

Open Call for Consultancy

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| Title: | Implementation of SecuriMeter - Security public opinion survey 2024: “Attitudes towards security: Perceptions of security and threats in Western Balkans”: (LOT1) - data collection and data processing; (LOT2) - data analysis, conclusions and recommendations. |
| RCC Department: | Political Department |
| Eligible: | Consulting companies/ Individual consultants within bidding consortia (Team Leader + 2 Key Experts minimum, full team to be proposed by the bidder) |
| Starting Date: | April 2024 (LOT1) 30 June 2024 (LOT2) |
| Reporting to: | RCC Secretariat |
| Location: | Sarajevo, Bosnia and Herzegovina |
| Duration: | April - 31 August 2024 (LOT1+LOT2) |
| Price ceiling: | LOT1: Up to EUR 50,000 – Bids indicating a price above this threshold shall not be considered LOT2: Up to EUR 20,000 – Bids indicating a price above this threshold shall not be considered |

TERMS OF REFERENCES:

LOT 1: SecuriMeter - Security public opinion survey in the Western Balkans - 2024, data collection and data processing

Duration: April - 10 June 2024

I BACKGROUND

Purpose

The purpose of the consultancy is to collect data to help determine the public attitudes in the Western Balkans with regard to the security situation through the implementation of a field

survey in Albania, Bosnia and Herzegovina, Kosovo*, Montenegro, North Macedonia and Serbia.

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

Background Information

Since 2021, RCC has been engaged in measuring the attitudes, experiences and perceptions of the general public in the Western Balkans concerning the security situation. Continuation of the Public Opinion Survey on security issues remains one of the key priorities, which would help understand citizens' perceptions along the lines of the main security challenges, and at the same time help practitioners and governments to improve their course of action.

The previous three editions of SecuriMeter, issued respectively in 2021, 2022, and 2023, have been received with great interest. They are complementary to the data collected by the RCC's Balkan Barometer, as well as the data collected by public administrations and regional and international partners. According to numerous feedback, citation, and the overall usage of data sets, both governments and the NGO sector have shown a great need for such a project.

The 2024 iteration seeks to deepen the understanding of both traditional and non-traditional security challenges, emphasizing human security and socioeconomic factors that influence perceptions of safety and security.

The fourth edition will keep the same methodology and will cover a similar range of topics.

However, the questionnaire will be updated in order to fully address the current traditional and non-traditional security related challenges and to reflect those challenges through a carefully crafted set of indicators.

Expected results:

- Measuring public trends that will help shaping up a coherent regional and national action.
- Successful administration of the survey across all Western Balkan economies, achieving a minimum sample size of 1,000 respondents per economy to ensure national representativeness. This includes a diverse cross-section of respondents by age, gender, income, education, employment status, and urban-rural distribution, ensuring a broad spectrum of security perceptions are captured.

* This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

- Implementation of strict quality control measures throughout the data collection process, including interviewer training, back-checks, and monitoring, to ensure data integrity and minimise errors.
- Preparation of the dataset in a format that is ready for analysis, including codebooks and methodology documentation.
- Efficient and accurate data processing to convert raw survey data into analysable formats, using state-of-the-art software tools (STATA and SPSS) to prepare the dataset for advanced analytical techniques in LOT 2.
- Collaboration with RCC Secretariat to develop a set of indicators based on the survey.
- Assisting the RCC Secretariat with sampling and addressing other methodological challenges.

II DESCRIPTION OF RESPONSIBILITIES

Objectives and Scope of the Assignment

Ensure the questionnaire's readiness and appropriateness for capturing nuanced insights into security perceptions and conduct a comprehensive and nuanced data collection that captures public perceptions on a spectrum of security issues in the Western Balkans.

