



Contracting Authority: European Commission

Support to health, communal and social services in Serbian municipalities hosting migrants and refugees

Guidelines for grant applicants

Budget line: 22.020100

Reference:

EuropeAid/154350/DD/ACT/RS

Deadline for submission¹ of full application:

31/03/2017 at 15:00 CET

(Brussels date and time)

(in order to convert to local time click **here**²)

¹ **Online submission via PROSPECT is mandatory for this call for proposals (see section 2.2.2).** In PROSPECT all dates and times are expressed in Brussels time. Applicants should note that the IT support is open Monday to Friday from 08:30 to 18:30 Brussels time (except for public holidays) Applicants should take note of the weekly maintenance hours mentioned in the PROSPECT user manual.

² An example of a time converter tool available: <http://www.timeanddate.com/worldclock/converter.html>

NOTICE

This is an open call for proposals, where all documents are submitted together (concept note – Annex A.1 – and full application form – Annex A.2). In the first instance, only the concept notes will be evaluated. Thereafter, for the applicants who have been pre-selected, the full proposal will be evaluated. After the evaluation of the full proposals, an eligibility check will be performed for those which have been provisionally selected. Eligibility will be checked on the basis of the supporting documents requested by the Contracting Authority and the signed 'declaration by the lead applicant' sent together with the application.

Online submission via PROSPECT

To apply to this call for proposals, organisations must register in PADOR and submit their application in PROSPECT (see section 2.2.2 of the guidelines). The aim of PROSPECT is to increase the efficiency of the management of the call for proposals and to offer a better service to civil society organisations through a new panel of functionalities such as the on-line submission and the possibility to follow up online the status of their application.

Information session will be organised to help applicants familiarise themselves with the system before the online submission.

The date, time and place of the information session(s) will be announced timely on the EuropeAid website <https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome> and on the website of the EU Delegation in Serbia www.europa.rs

No costs incurred by the applicants for attending this information session are reimbursable.

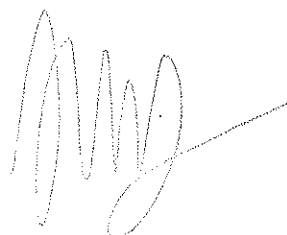
All organisations can find the e-learning (Annex L) and the PROSPECT users' manual (Annex M) and the FAQ published together with the documents of this call. You may also contact our technical support team via the online support form in PROSPECT³.



³ If PROSPECT is unavailable, the IT support can also be reached via email: EuropeAid-IT-support@ec.europa.eu

Table of contents

1 SUPPORT TO HEALTH, COMMUNAL AND SOCIAL SERVICES IN SERBIAN MUNICIPALITIES HOSTING MIGRANTS AND REFUGEES	4
1.1 Background.....	4
Description of the Action	5
1.2 Objectives of the programme and priority issues	7
1.3 Financial allocation provided by the contracting authority	8
2 RULES FOR THIS CALL FOR PROPOSALS	8
2.1 Eligibility criteria.....	8
2.1.1 Eligibility of applicants (i.e. lead applicant and co-applicant(s)).....	9
2.1.2 Affiliated entities.....	10
2.1.3 Associates and Contractors	11
2.1.4 Eligible actions: actions for which an application may be made.....	12
2.1.5 Eligibility of costs: costs that can be included	14
2.2 How to apply and the procedures to follow.....	18
2.2.1 Application forms.....	18
2.2.2 Where and how to send applications	18
2.2.3 Deadline for submission of applications	19
2.2.4 Further information about applications	19
2.3 Evaluation and selection of applications	20
2.4 Submission of supporting documents for provisionally selected applications.....	27
2.5 Notification of the Contracting Authority's decision	28
2.5.1 Content of the decision.....	28
2.5.2 Indicative timetable	29
2.6 Conditions for implementation after the Contracting Authority's decision to award a grant.....	29
2.7 Early detection and exclusion system (edes)	30
3 LIST OF ANNEXES	31



1 SUPPORT TO HEALTH, COMMUNAL AND SOCIAL SERVICES IN SERBIAN MUNICIPALITIES HOSTING MIGRANTS AND REFUGEES

1.1 BACKGROUND

The migration crisis took a toll on affected Serbian municipalities. The assets depreciated and the quality and quantity of services decreased. The migrants' influx indirectly affected community cohesion as citizens increasingly felt insecure. Notwithstanding the fact that the host communities predominantly acted responsively to migrants' humanitarian needs, the concern that the modest development gains that the municipalities managed to achieve so far will vanish, prevails.

