

Invitation to tender

Fieldwork company to administer the
Public Understanding of Law Survey

Supporting better justice through research, education and grants

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1 Introduction

This invitation to tender (ITT) sets out the requirements for a suitably qualified and experienced contractor to conduct fieldwork for a general population survey of the legal capability and legal problem experience of 5,000 - 6,000 Victorians.

The invitation to tender relates to survey administration, including programming, testing, fieldwork, delivery of data and provision of a comprehensive technical report.

The survey questionnaire is being developed by the Victoria Law Foundation (VLF), and all analysis and reporting will be conducted by the VLF. The questionnaire is currently in development and scheduled for completion in early 2021.

Following programming and testing, main stage fieldwork, is scheduled to take place between June and November 2021. Final data delivery is scheduled for the end of December 2021 and delivery of the technical report at the beginning of April 2022. Once approved, the final dataset and associated documentation will become property of the VLF.

1.1 Background to the PULS

The VLF, based in Melbourne Australia, will conduct a state-wide Public Understanding of Law Survey (PULS) to better understand capability, attitudes and experience of law in the Victorian community. The survey will explore what people know about their justice system and its institutions, how they see it playing a part in their lives, and how they experience legal problems.¹

Understanding public knowledge of rights, legal capability more broadly and attitudes to justice is an essential first step in improving knowledge of rights and responsibilities and ensuring that justice is accessible to all. It is critical in determining what kinds of legal information and services are needed and will be most effective for the community.

The PULS will deliver the tools for monitoring change; identification of areas for improvement in service delivery and intervention; and a baseline for the evaluation of programs. The PULS will reveal strengths and weaknesses in public understanding; deficits in capability; and variation in attitudes by topic, demography and geography.

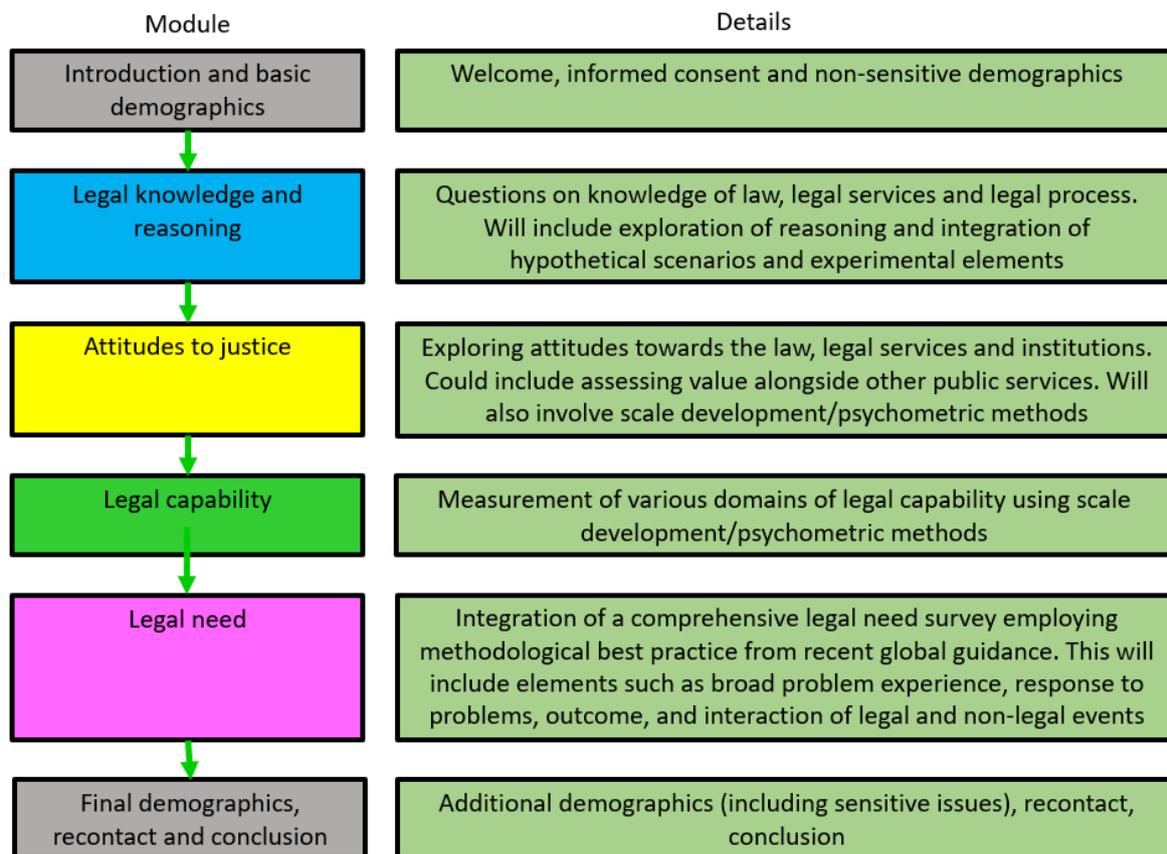
By integrating legal need survey material, the PULS will also explore legal problem experience, response to problems, and problem outcomes. Critically, this approach means the nexus between capability, attitudes and justiciable problem-solving behaviour can be examined.