RCC Secretariat has prepared the first draft of the questionnaire for the fourth edition. The draft questionnaire includes the following chapters:

- General security perceptions (6 questions)
- Personal security perceptions (5 questions)
- Categories of security-related problems in economy (7 questions)
- Migration (3 questions)
- Emigration intentions, human security and resilience (10 questions)
- Personal trust and trust in institutions (6 questions)
- Corruption (3 questions)
- Emerging security threats (7 questions)
- Demographic control groups (11 questions)

General

The implementation of SecuriMeter Survey will involve both face-to-face and telephone interviews (CATI). The specific application of these methods for each survey question will be decided after completing the sampling process and finalising the survey methodology.

In the previous three iterations of SecuriMeter Survey, the sample size for each economy consistently comprised at least 1,000 respondents, culminating in a regional total of at least 6,000 participants. For the current iteration, while the overall target of at least 6,000 respondents across the region remains unchanged, adjustments to the sample size within each

economy may be made in accordance with best academic practices to enhance the survey's efficacy and accuracy.

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, profession, minority status or ethnical background, economic activity and socio-economic status, etc.

Draft questionnaire for SecuriMeter Survey will be subject to potential amendments to reflect recent security-related developments in the regional environment. In general, the questionnaire should include nearly 60 questions (demographic control groups included), where RCC reserves the right to amend the number of questions as it sees fit in the regional context in 2024. The questionnaire is developed in English and should be translated into local languages using the system of back translation to minimise potential misunderstandings. If necessary, the 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. The meeting will be held upon signature of the contracts.

Interviewers should have adequate experience in survey research studies and should be provided with training before 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 20% 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, previous three SecuriMeter editions, SEE2030 Strategy, SWP 2023-2025, and CRM 2021-2024;
- Participate in a kick-off meeting and ongoing consultation with the RCC Secretariat;
- Agree with the RCC Secretariat on any outstanding issues and/or possible modifications to the scope of work;
- Finalise/update the methodology.

Survey Design and Sample Preparation

- Obtain input from the RCC Secretariat and prepare final questionnaire in English for approval;

- Prepare translation 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 fieldwork

- Develop a training manual for interviewers;
- Mobilise and train the interviewers;
- Deploy interviewers and conduct fieldwork;
- Ensure quality control using back-checks (either in person or by phone). At least 20% of the respondents should be checked in this way.

Data input and processing

- Carry out data entry for each question, both for economy-level data and regional aggregates;
- Produce the data tables for each question, including the regional aggregates.

Production and delivery of data tables

- The Consultant will propose a methodology for the data collection and sampling by 30 April 2024.
- 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 the major statistical tools (STATA and SPSS). The format must allow for the 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 10 June 2024.
- Produce a separate table with data to be imported into the SecuriMeter 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 10 June 2024.
- Prepare a methodological report and send it to RCC by 10 June 2024.
- RCC reserves the right to contact consultants beyond this date in case of any additional questions and/or clarifications.
- The consultants in charge of LOT 1 will remain available to the selected consultants of LOT 2 for any questions regarding collected data until the finalisation of the report (31 August 2024).

The Consultant will appoint a Team Leader to liaise directly with the RCC Secretariat.

The implementation of the work outlined in these Terms of Reference shall commence at the end of April 2024 and will end on 10 June 2024. All draft deliverables outlined above should be submitted to the RCC in the appropriate format by 10 June 2024. The final deliverables,

prepared according to RCC's inputs, will be delivered within 5 calendar days following RCC's comments.

III PROFILE AND COMPETENCIES

For 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 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 meet the following requirements:

Qualifications

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

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;
- Teamwork: 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

The Consultant should ensure 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 the 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.

Taking account of the comments made by different stakeholders and how the experts have handled these comments the Regional Cooperation Council will review the final (second) draft. The approved final report will be subject to a quality assessment by the Political 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 RCC work and previous SecuriMeter is available at:

[Regional Cooperation Council | Welcome \(rcc.int\)](https://www.rcc.int/welcome)

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

**LOT 2: SecuriMeter - Security public opinion survey in the Western Balkans - 2024,
data analysis, findings, conclusions and recommendations**

Duration: 01 July 2024 -31 August 2024

Price ceiling: Up to EUR 20,000 – Bids indicating a price above this threshold shall not be considered