The prolonged stay of migrants has created additional pressure on local service providers. Currently, it is necessary to support the affected municipalities to cope with the crisis by improving waste management, water supply, wastewater treatment, social and health services. Both the host population and migrants residing in Serbia will directly benefit from the intervention. The main assumption is that community cohesion could be nurtured through improved service delivery, making the community more resistant to current and future shocks.

Serbia's public administration is operating under austerity measures, with no additional staff and finances available for public and technical services. The expenditures of public utility companies in charge of the essential public services in municipalities had increased by 30-50% in affected areas. Currently, all the service providers at the local level cannot function properly without external support, their quality is lower, and capacities are stretched.

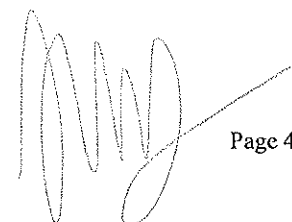
Increased depreciation of municipal assets – the need to serve continuous influx of people without additional resources has led to a deterioration of municipal assets, as there have been very few capital investments in communal infrastructure in the last twenty years. The pressure on waste management, water supply, sewage, wastewater treatment, road infrastructure in the municipalities has grown. There has also been a considerable strain on the functioning of local utility companies and local administration in terms of overtime of staff and allocation of scarce resources.

Moreover, social and health services in the communities concerned are being called upon more and more to extend services to migrants with health problems, to minors, single parents or in cases of gender based violence.

Although financial stability of municipalities concerned was not in jeopardy during the 2015 migration crisis, local administration representatives identify the following departments as adversely affected by it: public utility companies and departments of public health.

Access of migrants and refugees to quality health services is important to rights based global health security and to public efforts aimed at reducing health inequities and has direct implications on the health of migrants. It provides an opportunity to promote a more coherent and integrated approach to health, beyond the treatment of specific diseases for all populations, including migrants, irrespective of their legal status.

In accordance with the Law on health care, availability of health care at the primary level has to be provided to refugees and migrants. As there is no organized screening, nor systematic reviews, migrant health care is provided on a voluntary basis and upon request. Medical staff are currently providing health care using existing resources. In cases where it is necessary to provide a specialist consulting service, the Serbian health care system provides transport and accommodation of migrants for further treatment at the secondary and tertiary level of health care. The greatest pressure of needs related to the health of migrants is at primary level and therefore must be strengthened.



The increased presence of migrants in the country in the past period further burdened the already overstretched health system of the Republic of Serbia and there is a need for improving human and technical capacity and infrastructure. The number of migrants for whom health care services were provided in Serbia is 89,022, according to the official reports of healthcare institutions sent to the Ministry of Health. These services are paid from the state budget.

In addition, there is a potential for decreased social cohesion, particularly in multi-ethnic municipalities. Serbia has many municipalities, particularly in border areas that have a majority non-Serbian population (Albanian, Hungarian, Bulgarian, etc.). In Kanjiža and Subotica, Hungarians are the majority, while in Preševo (90%) and Bujanovac (60%) the majority are ethnic Albanians. The majority in Dimitrovgrad and Bosilegrad are ethnic Bulgarians (75-90%), while Negotin and Zaječar have significant Vlach and Romanian populations. The lack of support to deal with the pressures from the migration flow, and the perception that the local population is receiving less and worse municipal service, may give way to increased dissatisfaction and tension, particularly in municipalities with a history of inter-ethnic tension.

