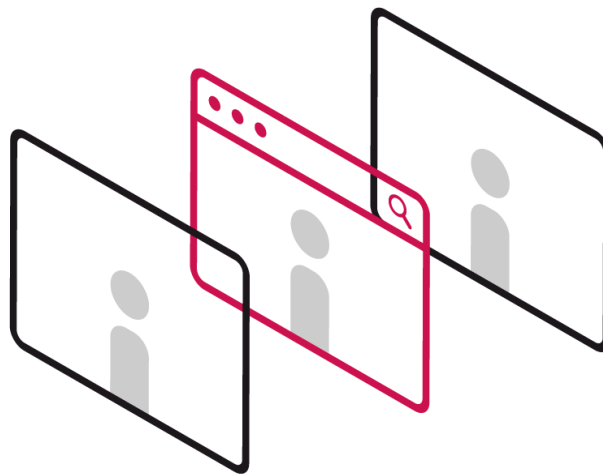


[www.surfandsound.eu](http://www.surfandsound.eu)

## Improving and sharing knowledge on the Internet role in the human trafficking process

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ISEC 2013 Action Grants (HOME\2013\ISEC\AG\THB)



# surf and sound

## Tender Procedure



With the financial support of the Prevention of and Fight against Crime Programme  
European Commission - Directorate-General Home Affairs

## The problem

Trafficking in human beings (THB) and smuggling of migrants have been evolving in the past few years in order to adapt to the ever changing geopolitical, technological and social contexts. Currently, these criminal activities involve a massive use of the Internet in the various phases of their processes (i.e. recruitment, transportation and - for THB - exploitation) both in origin/transit and destination countries. Therefore, it is necessary to explore these new illegal paths through the web and to improve the knowledge on the use of internet and social networks in the various phases of trafficking and smuggling, in order to foster innovative preventive methods and counteractions.

## The project

The European Project [www.surfandsound.eu](http://www.surfandsound.eu). *Improving and sharing knowledge on the Internet role in the human trafficking process* is funded by the European Commission – DG Home Affairs under the Prevention of and Fight against Crime Programme - ISEC 2013. It aims to improve the knowledge on the use of Internet (including social networks) in the THB and the smuggling of migrants and asylum seekers processes, and to spread such knowledge through workshops for LEAs and NGOs, awareness campaigns and other dissemination activities.

In more detail, the specific objectives are:

- to explore visible/dark Web to draft a research protocol about the use of Internet in the THB and the smuggling of migrants and asylum seekers processes in 2 origin/transit (i.e. Bulgaria and Romania) and 2 destination countries (i.e. Italy and United Kingdom), by identifying potential at risk Web contents and/or other abuses of the Internet (e.g. use of chats, VOIP) in the THB and the smuggling of migrants and asylum seekers processes;
- to use the research protocol to collect and organize a significant number of information from the Web;
- to understand the use of Internet in the THB and the smuggling of migrants and asylum seekers processes by analysing collected data, in order to: draft guidelines to identify potential at risk Web contents and other abuses of the Internet (e.g. use of chats, VOIP) in the THB and the smuggling of migrants and asylum seekers processes and to develop awareness raising campaigns in order to reduce THB victimisation and smuggling activity via Internet and alert Internet users; spread the knowledge and guidelines via workshops for LEAs/NGOs involved in the prevention and fight against the THB and the smuggling of migrants and asylum seekers and dissemination activities.

## Participation

Participation in this tender procedure is open on equal terms to all natural and legal persons established or operating in Romania, as well as to international organisations operating in Romania. Joint tenders are also applicable.

## Structure and content of the tender

The tenders must be presented as follows:

### Part A: Identification of the tenderer

All tenderers must provide signed and dated by an authorised representative the form for Identification of the Tenderer (Annex 1).

### Part B: Non-exclusion

All tenderers must provide a Declaration of Honour and Absence of Conflict of Interest (Annex 2), signed and dated by an authorised representative, stating that they are not in any of the situations of exclusion or conflict of interest listed in that declaration on honour. In the case of a joint tender, each member of the group must provide a declaration on honour signed by an authorised representative.

### Part C: Selection

Tenderers must prove their legal, financial, technical and professional capacity to carry out the work subject to this tender procedure. The tenderer must comply with the following requirements in order to access the evaluation phase:

#### Professional requirements:

To be a recognised legal entity. All tenderers must provide proof of registration, as prescribed in their country of establishment, on one of the professional or trade registers or provide a declaration or certificate. In addition, please provide CVs for all experts proposed.

