

Bruxelles, 8 July 2024

CALL FOR TENDERS

EL*C is launching a call for tenders for services related to the Research on social media companies and online hate speech against lesbians*.

OBJECT OF THE PROCUREMENT PROCEDURE	RESEARCH ON SOCIAL MEDIA COMPANIES AND ONLINE HATE SPEECH AGAINST LESBIANS*
PROJECTS	INTERSECTIONALITY MATTERS: PROMOTING EQUALITY, PREVENTING AND COMBATING DISCRIMINATION AGAINST LGBTIQ WOMEN AND NON-BINARY PERSONS
ORGANISATIONS AND BUYING ENTITIES	EL*C – EUROCENTRALASIAN LESBIAN* COMMUNITY HEUMÜHLGASSE 14/1 1040 VIENNA, AUSTRIA
TYPE OF CONTRACT	ONE-OFF CONTRACT
DURATION	UNTIL COMPLETE EXECUTION OF THE OBLIGATIONS OF THE PARTIES
EXPECTED STARTING DATE	1 SEPTEMBER 2024
TENDER NOTICE ISSUANCE DATE	8 JULY 2024
DEADLINE FOR TENDERING	DEADLINE 15 AUGUST 2024
EMAIL ADDRESS TO SUBMIT THE APPLICATION	procurement@lesbiangenius.org

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PART I - TERMS OF REFERENCE

FOR CONSULTANT(S) OR A COMPANY PERFORMING RESEARCH ON THE SOCIAL MEDIA COMPANIES AND ONLINE HATE SPEECH AGAINST LESBIANS*

A. DELIVERABLES

The subject of this procurement is the analysis of hate speech perpetrated against LGBTIQ women and non-binary persons in social media, in particular against LGBTIQ women and non-binary human rights defenders and other LGBTIQ women and non-binary persons particularly exposed to online violence such as public figures, including politicians, journalists, influencers, media activists, sports persons and all persons using social media as a tool and a platform in their efforts to affect progressive social change. The subject of this procurement is also to analyse the policies, practices and actions taken in this regard by social media companies to counter hate speech, especially in application of relevant policy frameworks e.g. the EU code of conduct on countering illegal hate speech online (https://commission.europa.eu/strategy-and-policy/policies/justice-and-fundamental-rights/combating-discrimination/racism-and-xenophobia/eu-code-conduct-countering-illegal-hate-speech-online_en). The analysis will also look into the practices and outcomes that allow or prevent visibility of LGBTIQ friendly content on social media. In addition, the subject of this procurement is also to map civil society organisations that work on developing safer online spaces and combating online hate speech against women and minorities.

The service provider will propose and design a research plan in coordination with the EL*C, using a multi- methods approach. The service provider will collect the necessary data and conduct the analysis of the data collected based on the above objectives and produce a research report, a long-read investigation article and a fact sheet document. Based on the research objectives, the content of the report and the accompanying article should include the following sections:

- Presentation and analysis of the European legislative-policy framework in this field, and its relevance to online hate speech towards LGBTIQ women and non-binary persons on social media platforms;
- Contextualisation of online hate speech on social media within the current socio-political environment, and the unique exposure of LGBTIQ women and non-binary persons due to combined effects of sexism, misogyny and homophobia;
- Analysis of collected data on the prevalence, characteristics, experiences and outcomes of online hate speech towards LGBTIQ women and non-binary persons on social media, with particular emphasis on hate speech towards human rights defenders and public figures;
- Analysis of collected data on the policies, practices and actions taken by social media companies to counter hate speech, especially as it relates to the application of relevant policy frameworks;
- Analysis of experiences, practices and outcomes in relation to the effects of social media algorithms that allow or prevent visibility and distribution of LGBTIQ friendly content on social media;
- Mapping and presentation of civil society organisations that work for the development of safer online spaces and combat online hate speech against women and minorities;

- Recommendations for social media companies and policy makers;

The service provider is expected to:

1. Provide a detailed work plan of the research, including a timeline for the deliverables in line with the requested ToR timeline;
2. Conduct desk research on existing data concerning social media and online hate speech;
3. Prepare a detailed data collection plan in accordance with the objectives of the research;
4. Implement the data collection plan, ensuring an adequate scope and representativeness of data in line with research objectives;
5. Provide an analysis of the data collected in collaboration with EL*C.
6. Produce a research report, a long-read investigation article and a fact sheet document.