While the local population fully understands the humanitarian needs of the transiting population, their views turn negative once the possibility of prolonged transit or even permanent stay enters the debate. This situation has exacerbated existing tensions and problems in fragile host communities which are poorly equipped to deal with additional pressures and demands. A lack of information adds to negative perceptions about the migrants and their impact on their community.

DESCRIPTION OF THE ACTION

Component 1: Support to the public health care system to provide services to migrants and vulnerable social groups of the local population

Access to health facilities: Migrants in need of health treatment in Public Health Centres or Regional Hospitals are transported from asylum and reception centres to and from the respective medical institutions. It is often the case that a municipality is covered by a single ambulance, which limits their use for local emergencies when transporting migrants. Therefore, this action will provide additional transport capacity. One ambulance will also be equipped with incubators for new born babies as child birth and often premature birth is happening frequently among the migrant population. This specially equipped ambulance will also serve the entire community.

Health communication and health promotion for migrants. The respect of hygiene standards in the reception and asylum centres is crucial for the prevention of diseases or epidemics. Whenever there are many people in relatively limited or overcrowded spaces, hygiene and preventive measures can reduce health risks and improve living conditions. Therefore the action shall support the development and implementation of relevant hygiene and health prevention measures in the asylum and reception centres.

Prevention and detection of communicable diseases. Many migrants originate from countries with a high prevalence of communicable diseases and poorly functioning health systems. In addition they have become more vulnerable to illness due to the rigours of their journey.

In order to prevent the spread of communicable diseases, the Serbian Institutes for Public Health and the Institutes for Biocides and Environmental Medicine provide health care in the area of infectious disease prevention, implements disinfection and insect and rodent control measures for the prevention and control of infectious diseases in health care and other institutions. The action shall support these institutions to carry out these interventions at the local level. This includes the provision of equipment and the provision of information to migrants about the procedures.

Early detection of communicable diseases is crucial in order to prevent their spreading. Currently certain blood diagnoses to detect communicable diseases not commonly present in Serbia, cannot be carried out at the level of the local health centres but only in one of the 23 Regional Institutes for Public Health. Therefore the action will equip the Institutes for Public Health with diagnostic and laboratory equipment that will allow prompt diagnosis and detection of communicable diseases and enable the institutions to react swiftly.

Component 2: Enhancing services and infrastructure in municipalities affected by the migration flow

Improvement of local infrastructure: Currently the following municipalities are hosting reception or asylum centres: Dimitrovgrad, Presevo, Sid, Subotica, Bosilegrad, Belgrade City, Sjenica, Tutin, Bogovada, Banja Kovilijaca, Bujanovac, Pirot, Kanjiza, Sombor, and this list might be extended with the opening of new centres. Some of these municipalities are among the least developed municipalities in the country and are struggling to adequately provide communal and social services to the local population. The presence of reception facilities for refugees and migrants increases the workload of communal and social services.

The action will therefore provide small scale investments and works in community infrastructure, which is either under pressure due to the presence of an additional number of people in the municipality or which is needed to provide services for migrants and for the local population.

The Government Working Group for Resolving Problems of Mixed Migration Flows is continuously assessing the needs of the local communities hosting migrants. From this list a number of small scale interventions, including small scale investments and works, will be identified and the preparation of technical documentation and equipment for service providers at the local level will be agreed upon in the Steering Committee.

The Steering Committee composed of the Ministry of Labour, Employment, Veteran and Social Affairs Ministry of Labour, Employment, Veteran and Social Affairs, the Ministry of Health, the Serbian European Integration Office, the Commissariat for Refugees and Migration and the Delegation of the European Union to Serbia will approve the final list of interventions under this action as well as give its approval before tendering and contracting. The Steering Committee decisions will be taken on the basis of consensus.