#### Economic and financial capacity:

To have generated an annual turnover in the last three closed financial years (2013-2014-2015) of at least twice the budget allocated to each lot one tenders for (see The budget section for reference). Please provide the filled in Balance Sheet and Profit and Loss Account (Annex 3).

#### Technical requirements:

To have extensive and demonstrable experience in the provision of services described in the technical specifications, presenting a minimum of one reference from the last 3 years proving that the tenderer has carried out activities corresponding to the topic and the activities of each lot one tenders for (Annex 4). Please note, that for Lot 1 the tenderer must provide a *minimum of one reference* from the last 3 years proving that the tenderer has carried out data collection and research activities by documents (online data collection, content analysis or similar) **and** in-depth interviews.

### Part D: Technical and Financial offer

The technical offer must cover all aspects and tasks required in the tender specifications below and provide all the information needed to apply the award criteria. There is no specific form to be filled in (see Tender Evaluation Methodology for reference). Furthermore, all tenders must

contain a financial proposal. There is no specific form to be filled in. The offer should include all local taxes and insurances with the exception of VAT (not due within EU).

## Objective of the tender and requirements

The current tender procedure aims at selection of subcontractors to implement the project activities described below in Romania. The services are grouped into four Lots for the delivery of two studies and one national report and the organisation of one national event in Romania.

One tenderer may tender for more than one lot. However, a separate tender should be submitted for each lot covering all the tasks referred to in the specific lot. Incomplete bids covering only part of the tasks in a lot may be excluded from the assessment.

Only the tenderers meeting the requirements of the exclusion and selection criteria (parts B and C) will be evaluated in terms of quality and price.

## Submission

Submission of tenders **November 7, 2016**

The documentation must be submitted under penalty of exclusion no later than 05:00 p.m. (UTC+3 hours).

The offer must be submitted to the following e-mail address: [lilly.dragoeva@csd.bg](mailto:lilly.dragoeva@csd.bg)

The Contracting Entity is obligated not to open the offers before the deadline for submission.

Notification of successful bid **November 10, 2016**

## Contact Person

If you have any questions, please contact Ms Slayanka Ivanova: [slavyanka.ivanova@csd.bg](mailto:slavyanka.ivanova@csd.bg)

## Timetable (indicative dates)

- |                                |                        |
|--------------------------------|------------------------|
| - Fieldwork to be completed    | January 31, 2017       |
| - Final deliverables submitted | Specified for each lot |

## Tender Specifications

### Lot 1 – Exploration of the Web and conduction of in-depth Interviews

The goal of Lot 1 is to understand the role played by the Internet in the recruitment/transportation and exploitation phases of the trafficking process, and in particular:

1. How the Internet facilitates recruitment, communications, guarantees anonymity, accelerates victims' exchange;
2. How the Internet favours the match between demand/supply for the services provided by victims (i.e. for sexual purposed and forced/black labour).

Researchers are requested to search information on the links and contents of Websites, Web-forums, social networks, use of online chats, VOIP, etc. employed in the THB and people smuggling process on the Web. As regards THB, the exploration will regard both sex and labour markets.

The data collection will concern the recruitment and transportation of victims of THB in Romania. As regards people smuggling, the phases of recruitment, transportation, and entry into another country shall be taken into consideration. The research shall focus on Web contents in Romanian (and possibly English or other languages case by case). More in details, the working plan will be the following:

- a. Exploration of the Web regarding the recruitment and transportation phases of THB (in the sex and labour markets) in Romania;
- b. Exploration of the Web regarding the recruitment and transportation phases of people smuggling in Romania.

A detailed exploration of the Web protocol in English including suggested key words for searching will be provided to the successful contractor.

Additional task is the administration of in-depth interviews to key actors in human trafficking (e.g. traffickers, victims, LEAs, NGOs) for Romania, in order to obtain primary data on the use of Internet in the THB process and to fine tune qualitative techniques/virtual ethnography.

The key actors to be interviewed are at least 12, namely:

- a. At least 2 traffickers: 1 for sexual and 1 for labour exploitation, and 1 smuggler;
- b. At least 3 victims (at least 1 for each sector of exploitation considered by the project: sex trafficking and labour trafficking; 1 illegal migrant or asylum seeker);
- c. At least 4 LEAs representatives (at least 2 police officers and 2 public prosecutors/judges experts in the field of THB and/or smuggling of migrants);
- d. At least 2 NGOs representatives (expert in the field of THB and/or smuggling of migrants).