In developing new approaches to measure knowledge of rights, legal capability more broadly and attitudes to justice, and combining these with widely used and established legal need survey questions, the PULS will be the first of its kind in the world and an evolution in empirical legal survey research. It has the potential to make a significant contribution to

¹ Content commonly referred to as 'legal need surveys'. Key project resources include the OECD and Open Society Foundations 'Legal Need Surveys and Access to Justice: A Guidance Document' which provides detailed background to the conduct of legal need surveys and sets out the type of questions likely in the legal need component of the PULS; 'Legal Australia-Wide Survey: Legal Need in Australia' (Coumarelos et al) which sets out findings from the last large-scale legal need survey in Australia; '*Law...What is it Good For? How People see the Law, Lawyers and Courts in Australia*' (Balmer et al) which presents some recent empirical research and thinking on legal capability, legal knowledge and reasoning, and attitudes to justice. All are freely available online.

empirical access to justice research. The anticipated PULS structure, in very simple terms, is shown in Figure 1.

Figure 1. Simplified PULS structure



1.2 The VLF PULS Project Team

The contract, and overall PULS project, will be managed by Professor Nigel Balmer and Dr Hugh McDonald, with the assistance of other VLF staff.

Professor Balmer and Dr McDonald will be the main points of contact on all issues relating to the contract, administration, technical research matters, and progress of the project.

The project also has high level governance with advisory and steering groups including external stakeholders. It is not anticipated that the successful contractor would attend meetings of these groups but would be updated on discussions where they have a bearing on the contract/fieldwork.

The VLF has existing recognised international expertise in legal need survey design and analysis, as well as approaches to the measurement of aspects of legal capability, attitudes to justice and knowledge of legal rights. This includes:

Dr Hugh McDonald (Principal Researcher) spent over fifteen years at the Law and Justice Foundation of New South Wales, including making a key contribution to the design and analysis of the influential Legal Australia-Wide (LAW) Survey in Australia. He has worked on a broad range of critical projects in access to justice with an international reputation in the field. This has included work on legal needs, service design, evaluation and empirically capturing aspects of vulnerability and capability.

Professor Nigel J Balmer (Research Director and Chair of Law and Social Statistics at University College London) is a chartered statistician and scientist and has published extensively in areas relevant to the PULS. He was an author of the recent global guidance on the design and conduct of legal need surveys (for OECD/Open Society, 2019) and has conducted a wide range of empirical work involving survey methodology, legal need, operationalisation and psychometric measurement of domains of legal capability and attitudes to justice.

The VLF will be assisted throughout the PULS project by Professors Pascoe Pleasence and Rebecca L. Sandefur (PPL Consulting) who are leading international experts in the field.

1.3 General project requirements and proposed approaches

This ITT is to conduct the PULS fieldwork and associated tasks set out below. VLF requires a survey of 5,000 – 6,000 adult respondents across Victoria (aged 18 and over). Based on previous experience of legal need surveys, and likely legal problem prevalence, this number of respondents will allow us to explore the problem experience of a broad range of social and demographic groups.

In light of COVID-19 and its implications, we recognise that different methodological approaches to fieldwork, including the advantages, disadvantages, and viability of different modes of delivery are in flux. We have identified two approaches that could successfully deliver the PULS fieldwork, though we are open to suggestions from bidders should they have an alternative approach. Regardless of the method, our core requirements are:

- i) Probability sampling
- ii) Methodologically rigorous approaches that seek to minimise total survey error
- iii) As high a response rate as possible
- iv) 5,000 – 6,000 Victorian respondents

The two broad approaches we have identified are,

- A. A face-to-face survey of 5,000-6,000 Victorian respondents, with an interview length of up to 40 minutes
- B. A telephone survey (random digit dialling/dual-frame random digit dialling) of 5,000-6,000 Victorian respondents, with an interview length of up to 30 minutes

In the case of a telephone survey, we would consider including non-Victorian respondents, allowing Australia-wide analyses, if it is inefficient given the screening required, to produce a solely Victorian sample. However, even if non-Victorians are permitted, we would still require 5,000 – 6,000 Victorian respondents.