I BACKGROUND

Purpose

The goal of LOT 2 - Data Analysis is to examine the data gathered in LOT 1 to produce meaningful, actionable insights that can shape policies, improve public understanding, and influence security-related decision-making in the Western Balkans. Alongside conducting primary data analysis and writing narrative part of the report, the consultant will be provided with a preliminary empirical analysis from the RCC highlighting important findings. It is expected that the consultant will expand on these findings, offering detailed interpretations. Additionally, the consultant should conduct further qualitative research to enrich the analysis, incorporating a literature review to contextualise the findings. The consultant is also tasked with integrating relevant reports from international organisations, aiming for a well-rounded and informed perspective on the region's security dynamics. This approach not only seeks to interpret the raw data but also to embed it within a larger context, using diverse sources to **formulate conclusions and recommendations**.

For this purpose, a consultancy or a consulting consortium (hereinafter: the Consultant) will be engaged to support the analysis and data processing of the survey on behalf of the Regional Cooperation Council.

Background Information

Since 2021, RCC has been engaged in measuring the attitudes, experiences and perceptions of the general public in the Western Balkans concerning the security situation. Continuation of the Public Opinion Survey on security issues remains one of the key priorities, which would help understand citizens' perceptions along the lines of the main security challenges, and at the same time help practitioners and governments to improve their course of action.

The previous three editions of the SecuriMeter, issued respectively in 2021, 2022, and 2023, have been received with great interest. They are complementary to the data collected by the RCC's Balkan Barometer, as well as the data collected by public administrations and regional and international partners. According to numerous feedback, citation, and the overall usage of data sets, both governments and the NGO sector have shown a great need for such a project.

The 2024 iteration seeks to deepen the understanding of both traditional and non-traditional security challenges, emphasizing human security and socioeconomic factors that influence perceptions of safety and security.

II DESCRIPTION OF RESPONSIBILITIES

Objectives and Scope of the Assignment

Objectives and scope of the Assignment need to ensure that LOT 2 not only delivers a robust analysis of the survey data but also situates the findings within a larger socio-political and academic context, ultimately contributing to the development of informed public in the Western Balkans.

The Consultant is expected to:

- Analyse all findings per components/categories;
- Conduct an examination of the data collected in LOT 1, aiming to uncover insights that can inform security policies, enhance public awareness, and guide strategic decisions in the Western Balkans;
- Provide an elaboration of preliminary empirical findings that will be supplied by the RCC, delivering detailed interpretation and contextualisation of key data points;
- Supplement the data analysis with additional qualitative research, an understanding of the security landscape must be deepened through a literature review;
- Compare it with previous findings and highlight certain trends that should be further elaborated;
- Translate the analytical findings into actionable recommendations tailored to address the identified security concerns;
- Based on analysis and comparisons, come up with a set of conclusions that bring forward all the main concerns and the main security challenges;
- Conduct additional research to explore themes that emerge from the data;
- Produce a comprehensive analytical report that synthesizes the data analysis, research findings, literature review, and policy recommendations, presenting a clear, coherent narrative that is accessible to a broad audience, including policymakers, security practitioners, academics, and the general public.

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, previous SecuriMeter editions, SWP 2023-2025, SEE2030 Strategy, and CRM 2021-2024;
- Participate in a kick-off meeting and ongoing consultations 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;
- Data Analysis - Draft the analytical report based on findings of the SecuriMeter 2024 whenever relevant, findings should also be analysed in the context of the EU Barometers related to security perceptions;
- The Consultant will also propose the text for infographics, highlighting the most outstanding findings at the regional and level of each Western Balkan economy in a separate Word document;
- SecuriMeter 2024 edition will include, but not be limited to introduction and main findings, detailed overview of responses to each question with the already prepared graphic representation and in-depth commentary, conclusions and recommendations, including the already prepared methodological notes and technical specifications;
- RCC reserves the right to contact consultants beyond the end date in case of any additional questions and/or clarifications;
- The Consultant is expected to participate in the public presentation of the report's findings (during 9th Regional Security Coordination Conference in mid Oct-Nov 2024 – TBD);
- NB: Proofreading and editing of the report should be done by a native English speaker.

