

# Request for quotation

## Data collection services in Nigeria

The Hague Institute for Innovation of Law (Hiil) invites relevant companies to submit a quote for conducting a multi-year survey of a panel of adult respondents residing in Nigeria. The objective is to understand the needs, experiences, and eventually the satisfaction of Nigerians with their justice systems (formal and traditional).

As part of Nigeria's access to justice program, Hiil will be conducting four annual Justice Needs and Satisfaction (JNS) surveys in 2022, 2023, 2024 and 2025. The annual surveys should be conducted among the same group of respondents. To that end, the data collection partner is required to establish a panel of suitable respondents that can be returned to, in years two, three and four.

The quotation should provide the amount required for the full four years and include details on how the panel will be maintained; the fundamental idea is that the same individuals will be interviewed over the duration of four years of the project. The partner must properly explain a viable way for identifying respondents and retaining them in the panel, such as a phone number, email address, web interface or any other identifier. The panel must be protected and maintained between waves. This necessitates that the data collection partner evaluate the degree to which the panel characteristics match the parameters of the population and take remedial action if this is not the case.

Based on previous studies,<sup>1</sup> we estimate an expected total sample size (and panel) of 4.500 adults with at least 60% of adults, being people who have experienced a legal problem in the last year. The questionnaire for people without legal problems will be very limited, but those respondents will remain part of the panel to be interviewed again in years two, three and four.

The data must be collected using a software tool (SurveyCTO) that provides Hiil with real-time access to the collected data and the GPS coordinates of the location of the individual interviews. The sample needs to closely reflect the age, gender, and urban/rural division distribution from the last census.

Upon receiving the finalised research instrument from the client, the expected duration of the data collection should not exceed two months. We expect to receive quotations in the range of 100.000 - 140.000 euros, including VAT, for the total project. The payment will be segmented into four instalments yearly, depending on the data quality checks.

Below are the basic parameters of the requested research services. The quotation should be considered a binding offer with the validity of at least five months, counting from the moment of its receipt by Hiil.

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<sup>1</sup> This is based on the previous studies conducted in 2018. The JNS Nigeria found a problem prevalence rate of 73%, while the World Justice Project found a prevalence rate of 60%.  
<https://www.hiil.org/projects/justice-needs-and-satisfaction-in-nigeria/>  
<https://worldjusticeproject.org/sites/default/files/documents/Access-to-Justice-2019-Nigeria.pdf>

## **Justice Needs and Satisfaction (e-JNS) tool description**

- Research instrument (in English) provided by the client.
- Estimated mean duration of one interview is 15 minutes for someone with a legal problem and 5 minutes for someone without legal problems.
- All questions are closed (single or multiple answers) ended questions.
- Experts from HiiL will provide training for all supervisors and enumerators. The quote should include the logistical costs for at least one training for at least two days for all supervisors and enumerators involved in the study.

## Services requested

Service	Details
<b>Pre-testing of the e-JNS tool</b>	Pre-testing of the research instrument with a small group of individuals (n=30–40). The research instrument will be provided by the client. Adaptation of the research instrument should be done in collaboration with the client.
<b>Sampling</b>	Stratified and possibly clustered, randomised sample from the adult population of Nigeria. Translations of the survey tool need to complement the sampling plan, if applicable. The concrete sampling frame is to be discussed. Sampling unit is a household, research unit is an adult respondent residing in the selected household. Only one respondent will be interviewed per household.
<b>Effective interviews with the e-JNS tool</b>	At least 4.500 respondents including 2.700 complete adult responses from people with at least one legal problem.
<b>Data delivery to the client</b>	Data is delivered in both the raw Comma Separated Values (csv) file and a standard SPSS (version > 15) or Stata (version > 13) file format properly coded with English variable names, variable labels and variable codes. Responses that violate the rooting logic of the questionnaire, outliers, abnormal values (outside of expected range) and other errors are identified and communicated to HiiL. In consultation with HiiL, these errors are dealt with in the final dataset.
<b>Quality control of the processes of data collection and data entry</b>	Detailed parameters for the quality control will be agreed upon in the service contract.
<b>Methodology report</b>	Succinct description of the sampling process, characteristics of the sample, non-response rate, sampling error and confidence level and confidence interval for the standard error, abnormal developments of the research.

**The proposal should contain at least the following elements:**

- Company information and references;
- Price per interview, including all applicable expenses, overhead and taxes;
- Price for organising a training session for all supervisors and investigators involved in the study, including all applicable expenses, overheads, and taxes;
- Proposed sampling frame (to be confirmed after selection);
- Proposed strategy to generate the panel;
- Describe clearly how the company complies with the GDPR
- Proposed interview method (face-to-face, phone, online)
- Proposed strategy to minimise attrition;
- Duration of data collection in months and days from the date of receipt of the validated survey tool until the delivery of the data file;
- Period for which the offer should be considered binding;
- All prices must be quoted in Euros.

The criteria for awarding contracts resulting from this tender are based on “best value for money”. For the purpose of all tenders, HiiL defines “best value for money” as a complete assessment of technical, organisational and pricing factors (quality, previous experience, reputation, delivery time, and other criteria related to the specifics of the research project).

**Please send your quotations by email to [ijeoma.nwafor@hiil.org](mailto:ijeoma.nwafor@hiil.org) before 30 July. Questions and requests for clarifications can be addressed to [patrick.kimamarungu@hiil.org](mailto:patrick.kimamarungu@hiil.org).**