We welcome proposals employing either of these approaches, though where bidders are able to deliver both, we encourage the inclusion of options/quotations for both.

We also welcome other approaches where they meet our core requirements. We would be interested in exploring the option of oversampling of rural, regional and remote areas, in order to allow us to explore respondent experience more thoroughly in rural and regional areas. Additional methodological details, as well as the proposed project timeline, are set out below.

2 Delivery of the PULS - detailed requirements

This section sets out the detailed project requirements that proposals should address. Proposals should set out their proposed methodological approach or approaches (where, for example, both a face-to-face and telephone survey are options), with a focus on how it will ensure survey quality.² Table 3 summarises requirements and questions which bidders should respond to.

2.1 Coverage and sampling

Bidders must outline how they intend to sample respondents for the survey using a **probability sampling method**³ and should include information on:

Coverage

- Whether most members of the target population that the sample aims to represent have a chance to be selected, and if not, whether those without a chance to be selected are likely to differ from those who do

Sampling

- How the sample will be selected and recruited; what the rationale is for the approach, and how it will maximise quality
- In considering oversampling RRR respondents, how you would propose doing this
- The steps you will take as part of the sampling/data collection process to ensure the sample is representative of the target population⁴
- How you will check if your approach was effective; how any bias will be assessed and dealt with

2.2 Sample size

Survey respondents will be aged 18 and over. For proposals involving solely face-to-face interviewing, all respondents should be living in Victoria. For proposals involving telephone interviewing, proposals should set out how they would either restrict respondents to those living in Victoria or allow non-Victorian respondents while maintaining a sample of 5,000-6,000 Victorians. As described above, we would consider including non-Victorian respondents, allowing Australia-wide analyses, if it is inefficient/expensive to produce a solely Victorian sample (i.e. because of the degree of screening required). Face-to-face proposals should also describe the approach to deciding who is interviewed within each household/residential address. As set out above, we also welcome approaches other than solely face-to-face or solely telephone interviewing as long as they deliver 5,000 – 6,000 Victorians and meet our methodological/research requirements.

The number of respondents is designed to provide a sufficient sample size to provide accurate Victorian estimates of key survey metrics and permit analysis by sub-groups of interest (e.g. legal problem type, resolution strategy, person type). We have estimated that this will require 5,000 – 6,000 Victorian respondents. Bidders are asked to provide costs for achieved samples of 5,000 and 6,000 Victorian respondents, and if applicable, set out how many non-Victorian respondents would be included (see 3.3 Project costs below for further

² E.g. <https://www.aapor.org/Education-Resources/Reports/Evaluating-Survey-Quality.aspx>

³ We intend to draw inferences and generalise survey findings and would be unlikely to agree to approaches employing non-probability sampling.

⁴ With a focus on external validity in relation to the target population the sample is meant to represent, and not simply how much the sample might 'look like' the population of interest with respect to some key demographics. Our interest is in generalising with confidence to the Victorian adult population.

details). Bidders may also propose a larger sample size instead of, or in addition to costing 5,000 – 6,000 if they demonstrate that it could further the research aims, answer additional research questions, and falls within the fieldwork budget.

2.3 Non-response

Bidders should outline how their approach will ensure that response rates will be maximised. This should also include:

- The response rate you anticipate
- The calculation this is based on
- Detail on how response rates will be maximised, and the steps you will take to ensure a good response (for example contact procedures such as pre-contacts, number of contacts, timing of contacts etc)
- Whether you would be willing to guarantee a minimum response rate, and if so, what would it be
- Whether you anticipate nonresponse bias based on your approach, how will bias will be assessed and dealt with, and how you would adjust for nonresponse.

2.4 Questionnaire length

We have made assumptions regarding questionnaire length based on previous legal need and related surveys: the time required to properly cover the topics set out in Figure 1, and what duration we think is viable for different modes. We have assumed that a questionnaire of up to an average of 40 minutes could be achievable face-to-face and up to 30 minutes by telephone.