Examples for small scale investments are the refurbishment of the Centre for Social Work in Dimitrovgrad, that extends its services to the refugees and migrants present in the municipality; the reconstruction of a home for elderly in Dimitrovgrad, which may also host vulnerable elderly migrants; and the reconstruction of primary health care centres in Lajkovac and Presevo.⁴

If larger scale investments in local infrastructure are needed and cannot be covered by this action, such as water supply and water management systems or road infrastructure, the action may include the development of technical documentation, project designs and relevant feasibility studies.

Examples for equipment for service providers at the local level include garbage trucks, communal tractors and containers for public utility companies in Sombor, Kanjiza and Sid, as the quantity of waste increase is often difficult to handle with the available resources and puts additional pressure on the functioning of the local utility companies.

Enhancing services. Strengthening of local services might not only require investments as outlined above but also reinforcement of human resources. Therefore the action may as needed include additional staff in order to ensure the delivery of services. This might also include translators as communication between service providers and migrants is an important challenge.

Component 3: Supporting community cohesion and intercultural exchange

Joint activities between migrants and the local population: Refugees and migrants are staying for longer periods in the asylum and reception facilities and they are left without occupational activities. Their interaction with the local population is limited due to language and cultural barriers. The local population has a general understanding of the situation and the humanitarian needs of refugees and migrants, but given that very often citizens living in the surrounding of the reception facilities are themselves living in dire socio-economic circumstances, prejudices might arise, in particular if there is no direct contact and insight into the life and destinies of the migrants. The action will therefore provide opportunities for refugees, migrants and the local population to

⁴ *These are examples that shall indicate the nature of interventions; however, the final identification of interventions will be carried out and agreed upon with the Steering Committee ones the project starts.*

engage jointly in activities that can be either recreational, such as football matches or other sports, knitting and sewing workshops, drawing and painting, or community works.

Supporting cultural sensitivity and stress management: For many people working in health, communal and social service providers the contact with refugees and migrants is a new experience and brings specific challenges linked to different cultural backgrounds, possible traumatisation and increased stress.

Therefore the action will develop guidelines and build capacities of health care and social welfare professionals on how to interact with refugees and migrants in a sensitive manner.

Furthermore, it will include measures to address the increased stress among staff of various service providers in the reception and asylum centres or in institutions linked to them.

Communication Strategy: Communication is an integral element of the above activities, which are meant to have a direct positive sustainable impact on the respective issue they address and can also have an indirect secondary impact on the broader public in terms of overcoming prejudice and bias. Therefore the action will put particular emphasis on communication and a communication strategy will be developed at the beginning of the project. This strategy will be approved by the Steering Committee of the project and has to be in line with the Communication Strategy of the Government of Serbia and the EU visibility guidelines.

1.2 OBJECTIVES OF THE PROGRAMME AND PRIORITY ISSUES

The **global objective** of this call for proposals is:

To support community acceptance of asylum seekers and migrants through enhancing local infrastructure and services that are contributing to maintain social cohesion.

The **specific objectives** of this call for proposals are:

- Support to the improvement of the public healthcare system (at the level of the targeted municipalities) aiming to provide accessible and quality healthcare services to the migrant population and other vulnerable groups.
- Support to local communities in municipalities impacted by the increased migration flows through development of infrastructure and enhancing service provision.
- Support to community cohesion and intercultural exchange.

The action aims to contribute to achieving in close cooperation with the relevant Serbian partner institutions the following results:

1. Strengthened public health system response to migration related health challenges.
2. Small scale community infrastructure in municipalities provided for the joint benefit of the local population and migrants.
3. Strengthened resilience in communities affected by migration through activities aiming at preserving and enhancing their social and economic fabric.

A project Steering Committee will be established prior to the initiation of the grant contract. The role of the Steering Committee is to provide strategic guidance and direction regarding the technical issues on the project. After the grant inception phase, the Steering Committee will also approve the final list of activities under all above components as well as all documents for tendering and contracts. The Steering Committee will include representatives of all key stakeholders, including representatives of the Ministry of Labour, Employment, Veteran and Social Affairs, Ministry of Health, Serbian European Integration Office, Commissariat for Refugees and Migration and European Union Delegation. The Steering Committee will decide on the basis of consensus.

