SEJA Baseline Survey on Awareness of, Attitudes and Access to Constitutional Rights

Terms of Reference: Fieldwork Service Provider

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Background & rationale

The Foundation for Human Rights (FHR) in partnership with the Department of Justice and Constitutional Development (DOJ&CD) has commenced a new multi-year programme called “Socio-Economic Justice for All” (also called SEJA, hereinafter referred to as the Programme) which is funded under Sector Budget Support by the European Union. This programme is also aligned to the goals of the National Development Plan 2030 and to the goals of the Department of Justice and Constitutional Development’s strategic plan.

The SEJA programme is premised on a rights-based approach to the long-term eradication of poverty, in which people living in poverty are treated as free and autonomous agents who are empowered to assert their constitutional rights as active members of society. Previous surveys have shown that marginalised and vulnerable people are not able to assert these basic human rights because of a lack of knowledge of their rights or of the mechanisms and institutions that have been established to assist them. The extent to which these rights are being promoted, protected and implemented by the State, as well as the extent to which people have access to them in case of need, is highly uneven.

Programmes that attempt to redress this unevenness require reliable empirical data to understand the nature, location and depth of the problems experienced by members of marginalised and vulnerable groups with respect to understanding and asserting their rights.

Recognising the importance of the Constitution as the most important institutional instrument for social justice, the Minister of Justice and Constitutional Development established a new branch on Constitutional Development in November 2012 to elevate Constitutional Development. One of the core functions of the new branch is to conduct research in order to render advice on the Constitution and related matters, which is an activity in Strategic Objective 19 of DOJ&CD’s 2015/2015 Annual Performance Plan (APP).

The SEJA Baseline Survey will make a significant contribution to the Department’s research activity. A better understanding of people’s awareness of, and access to, their constitutional rights will assist the Department to develop activities that promote citizens’ awareness of their rights, and to promote participatory democracy.

Overview of work required

The FHR wishes to secure the services of a service provider or consortium of providers to conduct a national baseline survey of adults (aged 18 and older) in South Africa. We are looking for high quality fieldwork and the production of a clean and tidy dataset. The service provider is not required to design the instrument nor undertake any reporting or analysis.

The successful bidder will be expected to provide a fully representative national sample. Using Statistics South Africa’s General Household Survey as a guide, the sample must allow for an accurate picture to emerge not only at a national level, but at a provincial level as well. The proposal must detail the stratification variables to be used, as well as the number of interviews required, to create this representative sample. Indication must also be given as to the envisaged margin of error and confidence level for the intended sample size (again both at a national level and at the level of each of the provinces).

The successful bidder will have the very highest standards of fieldwork; transparent quality control measures; will be open to monitoring of the fieldwork by representatives from FHR; and will provide a cleaned, weighted dataset that is ready for statistical analysis using SPSS.
Scope of work

The following key elements in the survey process need to be adequately addressed in the proposal:

Sample: The following key points pertain:

- The survey must be a national sample survey of all residents in South Africa aged 18 years and older (except in the instance of child-headed households where there are no adults in the household), which allows for an accurate, representative picture to emerge across key demographic variables such as sex, race, levels of education and employment status.

- The sample frame will exclude people in collective living quarters such as students’ hostels, old-age homes, hospitals, prisons and military barracks.

- The sample must be designed in such a way that it also provides an accurate picture at a provincial level (although disaggregation within each province by the abovementioned demographic variables is not required).

- Random sampling is critical in selecting dwelling units and respondents. The proposals need to be clear on the randomness at every stage: starting point; stand selection; dwelling selection within stands; household selection within dwelling; and respondent selection within household.

- Regarding substitutions, we require 3 visits for the selected respondent before substitution can take place. These visits must also take place at different times of the day and across different days. A realised sample that is skewed towards people who are at home during the day, as opposed to those who may more readily be at home in the evening or weekend, will not be accepted.

The FHR expects to be actively involved in finalising the approach to sampling and the drawing of the final sample and our decisions in this regard will be final.

Questionnaire: The questionnaire will be designed by the FHR. It will cover broad areas such as the demographics and living conditions of respondents, knowledge of human rights, knowledge of socio-economic rights and general attitudes to democracy and governance issues. It is envisaged that it will take 45 to 60 minutes to administer and will include a maximum of three open-ended questions.

Pilot: It is envisaged that the fieldwork will make use of the Computer-Assisted Personal Interviewing (CAPI) methodology rather than using Paper and Pencil Interviewing (PAPI) due to the well-known benefits of CAPI and the time constraints for conducting the fieldwork and making the results available. In this regard, a suitable pilot will need to be undertaken to ensure that the questionnaire has been scripted/programmed correctly and is working accordingly.

Recruitment & training: A study of this nature requires a fieldwork force that is well-versed not only in the methodology of the study but also in its content. As such, it is expected that the necessary resources are expended to produce a fieldwork force of the highest calibre across the country. The proposal must detail the processes to be followed to achieve this, which will then form the basis for monitoring this activity by the FHR.

Fieldwork: As the main activity and output of this process, the expectation is one of high quality fieldwork. The recruitment of experienced and qualified fieldworkers is an important aspect of ensuring this quality, as is the requisite training of these fieldworkers. In addition, quality control measures that move beyond mere lip-service to “back-checking”
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will be particularly well-received. The FHR will also play a role in the monitoring of fieldwork and, as such, needs to be accommodated in the fieldwork plan.