The proposed timeline for this project is as follow:

Deliverable	Delivery date
Detailed workplan (Deliverable 1)	6 September 2024
Desk research (Deliverable 2)	First delivery: 15 September 2024 Incorporate feedback: 30 September 2024
Detailed data collection plan (Deliverable 3)	First delivery: 15 September 2024 Incorporate feedback: 20 September 2024
Data collection (Deliverable 4)	30 October 2024
Data analysis (Deliverable 5)	15 November 2024
Long read investigation article and fact sheet document (Deliverable 6)	30 November 2024
Research report (Deliverable 7)	30 November 2024

B. FEE

The Provider, shall send a quote (Pro Forma invoice) and include:

- the Service Provider's name and address;
- its VAT number;
- the full list of services;
- the fee per type of deliverables (in the local currency, tax exclusive);
- the total amount per type of deliverables (in the currency, tax exclusive);
- the quota should specify all costs;
- the total amount, tax exclusive, the applicable VAT rate, the amount of VAT and the amount VAT inclusive;
- the budget should include all costs related to this consultancy, including for example travel costs.

Should the Provider be willing to further break down its financial offer, it is invited to do so on a separate sheet, attached to the other supporting documents.

C. HOW WILL THIS ONE-OFF CONTRACT WORK?

Once this consultation and the subsequent selection are completed, you will be informed accordingly. Deliverables will then be carried out in compliance with the description of deliverables as provided in the Terms of Reference. The Provider will be responsible for providing any deliverable before the deadline(s) fixed in the Contract.

D. ASSESSMENT

Exclusion criteria

Tenderers shall be excluded from participating in the tender procedure if they:

- have been sentenced by final judgement on one or more of the following charges: participation in a criminal organisation, corruption, fraud, money laundering;
- are in a situation of bankruptcy, liquidation, termination of activity, insolvency or arrangement with creditors or any like situation arising from a procedure of the same kind, or are subject to a procedure of the same kind;
- have received a judgement with res judicata force, finding an offence that affects their professional integrity or serious professional misconduct;
- do not comply with their obligations as regards payment of social security contributions, taxes and dues, according to the statutory provisions of their country of incorporation, establishment or residence;
- are or are likely to be in a situation of conflict of interests;
- have been accused of practising discriminatory or derogatory acts towards the LGBTI community;
- have been accused of human rights violations of any kind;

Eligibility criteria

The consultant shall demonstrate that they fulfil the following criteria (to be assessed on the basis of all supporting documents listed in Section E):

- Demonstrated experience with investigation, data and information collection and analysis within the field of applied research and/or investigative journalism;
- Demonstrated experience in deploying and utilising various investigative and data collection tools and methods;
- Demonstrated experience in analysing the policies and practices that relate to social media;
- Demonstrated intersectional feminist background;
- Good understanding of current and past struggles of LGBTI women and non-binary persons;
- Strong organisational, interpersonal, and project management skills;
- Sense of initiative and ability to be self-supporting, including ability to deliver under pressure and within tight deadlines;
- Excellent knowledge and command of the English language;
- Good knowledge of other EU languages is a strong asset;

Award criteria

- Quality of the offer (75%), including:

- Quality of the proposed technical solutions (60%)
- Qualification and experience of the staff dedicated to this project (15%)
- Financial offer (25%).

E. DOCUMENTS TO BE PROVIDED

- Overview of the service provider's past and current experiences with similar tasks, including CVs of key personnel that would be implementing the service;
- The Technical proposal (based on the template provided within this call for tenders)
- The Provider, shall also send a quote (Pro Forma invoice) and including:
 - the Service Provider's name and address;
 - its VAT number;
 - the full list of services;
 - the fee per type of deliverables (in the local currency, tax exclusive);
 - the total amount per type of deliverables (in the local currency, tax exclusive);
 - the total amount, tax exclusive, the applicable VAT rate, the amount of VAT and the amount VAT inclusive
 - the budget should include all costs related to this consultancy, including for example travel costs.