We are seeking costs for an average survey length of 30, 35 and 40 minutes conducted face-to-face and/or 20, 25 and 30 minutes conducted by telephone.⁵ Further requirements are set out in section 3.3 Project Costs below. Bidders should specify what questionnaire lengths could be achieved based on their methodological approach(es), what they would recommend, and what impact they feel questionnaire length will have on aspects of survey quality (if any). Bidders are also invited to comment on our proposed questionnaire lengths and assumptions.

2.5 Programming and testing

The successful bidder will be provided with a draft questionnaire, developed by the VLF in association with PPL Consulting. The PULS questionnaire will include complex routing, and bidders must outline how they plan to program and test the questionnaire, the software they will use, and how they will ensure that any complex routing and checks are programmed correctly. Bidders should also set out measures they propose to ensure that the questionnaire functions as anticipated and is engaged with and understood by respondents (i.e. a pilot survey). Bidders should also indicate whether they propose using any complementary approaches such as cognitive testing, expert review or focus groups.

Following the testing/piloting phase (and receipt of the papers detailing the fieldwork approach and report of the testing/piloting phase described in Section 3.1 Outputs below (which would trigger payment Milestone 3, see Section 3.4)), the VLF will decide whether to proceed with the main survey fieldwork. For example, while unlikely, if testing/piloting indicates that main fieldwork may fail to deliver on our research aims, we may end the project after testing/piloting. A break clause will be included in the contract.

⁵ Or three comparable/achievable lengths for other approaches/modes of delivery (see 3.3 project costs).

2.6 Incentives

Bidders should set out their approach to providing incentives to respondents/potential respondents. This should include whether or not incentives would be recommended, the rationale for their inclusion/exclusion (e.g. what impact they would anticipate them having), who would receive incentives, and what they would be.

2.7 Fieldwork and field force

We propose conducting fieldwork between June and October 2021. Bidders should indicate whether they can work to this timeframe, and if not, what alternative they propose. They should demonstrate that they have the interviewing capacity to achieve the required number of interviews within the fieldwork period and should detail the proposed number of interviewers for this research. This should also cover the capacity and approach to interviewing those from culturally and linguistically diverse backgrounds.

Bidders should also describe how they propose to keep the VLF updated on fieldwork progress and what quality measures they will monitor and include in their updates. It is expected that only high-quality, trained, and briefed interviewers will be used for this survey, and that they will be appropriately supervised throughout. Bidders must outline their approach to interviewer training and briefing and describe how interviewers are monitored to ensure high quality.

2.8 Mode

Bidders should set out their proposed mode(s) of administration and the rationale for their approach. Where face-to-face interviewing is proposed, bidders should describe how they will ensure their approach is safe for interviewers and respondents, as well as what impact the approach might have methodologically (e.g. on forms of question, response rates, or possible maximum interview times). They should also describe their proposed approach should COVID-19 (or other) conditions restrict ability to conduct interviewing (also see section 2.13 Quality assurance and risks).

2.9 Data cleaning and delivery

The successful contractor must process, and quality assure the data collected in the interviews. The successful bidder will be required to deliver clean, quality assured datasets to the VLF, and should set out their procedures for testing, cleaning, labelling and collating data. We propose final, clean data be delivered and signed off by the end of the 2021 calendar year (see 3.2 Timetable). The successful contractor will be required to calculate weights (e.g. to adjust for nonresponse or any oversampling). Bidders should set out the methods they plan to use to calculate these weights. Data sets will include all interview data and weights, in a format which is ready to analyse. Bidders can also suggest the inclusion of other variables of relevance to the survey e.g. interview length.

The successful contractor **will** be required to produce a technical report that describes the survey methodology in detail and contains copies of all fieldwork materials (e.g. survey questionnaire, leaflets, advance letters, interviewer training materials etc.). The technical report will be made publicly available and should be written to a high standard (see Section 3.1 Outputs for further details).

The successful contractor **will not** be required to produce a research report of the survey findings.

2.10 Organisational experience

Bidders should detail their organisational experience, including relevant projects they have conducted. This may include projects that are comparable to the PULS in subject matter, scale, or methodology. Bidders should also include references from previous clients.

2.11 Your project team

The project manager/project team nominated by the contractor must have sufficient experience, expertise, seniority, and time allocated to manage and deliver the project effectively. Bidders should identify the project team that will be involved in working on the project, outlining their grade, number of days on the project, skills, experience, and nature of their involvement in the research.