Detailed in-depth protocols in English for each target group will be provided to the successful contractor.

#### Products to be delivered:

1. List of key words (not exceeding 1 standard page – 1800 characters, spaces included) translated in Romanian;

2. List of the collected Web links and preview of the related contents (in Romanian language) in Excel or similar convertible format, following the annexed Sample Document 1. The expected number of collected links is between 200 and 300, but not less than 150;
3. Brief summary of the Web contents collected for Romania (in English, including relevant translated quotations) in Word or similar convertible format, following the annexed Sample Document 2.
4. In-depth protocols translated in Romanian (up to 3 standard pages each);
5. Transcription of all the administered interviews in Romanian and in Word or similar convertible format: i.e. at least 12 interviews;
6. Briefs for each interview in English (4-6 pages with main findings and some short quotations illustrating the best interviewees' considerations);
7. Brief summary in English (20-25 standard pages) of the data collected for Romania (including relevant translated quotations) in Word or similar convertible format, following this suggested table of contents:
  - Introduction;
  - Main results of the interviews with traffickers and smugglers;
  - Main results of the interviews with victims of THB and illegal migrants/asylum seekers;
  - Main results of the interviews with LEAs representatives;
  - Main results of the interviews with NGOs representatives;
  - Conclusion: what are the observable common patterns?

**Deadline for deliverables:**

February 10, 2017

**Lot 2 – On-line Survey**

The goal of Lot 2 is to conduct an online survey among potential victims/clients of THB/smuggling (the precise target group to be specified for the successful contractor). An advertisement text (up to 60 characters) and the questionnaire in English will be provided by the Assignor. The expected length of the questionnaire is 10-15 minutes. The survey should be published in at least one of the top 5 popular Romanian Internet portals or in at least 5 of the top 10 popular Romanian websites.

**Products to be delivered:**

1. Advertisement text translated in Romanian;
2. Online questionnaire translated in Romanian;
3. Screenshots of and links to the published survey;
4. Data file in SPSS or similar convertible format with at least 500 full questionnaires;
5. Content of the webpage of Surfandsound project (6-7 standard pages) translated in Romanian.

**Deadline for deliverables:**

February 6, 2017

### Lot 3 – National Report

The goal of this lot is to summarise the results of the previous two lots in a national report. The respective deliverables from these lots will be provided to the successful contractor, if different contractors are chosen for lots 1, 2 and 3.

#### Products to be delivered:

1. Final national report in Romanian, 45 to 50 standard pages (electronic publication with ISBN number);
2. Final national report translated in English (electronic publication with ISBN number);
3. 200 printed copies of the Romanian version (printed publication with ISBN number) delivered to the address in Bucharest (to be specified) and certified hard copy of the invoice for the printing service delivered to the Assignor in Sofia.
4. Presentation of the report in Romanian in PowerPoint or similar format (20-30 slides) and participation at the National workshop (see Lot 4 below).

#### Deadline for deliverables:

March 10, 2017

### Lot 4 – National workshop

The results of the Final national report should be presented and discussed at a national workshop with representatives of Romanian law enforcement bodies, NGOs and other relevant stakeholders from the fields of counteracting THB and smuggling. The workshop should be organised in Bucharest for a half day or no more than one day. It should include at least 20 participants balanced in numbers from the cited target groups, including one or two of the authors of the Final national report.

#### Products to be delivered:

1. Final agenda in English and Romanian;
2. List of participants with names, organisations, emails, phones and signatures;
3. Photos from the event
4. Summary of statements in English and presentations provided, if any.

#### Deadline for deliverables:

March 17, 2017

## The budget

The maximum budget for this work will be as follows (exclusive of VAT).

### Lot 1 – Exploration of the Web and conduction of in-depth Interviews: 13,500 EURO

Two payments will be made – 50% of the budget after the elaboration of detailed work plan and its submission to the Contracting Entity, and 50% of the budget after the full completion of the task.

**Lot 2 – On-line survey: 3,850 EURO**

**Lot 3 – National report: 5,750 EURO**

**Lot 4 – National workshop: 2,000 EURO**

For Lots 2, 3 and 4 one payment (100% of the budget) will be made after the full completion of the task.

## Award of the Contract

The Contract shall be awarded to the tenderer offering the best value for money, which will be the one with the best quality/price ratio, taking into account costs and quality scoring.

## No obligation to award the contract

The initiation of a tendering procedure imposes no obligation on the purchaser to award the contract in part or whole. The purchaser shall not be liable for any compensation with respect to tenderers whose tenders have not been accepted.