All documents should be submitted via e-mail to the following email address: procurement@lesbiangenius.org by 15 August 2024 at 23:59 CET.

All documents shall be submitted in English, failure to do so will result in the exclusion of the tender. If any of the documents listed above are missing, EL*C reserves the right to reject the tender.

PART II – TENDER RULES

FOR THE PROVISION OF SERVICES RELATED TO RESEARCH ON SOCIAL MEDIA COMPANIES AND ONLINE HATE SPEECH AGAINST LESBIANS*.

ARTICLE 1 – IDENTIFICATION OF THE CONTRACTING AUTHORITY

1.1 Name and address

EL*C – EUROCENTRALASIAN LESBIAN* COMMUNITY
HEUMÜHLGASSE 14/1, 1040 VIENNA, AUSTRIA

1.2 Background

The subject of this procurement is the analysis of hate speech perpetrated against LGBTIQ women and non-binary persons in social media, in particular against LGBTIQ women and non-binary human rights defenders and other LGBTIQ women and non-binary persons particularly exposed to online violence such as public figures, including politicians, journalists, influencers, media activists, sports persons and all persons using social media

as a tool and a platform in their efforts to affect progressive social change. The subject of this procurement is also to analyse the policies, practices and actions taken in this regard by social media companies to counter hate speech, especially in application of relevant policy frameworks e.g. the EU code of conduct on countering illegal hate speech online

(https://commission.europa.eu/strategy-and-policy/policies/justice-and-fundamental-rights/combating-discrimination/racism-and-xenophobia/eu-code-conduct-countering-illegal-hate-speech-online_en).

The analysis will also look into the practices and outcomes that allow or prevent visibility of LGBTIQ friendly content on social media. In addition, the subject of this procurement is also to map civil society organisations that work on developing safer online spaces and combating online hate speech against women and minorities.

Further details on the project are provided in the Terms of Reference.

ARTICLE 2 – VALIDITY OF THE TENDERS

Tenders are valid for 120 calendar days as from the closing date for their submission.

ARTICLE 3 – DURATION OF THE CONTRACT+

The contract is concluded until **31 December 2024** and takes effect as from the date of its signature by both parties. The Deliverables shall be executed in accordance with the time-frame indicated in the Terms of reference.

ARTICLE 4 – CHANGE, ALTERATION AND MODIFICATION OF THE TENDER FILE

Any change in the format, or any alteration or modification of the original tender will cause the immediate rejection of the tender concerned.

ARTICLE 5 – CONTENT OF THE TENDER FILE

The tender file is composed of:

- Technical specifications/Terms of reference;
- Tender rules;

ARTICLE 6 – SUPPLEMENTARY INFORMATION

General information can be found on the website of EL*C – Eurocentralasian Lesbian* Community: <https://lesbiangenius.org/>

ARTICLE 7 – MODALITIES OF THE TENDERING

Only electronic copies shall be sent only to procurement@lesbiangenius.org Tenders submitted to another e-mail account will be excluded from the procedure.

ARTICLE 8 – DEADLINE FOR SUBMISSION OF TENDERS

The deadline for the submission of tenders is **15 August 2024** as evidenced by time and date of the sent email.

ARTICLE 9 – ASSESSMENT OF TENDERS

Tenders shall be assessed in accordance with the criteria as detailed in the Terms of Reference.

ARTICLE 10 – NEGOTIATIONS

EL*C reserve the right to hold negotiations with the bidders.

ARTICLE 11 – RESPECTING PROJECT AIMS

The successful bidder shall respect the rights of LGBTI persons and shall respect the project aims of tackling hate crime and discrimination against sexual and gender minorities, and maintain confidentiality throughout the project lifetime.