2.12 Project management

Bidders should describe how they will ensure that the contract will be delivered smoothly and to time, and the process in the event of staff changes during the project. It is expected that following the project initiation meeting, regular contact will take place between the contractor and the VLF by telephone, email, video and/or face to face meetings. Bidders should outline how they plan to work with VLF, including preferred mode/form of communication and how they anticipate ensuring that the VLF PULS Project Team is kept up-to-date on the project's progress.

2.13 Quality assurance and risk

Bidders should provide details of the quality assurance procedures they have in place which are designed to enable successful project delivery and address any issues or concerns. This may include details of any industry standards they adhere to. They should also identify and assess risks associated with administering the PULS (or that might impede its progress) and set out how they propose to address/alleviate these. This includes contingency plans should COVID-19 (or other) conditions require changes in fieldwork procedure or methodology.

2.14 Ethical assurance

Bidders will be expected to conduct the fieldwork/administer the PULS in line with sound ethical principles. They should set out the ethical principles they adhere to, and in particular, their commitment and approach to informed consent, enabling participation, avoiding personal or social harm, and not disclosing identity.

2.15 Data protection

Bidders should also set out their data protocols, including how they ensure that project data, (including data that discloses or could disclose identity⁶), will be securely stored, managed and transferred to the VLF, and how they comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles.

3 Timetable and project costs

3.1 Outputs

The successful contractor must provide,

- A paper setting out the approach to fieldwork in detail, including, but not limited to the sampling strategy, associated timelines, approach to recruitment, recruitment materials if applicable, the proposed field force, how fieldwork will be assigned, and the training protocol for fieldworkers
- A full survey testing/piloting proposal

⁶ This may include respondent recontact information for future research projects.

- A detailed report from the testing/piloting stage

And subject to moving to a full survey (i.e. the break clause detailed in section 2.5 is not activated):

- Regular progress reports. Once fieldwork begins, these will set out in detail how fieldwork is progressing and whether any adjustments to the approach are required
- PULS datasets (in SPSS or other specified formats, such as verbatim responses in excel) and any associated documentation. These datasets to have been thoroughly checked and quality assured.
- A draft technical report setting out all aspects of methodology and the survey's implementation from development through to delivering the final dataset. This will include comprehensive information on sampling procedures, questionnaire testing, programming, and piloting, fieldwork, response, data processing, coding, weighting, and datasets.
- A final technical report responding to feedback from the VLF/PULS research team, and independent experts if required.

Bidders must confirm that they will be able to provide all outputs within the agreed timescales (or suggest amendments to the proposed timeframe – Section 3.2).

3.2 Timetable

Questionnaire development for the PULS project is underway and the project as a whole will continue until June 2022 when the VLF will produce our main project report, setting out key findings. The PULS technical report, produced by the successful bidder will be published alongside our main report. The project timetable, including relevant tasks and milestones for the successful bidder are set out in Table 1. Bidders must confirm that they can meet the timetable below and outline how they will organise their team to ensure this. If they are unable to meet these milestones or feel that they require alteration (e.g. shortening or lengthening of time periods for particular tasks) this should be detailed in the response to the ITT.

Table 1. Key tasks, associated dates and milestones

Task	Start date	Completion	Milestones (by completion date)
Contract awarded	-	19/2/2021	Contract awarded
Questionnaire programming/testing and fieldwork strategy	20/2/2021	1/5/2021	Questionnaire successfully programmed and tested, and paper setting out fieldwork approach delivered
Piloting and preparation	1/5/2021	1/6/2021	PULS successfully piloted, final sampling strategy agreed, sample drawn, piloting/testing report delivered
Main fieldwork	1/6/2021	1/11/2021	PULS fieldwork successfully completed
Initial data delivery and cleaning	1/11/2021	1/12/2021	Clean, dataset(s) delivered to the VLF, including weightings
Checking and final data delivery	1/12/2021	1/1/2022	Dataset comprehensively checked and signed off by the VLF
Technical report production and delivery	1/1/2022	1/4/2022	Technical report delivered to and signed off by VLF

3.3 Project costs

Total project costs for fieldwork/PULS administration may not exceed \$1,230,000.

We welcome lower cost proposals if they meet our research aims and methodological requirements effectively. We will not be assessing proposals solely on their cost, but on value for money, considering methodology, quality, risk, and ability to meet our needs in detail (see 4.2 Evaluation Criteria below).