The Steering Committee will be chaired by the Ministry of Labour, Employment, Veteran and Social Affairs as the lead institution in charge for managing of mixed migration flows. The Steering Committee will ensure that every activity in the project will be executed in a quality and timely manner by appointing members into joint operation team composed of employees of the Serbian administration and the grant recipient team.

Members of the Serbian administration will: guide the grant recipient team in developing a detailed timetable of activities, review the tender documentation prepared within this action in order to ensure that the implementation of the action is in line with the priorities of the Government of Serbia, and the like.

1.3 FINANCIAL ALLOCATION PROVIDED BY THE CONTRACTING AUTHORITY

The funds indicatively available under this call are subject to the adoption of the relevant financing agreement, which does not modify the elements of the Call for Proposal. If the precedent condition is not met, the contracting authority will either abandon the procurement or cancel the award procedure without the candidates or applicants being entitled to claim any compensation.

The overall indicative amount made available under this call for proposals is **EUR 4,000,000**. The Contracting Authority reserves the right not to award all available funds.

Size of grants

Any grant requested under this call for proposals must fall between the following minimum and maximum amounts:

- **minimum amount: EUR 3,950,000**
- **maximum amount: EUR 4,000,000**

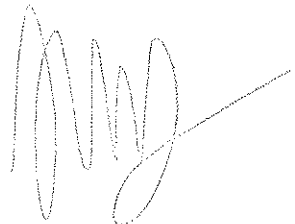
Any grant requested under this call for proposals must fall between the following minimum and maximum percentages of total eligible costs of the action:

- **Minimum percentage: 100% of the total eligible costs of the action.**
- **Maximum percentage: 100% of the total eligible costs of the action (see also section 2.1.5).**

2 RULES FOR THIS CALL FOR PROPOSALS

These guidelines set out the rules for the submission, selection and implementation of the actions financed under this call, in conformity with the Practical Guide, which is applicable to the present call (available at <http://ec.europa.eu/europeaid/prag/document.do?locale=en>)⁵.

2.1 ELIGIBILITY CRITERIA



⁵ Note that a lead applicant (i.e. a Coordinator) whose pillars have been positively assessed by the European Commission and who is awarded a grant will not sign the standard grant contract published with these guidelines but a PA Grant Agreement based on the PAGO DA template. All references in these guidelines and other documents related to this call to the standard grant contract shall in this case be understood as referring to the relevant provisions of the PAGO DA template.

There are three sets of eligibility criteria, relating to:

(1) the actors:

- The lead **applicant**, i.e. the entity submitting the concept note and the full application form (2.1.1),
- if any, its **co-applicant(s)** (**where it is not specified otherwise the lead applicant and its co-applicant(s) are hereinafter jointly referred as the "applicants"**) (2.1.1),
- and, if any, **affiliated entity(ies)** to the lead applicant and/or to a co-applicant(s). (2.1.2);

(2) the actions:

- Actions for which a grant may be awarded (2.1.4);

(3) the costs:

- types of cost that may be taken into account in setting the amount of the grant (2.1.5).

2.1.1 Eligibility of applicants (i.e. lead applicant and co-applicant(s))

Lead applicant

(1) In order to be eligible for a grant, the lead applicant must:

- be a legal person **and**
- be non-profit-making **and**
- be a specific type of organisation such as: non-governmental organisation or international (inter-governmental) organisation as defined by Article 43 of the Rules of application of the EU Financial Regulation⁶ **and**
- be established in⁷ a Member State of the European Union or in a country covered by Article 10 of the IPA Regulation. This obligation does not apply to international organisations **and**
- be directly responsible for the preparation and management of the action with the co-applicant(s) and affiliated entity(ies), not acting as an intermediary.