All interviews must occur face-to-face in the language of choice of the respondent. Bidders must indicate clearly how they will accommodate this requirement – either through training, translation, in-field support, etc. Given the challenges of interviewing respondents in suburbs, gated communities and hostels (where interviewers battle to get access), bidders need to indicate how they intend dealing with access and other fieldwork-related challenges.

Cleaning, weighting: The successful bidder will be entirely responsible for cleaning the dataset, including running tests to ensure the internal validity and robustness of the data. The bidder will also calculate and apply the weights agreed during the sampling phase of the project. The final data will be made available to FHR in SPSS format, with weights included.

Reporting: A full report on the entire process from piloting to fieldwork to cleaning and weighting is regarded as a deliverable. This report will detail all challenges encountered, the impact they had on the process and the resultant impact on the representativeness and statistical significance of the final data. In addition, the successful bidder will be expected to provide progress reports every two weeks during the fieldwork process.

Deliverables:
- An inception report is required within two weeks of being contracted. This will provide detail on all aspects of the project – sampling, design, fieldwork, quality control, and so on. A timeline is critical, and will be negotiated with FHR.
- A sampling methodology.
- A draft survey instrument for piloting – i.e. the draft instrument prepared by FHR will be scripted and piloted by the successful bidder.
- A final survey instrument for fieldwork – any changes from the pilot will be signed off by FHR; our decision regarding the content of the questionnaire will be final.
- Bi-weekly progress reports during fieldwork according to an agreed upon format.
- A detailed report including back-checks, field problems, weighting, and so on.
- A cleaned SPSS dataset, with weights attached and running properly.
- A written cession of full intellectual property to FHR.

Budget: Adequate resources are available to conduct a national survey of this kind and we would encourage service providers to budget realistically in order to properly undertake all activities required.

A detailed budget should be provided as part of the proposal which should, at a minimum, provide the associated costs for the following:
- Sample design & drawing of sample
- Scripting of questionnaire
- Piloting of questionnaire
- Training of fieldworkers
- Fieldwork & quality assurance
- Data processing and dataset production
- Project management & reporting
Bidding process and evaluation

Process: Bids need to be e-mailed to tender@fhr.org.za or delivered by hand to FHR, Old Trafford 3 Building, Isle of Houghton, 36 Boundary Road, Parktown, Johannesburg. The deadline for submissions is noon (12pm) on Monday 11 July 2016.

All tenders must be timeously submitted and should include a current tax clearance certificate in order to qualify for assessment. Tenders will then be short-listed, and the short-listed agencies will be required to make a presentation at the FHR offices. The decision of FHR will be final.

Criteria: The following criteria will be used in assessing tenders.

Profile, experience, BBBEE status 30%
- Company profile and CVs of key team members
- Relevant experience in conducting similar surveys (with examples)
- BBBEE status

Methodological approach, proposed systems 40%
- Sampling methodology
- Recruitment & training of fieldworkers
- Quality control measures
- Data cleaning & processing

Price: 30%

The decision of the FHR tender committee in this regard will be final and non-negotiable. We will not enter into correspondence regarding our decision. The successful bidder will have 10 working days to sign a contract or the awarding of the tender will be considered void, and the second-placed bidder will be regarded as the successful bidder.

Timing and contracting

Timeline: FHR wishes to secure the services of a service provider soonest. Thereafter, the project timeline is approximately 6½ months as follows:

<table>
<thead>
<tr>
<th>Description</th>
<th>Dates</th>
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<tbody>
<tr>
<td>Contract signed</td>
<td>29 July 2016</td>
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<tr>
<td>Sample, draft design, pilots</td>
<td>19 August 2016</td>
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<tr>
<td>Final design, final sample, sign off, training</td>
<td>31 August 2016</td>
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<tr>
<td>Fieldwork and back-checks</td>
<td>30 November 2016</td>
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<tr>
<td>Create dataset, clean and tidy, apply weights, first runs, check, re-runs</td>
<td>13 January 2017</td>
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<tr>
<td>Hand-over of SPSS dataset and project report</td>
<td>31 January 2017</td>
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Payment:

Payment for the project will be linked to the deliverables as follows:

- 20% of the fee will be available once the inception report has been approved, the sampling approach has been agreed, and the questionnaire scripting is completed in preparation for piloting.
- 20% of the fee will be available once 33% of the interviews have been completed.
- 20% of the fee will be available once 66% of the interviews have been completed.
- 20% of the fee will be available as soon as all fieldwork is complete, including back-checking and mopping up where problems have been identified.
- The final 20% of the fee will be paid once the data are loaded onto the FHR system and checked for accuracy and analytic readiness. This dataset will have coded responses to open-ended questions, as well as 'other: specify' categories, and will be cleaned, tidied, tested and ready to run.
- Penalty clauses will apply where FHR is not the cause of delay/poor data/wrong starting points/etc.

Intellectual property: Full copyright in all outputs of this project – data, questionnaire, reports, and any other output of any type – will vest in the FHR, and written cession of copyright will be required from the service provider including the fieldwork agency. Only data is required from the successful bidder, no reporting (barring progress, field reports, etc.) is required, and therefore full intellectual property rights will be ceded to FHR.

FHR reserves the right not to make an appointment.