survey published during 2020 should be used as a template, whereas the special COVID-19 BB 2020 edition will serve as a basis for a similar survey, now incorporated into the main Balkan Barometer 2021. Proofreading and editing of the report should be done by a native English speaker.

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#### Delivery of the reports

- The consultant will receive the processed data no later than 22 January 2021;
- The first draft of the report should be submitted to the RCC in writing in MS Word format by 20 March 2021;
- The final report will be delivered within 15 calendar days following RCC’s comments, but not later than 3 May 2021. The design of the report will not be subject of this contract since it will be done by RCC, according to RCC graphic design standards.

The Consultant will appoint a Team Leader to manage both the Component 1 and 2 and liaise directly with the RCC Secretariat.

The implementation of the contract is envisioned to commence on 15 October 2020 and end on 22 June 2021.

### III PROFILE AND COMPETENCIES

For the purpose of this contract, the Consultant is expected to put together the necessary team of experts to conduct the work. The Consultant will decide on the adequate team composition and structure, bearing in mind that the minimum team composition will need to include the Team Leader and two Key Experts – one per each Component of work. The rest of the team should be described in the Technical Offer as well. The Technical Offer should also indicate the level of effort planned per each member of the team.

The Team Leader and the Key Experts should possess the following requirements:

#### Qualifications

<b>Education:</b>	<ul style="list-style-type: none"> <li>• University or advanced degree in political science, economics, law or related fields.</li> </ul>
<b>Experience and skills:</b>	<ul style="list-style-type: none"> <li>• Demonstrable policy analysis experience and track record in comparable opinion research surveys;</li> <li>• Minimum of 7 years of relevant experience (10 years for the Team Leader), with familiarity of working for international and donor-funded clients;</li> <li>• Proven analytical skills and ability to conceptualise and write concisely and clearly;</li> <li>• In-depth knowledge of the economies covered by the assignment and familiarity with development issues;</li> </ul>

	<ul style="list-style-type: none"> <li>• Strong writing skills (in English);</li> <li>• Excellent organisational skills;</li> <li>• Ability to be flexible and respond to changes as part of the review and feedback process; and</li> <li>• Proven communication and presentation skills and ability to work in an environment requiring liaison and collaboration with multiple actors.</li> </ul>
<b>Language requirements:</b>	<ul style="list-style-type: none"> <li>• Fluency in English, as the official language of the RCC;</li> <li>• Knowledge of other RCC languages is a plus.</li> </ul>
<b>Other:</b>	<ul style="list-style-type: none"> <li>• Familiar with MS Office applications.</li> </ul>

### Core Competencies

- Demonstrates professional competence to meet responsibilities and post requirements and is conscientious and efficient in meeting commitments, observing deadlines and achieving results;
- Results Orientation: Plans and produces quality results to meet established goals, generates innovative and practical solutions to challenging situations;
- Communication: Excellent communication skills, including the ability to convey complex concepts and recommendations in a clear and persuasive style tailored to match different audiences;
- Team work: Ability to interact, establish and maintain effective working relations with a culturally diverse team; and
- Client orientation: Ability to establish and maintain productive partnerships with regional and national partners and stakeholders and pro-activeness in identifying the needs of beneficiaries and partners, as well as matching them to appropriate solutions.

### Core Values

- Demonstrates integrity and fairness by modelling RCC values and ethical standards;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.

## IV QUALITY CONTROL

Consultant should ensure an internal quality control during the implementing and reporting phase of the assignment. The quality control should ensure that the draft reports comply with the above requirements and meet adequate quality standards before sending them to stakeholders for comments. The quality control should ensure consistency and coherence between findings, conclusions and recommendations. It should also ensure that findings reported are duly substantiated and that conclusions are supported by relevant judgment criteria.

### Quality Control by the Regional Cooperation Council

Each Consultant's outputs shall undergo external review. The first draft shall be reviewed in parallel by all relevant stakeholders and the Regional Cooperation Council.

The final (second) draft of each output shall be reviewed by the Regional Cooperation Council taking account of the comments made by the different stakeholders and how the experts have handled these comments. The approved final report will be subject to a quality assessment by Programme

Department of the Regional Cooperation Council, upon whose endorsement each report would be distributed and made public.

The RCC reserves the right to conduct close monitoring of the data analysis process, including ad-hock meetings with the Consultant.

**More information on the SEE 2020 Strategy and the MAP REA is available at:**

<https://www.rcc.int/pages/86/south-east-europe-2020-strategy>

[https://www.rcc.int/priority\\_areas/39/map-rea](https://www.rcc.int/priority_areas/39/map-rea)

<https://www.rcc.int/>

**ANNEX II: SERVICE TENDER SUBMISSION FORM**

REF: (080-020)

**One signed original** of this Tender Submission Form must be supplied.

1 SUBMITTED by:

	Name(s) and address(es) of legal entity or entities submitting this tender
Full Legal Entity Name	

2 CONTACT PERSON (for this tender)

Name	
Surname	
Address	
Telephone	
Fax	
e-mail	

3 STATEMENT

[Name of the Legal Entity] \_\_\_\_\_ hereby declares that we have examined and accepted without reserve or restriction the entire contents of the tender dossier for the tender procedure referred to above. We offer to provide the services requested in the tender dossier on the basis of supplied documentation subject of this tender, which comprise our technical offer, and our financial offer.

This tender is subject to acceptance within the validity period stipulated in the instructions to tender.

Authorized person Name and Surname	
Signature	
Date	

**ANNEX III: STATEMENT OF AVAILABILITY**

REF: (080-020)

By representing a Legal Entity\_\_\_\_\_ we agree to participate in the above-mentioned service tender procedure. We further declare that we are able and willing to work for the period(s) foreseen for the position for which our CVs have been included in the event that this tender is successful, namely:

List of experts:

Expert Name	Available from (Date)	Available until (Date)	Acceptance by signature

**ANNEX IV: BUDGET BREAKDOWN**

REF: (080-020)

No	Cost categories	Total costs	Activity categories						
			Preparation	Survey design and sample preparation	Training and pilots (if applicable)	Survey implementation	Data input	Data processing	Report writing
1	Personnel (1.1+1.2+1.3+1.4)								
	1.1 Team leader								
	1.2 Senior expert								
	1.3 Junior experts								
	1.4 interviewers, controllers&other								
2	Per diem								
3	Transportation								
4	Consumables								
5	Equipment								
6	Other costs								
7	<b>TOTAL COSTS (1+2+3+4+5+6)</b>								
8	<b>VAT (BiH Companies only):</b>								
	<b>GRAND TOTAL (7+8):</b>								

**ANNEX V: GENERAL TERMS AND CONDITIONS FOR THE PURCHASE  
OF SERVICES FOR THE REGIONAL COOPERATION COUNCIL  
SECRETARIAT**

**ANNEX VI: Balkan Barometer 2019 – Business Opinion: Questionnaires-Balkan  
Barometer 2019 – Public Opinion: Questionnaires**