(2) Potential applicants may not participate in calls for proposals or be awarded grants if they are in any of the situations listed in section 2.3.3 of the Practical Guide;

In Annex A.2, section 5 ('declaration by the lead applicant'), the lead applicant must declare that the lead applicant himself, the co-applicant(s) and affiliated entity(ies) are not in any of these situations.

6 International organisations are international public-sector organisations set up by intergovernmental agreements as well as specialised agencies set up by them; the International Committee of the Red Cross (ICRC) and the International Federation of National Red Cross and Red Crescent Societies are also recognised as international organisations.

7 To be determined on the basis of the organisation's statutes that should demonstrate that it has been established by an instrument governed by the national law of the country concerned and that its head office is located in an eligible country. In this respect, any legal entity whose statutes have been established in another country cannot be considered an eligible local organisation, even if the statutes are registered locally or a 'Memorandum of Understanding' has been concluded.

The lead applicant may act individually or with co-applicant(s).

If awarded the grant contract, the lead applicant will become the beneficiary identified as the Coordinator in Annex E3h1 (Special Conditions). The Coordinator is the main interlocutor of the Contracting Authority. It represents and acts on behalf of any other co-beneficiary (if any) and coordinate the design and implementation of the action.

Co-applicant(s)

Co-applicants participate in designing and implementing the action, and the costs they incur are eligible in the same way as those incurred by the lead applicant.

Co-applicants must satisfy the eligibility criteria as applicable to the lead applicant.

Co-applicants must sign the mandate in Annex A.2., section 4.

If awarded the grant contract, the co-applicant(s)(if any) will become beneficiary(ies) in the action (together with the Coordinator).

2.1.2 *Affiliated entities*

Affiliated entity(ies)

The lead applicant and its co-applicant(s) may act with affiliated entity(ies)

Only the following entities may be considered as affiliated entities to the lead applicant and/or to co-applicant(s):

Only entities having a structural link with the applicants (i.e. the lead applicant or a co-applicant), in particular a legal or capital link.

This structural link encompasses mainly two notions:

- (i) Control, as defined in Directive 2013/34/EU on the annual financial statements, consolidated financial statements and related reports of certain types of undertakings:

Entities affiliated to applicant may hence be:

- Entities directly or indirectly controlled by an applicant (daughter companies or first-tier subsidiaries). They may also be entities controlled by an entity controlled by an applicant (granddaughter companies or second-tier subsidiaries) and the same applies to further tiers of control;
 - Entities directly or indirectly controlling the applicant (parent companies). Likewise, they may be entities controlling an entity controlling the applicant;
 - Entities under the same direct or indirect control as the applicant (sister companies).
- (ii) Membership, i.e. the applicant is legally defined as a e.g. network, federation, association in which the proposed affiliated entities also participate or the applicant participates in the same entity (e.g. network, federation, association) as the proposed affiliated entities.

The structural link shall as a general rule be neither limited to the action nor established for the sole purpose of its implementation. This means that the link would exist independently of the award of the grant; it should exist before the call for proposals and remain valid after the end of the action.

By way of exception, an entity may be considered as affiliated to an applicant even if it has a structural link specifically established for the sole purpose of the implementation of the action in the case of so-called "sole applicants" or "sole beneficiaries". A sole applicant or a sole beneficiary is a legal entity formed by several entities (a group of entities) which together comply with the criteria for being awarded the grant. For example, an association is formed by its members.

What is not an affiliated entity?

The following are not considered entities affiliated to an applicant:

- Entities that have entered into a (procurement) contract or subcontract with an applicant, act as concessionaires or delegates for public services for an applicant,
- Entities that receive financial support from an applicant,
- Entities that cooperate on a regular basis with an applicant on the basis of a memorandum of understanding or share some assets,
- Entities that have signed a consortium agreement under the grant contract (unless this consortium agreement leads to the creation of a "sole applicant" as described above).

How to verify the existence of the required link with an applicant?

The affiliation resulting from control may in particular be proved on the basis of the consolidated accounts of the group of entities the applicant and its proposed affiliates belong to.