Delivery of the reports

- The Consultant will receive the processed data no later than 30 June 2024;
- The first draft of the report should be submitted to the RCC in writing in MS Word format by 30 July 2024;
- The final report will be delivered within 15 calendar days following RCC's comments, but not later than 31 August 2024. 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 implementation of the contract is envisioned to commence on 10 June 2024 and end on 31 August 2024. (The Consultant should be available for the possible RCC queries during the preliminary empirical analysis in June 2024, but the Consultant writing phase will start on 01 July 2024).

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 meet the following requirements:

Qualifications

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

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- 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

The 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 partners 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 partners and how the experts have handled these comments. The approved final report will be subject to a quality assessment by Political 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 RCC work and previous Balkan Barometer instalments is available at:

[Regional Cooperation Council | Welcome \(rcc.int\)](https://www.rcc.int/Welcome)

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

V. APPLICATION RULES

The Open Call has two LOTs. Bidders may submit proposals either only for LOT 1 or LOT 2 or for both LOTs.

The application needs to contain the following:

- Technical Offer;
- Financial Offer.

Technical Offer

For companies and individual consultants within bidding consortia:

- Company profile including a brief description (up to 2 pages) of the company;
- Copy of Company's Registration Certificate (in case of consulting companies);
- Financial records - company's balance sheet and profit-and-loss statement for the past 2 years (only in case of a bidding of consulting companies);
- CV of an expert(s), outlining relevant knowledge and experience as described in the Terms of References, along with contact details of referees;
- An outline work programme of a maximum of 5 pages describing the main issues, sources of information to be used, timeline and methodology. The work programme should include the initial outline of the content of the study;
- List of references for relevant activities implemented over the past years demonstrating relevant experience in the subject matter;
- Signed Statements of Availability (Annex I).

Financial Offer (Free format)

The financial offer should reflect the following:

- All figures should be expressed in EUR;
- VAT amount, if applicable, should be presented.

When preparing the financial offer, the applicant should take into account the following:

- Use a free format for the Budget providing the Global Price for the work to be provided.
- When preparing the financial offer, the applicant should take into account that the fee rates should be broadly consistent with those applicable in the region.

Applications need to be submitted by 22 April 2024 by 24:00 Central European Time.

VI. EVALUATION RULES:

- The consultancy will be awarded to the highest qualified bidder based on the relevance of skills and expertise to this assignment;

- The applications are evaluated following these criteria:

| EVALUATION GRID | Maximum score |
|--|----------------------|
| A. Technical Offer (A.1+A.2+A.3) | 100 |
| A.1. Work experience, references list: Relevant work experience; evidence of other contracts of the size comparable with that of the tender; experience with clients comparable to the Contracting Authority. | 35 |
| A.2. Quality and professional capacity of the consultant(s): CV(s) satisfy the criteria set forth in the Terms of Reference, education and experience demonstrate professional capacity and experience required. | 35 |
| A.3 Quality of the concept note: An outline of work programme describing the main issues, information, data sources, research and analytical tools to be employed by the author, as well as the timeline. | 30 |
| B. Financial Offer/ lowest price has maximum score | 100 |

Score for offer X =

A: [Total quality score (out of 100) of offer X / 100] * 80

B: [Lowest price / price of offer X] * 20

In addition to the results of the technical and financial evaluation, a competency-based interview will be held with the selected bidder.

Information on selection of the most favourable bidder

The RCC Secretariat shall inform candidates and bidders 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 to unsuccessful bidders shall be sent within 15 days after the contract is signed with the awarded bidder.

The candidates and bidders 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 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

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 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

ANNEX I: STATEMENT OF AVAILABILITY

REF: 024-024

By representing the Entity_____ we agree to participate in the above-mentioned 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:

| Full Name | Available from (Date) | Available until (Date) | Acceptance by signature |
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