Bidders should provide costs for -

1. A Victorian adult (18+) sample size of **5,000** and an average interview length of 30, 35 and 40 minutes (face-to-face) **and/or** 20, 25 and 30 minutes (telephone). Other modes of contact should also provide costs for three time periods, with the highest approximately the maximum bidders feel is achievable given the methodological approach.
2. The same options for a Victorian adult (18+) sample size of **6,000**
3. Both 1 and 2 with regional, rural and remote (RRR) respondents oversampled
4. A similar approach with a larger specified sample size if bidders feel it could add value to the project and falls within the fieldwork budget.

As set out above, we recognise that approaches to fieldwork, and particularly the advantages, disadvantages, and viability of different modes of delivery are in flux in light of the ongoing COVID-19 situation. As such, where bidders are able to conduct both face-to-face and telephone survey, we welcome proposals that present costs for both (e.g. costs for both a face-to-face **and** telephone PULS).

Bidders may also provide alternative/innovative approaches (other than the two broad approaches we identified in section 1.2) provided they meet our research aims and methodological requirements.

Again as set out in section 1.2, in the case of a telephone survey, we would consider including non-Victorian respondents (though would still require 5,000–6,000 from Victoria), if it is inefficient/expensive to produce a solely Victorian sample. Bidders proposing non-Victorian respondents, should set out costs with and without non-Victorian respondents.

Bidders should provide separate costs for tasks within the project, including but not limited to those set out in Table 1. Bidders should also include a breakdown of the activities to be conducted by/responsibilities of each team member, time allocated, and daily rates. Any assumptions associated with costs should be set out clearly.

3.4 Payment milestones

Table 2 sets out likely payment milestones, though we would discuss and agree exact milestones and associated payments with the successful bidder. Payment milestones will be tied to project milestones as set out in Table 1.

Table 2. Project milestones

Milestone	Expected date	Percentage of payment
Signed contract	19/2/2021	Milestone 1 – 10%
Questionnaire successfully programmed and tested, Paper setting out fieldwork approach delivered	1/5/2021	Milestone 2 – 5%
PULS successfully piloted, final sampling strategy agreed, sample drawn, piloting/testing report delivered	1/6/2021	Milestone 3 – 5%
Fieldwork midpoint	15/8/2021	Milestone 4 – 25%
Fieldwork completed	1/11/2021	Milestone 5 – 25%
Final dataset signed off by the VLF	1/1/2022	Milestone 6 – 20%
Technical report delivered to and signed off by VLF	1/4/2022	Milestone 7 – 10%

4 Responding to the invitation to tender

4.1 Response

The response to the ITT should be a maximum of 25 pages but can be shorter as appropriate. This total excludes any CVs, which can be included as appendices. The sections above set out our research aims and the key elements that responses should address. Most importantly, your response should set out how your proposed approach will yield a high-quality PULS, that meets our research aims and methodological requirements.

Responses should address the topics, questions, and elements in Table 3 below.

Please submit in Word or pdf formats and do not submit generic sales documents, brochures, or similar documents, as these will not be evaluated.

You are requested to submit your offer electronically to Hugh McDonald (hmcDonald@victorialawfoundation.org.au) no later than 5pm Australian Eastern standard time on 29/01/2021

4.2 Evaluation criteria

Responses will be assessed using the following criteria;

1. Evidence of a practical methodology that will deliver a high quality (see key criteria above) survey which meets our needs and is responsive to changing fieldwork circumstances (25%).
2. Evidence of an ability to manage large-scale survey research, ability to deliver PULS to the specified timeframe, identify and mitigate risks, and plan for/have contingency plans to address potential problems (25%).
3. Value for money. We have specified the maximum amount we are able to allocate fieldwork/delivering the PULS, We welcome lower cost proposals, provided they are able to deliver a high quality survey that meets our needs (20%).
4. Evidence of a suitable project team, with significant experience of survey methodology, developing probability samples, programming and delivering large-scale surveys, conducting fieldwork, cleaning and processing survey data, and delivering high quality surveys/data (20%).
5. Understanding of the research and its context. For example, of legal need (and related) surveys, civil legal issues, legal and advice services, and civil legal processes (10%).

Shortlisted bidders will be invited to an interview with VLF PULS Project Team to discuss their proposal.

Table 3. Questions to address in responses to the ITT

Topic	Question	Key elements
Coverage and sampling	What is your methodological approach for selecting respondents?	<ul style="list-style-type: none"> • Methodological approach • Coverage associated with your approach • Sampling frame and sampling approach including rationale behind it • Whether non-Victorians would be included • Proposed approach to including RRR respondents • Comment on representativeness • Potential for/approach to coverage/sampling error
Sample size	What are your views on our proposed sample size?	<ul style="list-style-type: none"> • Views on sample size • Suggested sample size if different 5,000 – 6,000 Victorians • Non-Victorian sample size (if applicable)
Nonresponse	What is your methodological approach for maximizing response?	<ul style="list-style-type: none"> • Approach to maximizing response rates • Anticipated response rate and calculation method • Whether a minimum response rate could be guaranteed • Potential for/approach to nonresponse error
Questionnaire length	Based on your approach, what are your views on questionnaire length/time?	<ul style="list-style-type: none"> • Views on proposed questionnaire length/time • What length could be achieved • What you would recommend • Impact of length on survey quality
Programming and Testing	What is your approach to questionnaire programming, testing and piloting?	<ul style="list-style-type: none"> • Procedure for programming/testing the questionnaire • Software to be used • How complex routing will be checked • Measures to ensure the questionnaire functions correctly, is engaged with and is understood
Incentives	Do you suggest providing incentives?	<ul style="list-style-type: none"> • Whether incentives would be used • Rationale for approach • If proposing incentives who would get them and what would they be
Fieldwork and field force	Do you have suitable interviewing capacity and expertise to deliver the project?	<ul style="list-style-type: none"> • Whether the proposed field work period is adequate, and if not, what alternative you propose • Interviewing capacity to deliver the number of required to our timetable • Size of field force

		<ul style="list-style-type: none"> • Capacity and approach to interviewing CALD respondents • Experience/training of field force • How fieldworkers will they be briefed, supervised, and monitored • How will you keep us updated of progress
Mode	What is your proposed mode/modes of administration?	<ul style="list-style-type: none"> • Proposed mode(s) and rationale • Approach to safety for interviewers and respondents • Impact of approach on forms of question, response rates or interview times • Contingency planning (for COVID or other conditions)
Data cleaning and delivery	What processes will you use to ensure a clean, error free, user-friendly dataset?	<ul style="list-style-type: none"> • Procedures for testing, cleaning, labelling, and collation of data • Quality assurance procedures • Method for weight calculation
Organisational experience	What comparable projects have you conducted?	<ul style="list-style-type: none"> • Relevant/comparable projects conducted, regarding subject matter, scale, or methodology • References from previous clients
Your project team	Who is your project manager and who makes up your team?	<ul style="list-style-type: none"> • Details of project manager and team • Their grade, skills, experience, and the nature of their involvement (including time)
Project management	How will your team ensure the project runs smoothly?	<ul style="list-style-type: none"> • How your team will ensure the PULS is delivered successfully • Process in the event of staff changes • Preferred way of communicating with/updating the VLF team
Quality assurance and risk	What quality assurance procedures will you put in place?	<ul style="list-style-type: none"> • Quality assurance procedures • Procedures to deliver project and address issues, anticipated risks associated with project, proposed method to alleviate these • Contingency planning (for COVID or other conditions)
Ethical assurance	How will you ensure the project has sound ethical principles?	<ul style="list-style-type: none"> • Approach to ethics and principles you adhere to • Commitment to key elements of ethical research
Data protection	What data protocols will you implement?	<ul style="list-style-type: none"> • Data protocols • How data will be stored, managed, shared, and transferred
Timetable	Are you able to meet our proposed project timetable?	<ul style="list-style-type: none"> • Ability to meet the proposed timetable and milestones • If unable, the timetable/milestone adjustments you would require • Ability to deliver all the proposed outputs (Section 3.1)

		<ul style="list-style-type: none"> • How your team will be organized to ensure the project is delivered to the timetable
Project costs	What are your project costs?	<ul style="list-style-type: none"> • Detailed costs associated with all options/variations set out in Section 3.3 • Including different sample sizes, different sample frames (if applicable), RRR oversampling, different questionnaire lengths, different modes (if applicable) etc., • Including a comprehensive breakdown of the costs associated with project tasks, activities to be conducted by/responsibilities of team members, time allocated and daily rates • All assumptions associated with costs set out clearly • Comment on the proposed payment milestones and suggested alternatives if applicable