The affiliation resulting from membership may in particular be proved on the basis of the statutes or equivalent act establishing the entity (network, federation, association) which the applicant constitutes or in which the applicant participates.

If the applicants are awarded a grant contract, their affiliated entity(ies) will not become beneficiary(ies) of the action and signatory(ies) of the grant contract. However, they will participate in the design and in the implementation of the action and the costs they incur (including those incurred for implementation contracts and financial support to third parties) may be accepted as eligible costs, provided they comply with all the relevant rules already applicable to the beneficiary(ies) under the grant contract.

Affiliated entity(ies) must satisfy the same eligibility criteria as the lead applicant and the co-applicant(s). They must sign the affiliated entity(ies) statement in Annex A.2., section 5.

2.1.3 Associates and Contractors

The following entities are not applicants nor affiliated entities and do not have to sign the "mandate for co-applicant(s)" or "affiliated entities' statement":

- Associates

Other organisations or individuals may be involved in the action. Such associates play a real role in the action but may not receive funding from the grant, with the exception of per diem or travel costs. Associates do not have to meet the eligibility criteria referred to in section 2.1.1. Associates must be mentioned in Annex A.2., section 4 — 'Associates participating in the action'.

- Contractors

The beneficiaries and their affiliated entities are permitted to award contracts. Associates or affiliated entity(ies) cannot be also contractors in the project. Contractors are subject to the procurement rules set out in Annex IV to the standard grant contract.

2.1.4 *Eligible actions: actions for which an application may be made*

Definition

An action is composed of a set of activities.

Duration

The initial planned duration of an action may not be lower than **24 months nor exceed 30 months**.

Sectors or themes

Development of communal infrastructure in municipalities impacted by the flow of migrants, enhancement of the provision of health and social services at the local level and promotion of social coherence and intercultural exchange.

Location

Actions must take place in Serbia.

Types of action

Actions must contribute to the achievement of the objectives listed under 1.2 of the present Guidelines (Objectives of the Programme).

The proposed action has to include the following components but should not be limited to those:

Component 1: Support to the public health care system to respond to migration related health challenges.

- Actions aiming at strengthening the capacity of network of institutes for public health in order to provide prevention, early detection, response and surveillance for communicable diseases.
- Actions related to access to health facilities.
- Actions related to strengthening of capacity of health care services on primary health care level (primary health care centres and network of institutes for public health) in order to fulfil specific needs of migrants population (raising awareness, diagnostic procedures and treatment).

Component 2: Enhancing services and infrastructure in municipalities impacted by the migration flow.

- Actions aiming at improvement of living conditions, through advancing and upgrading of existing social and communal infrastructure.
- Actions related to construction and reconstruction of buildings and procurement of equipment for health, education, social care, culture and sports.
- Actions related to construction, reconstruction and procurement of equipment in areas such as water supply, sewage systems, waste management, waste water systems, recycling.

Component 3: Supporting community cohesion and intercultural exchange.

- Joint actions between migrants and the local population and measures supporting cultural sensitivity and stress management.
- Actions related to development and implementation to Communication strategy.

The following types of action are ineligible:

- actions concerned only or mainly with individual sponsorships for participation in workshops, seminars, conferences or congresses;

- actions concerned only or mainly with individual scholarships for studies or training courses;
- actions aiming predominantly at charitable donations and profit making activities;
- actions which are already funded by other Community programmes and undertaken before the date of contract signature.

Types of activity

Activities should contribute to the global and specific objectives of these guidelines.

The Applicant is to include and further elaborate the following minimum activities (the list is not exhaustive):

Component 1: Support to public health care system to provide services to migrants and vulnerable social groups of the local population

- Procurement of approximately 15 ambulance vehicles for primary health care centres in municipalities which are affected by the migration flow (Banja Koviljača, Sjenica, Sombor, Kikinda etc.).
- Support the Institute for Public Health of Serbia in developing and distribution of procedures for migrants linked to basic hygienic and health needs.
- Procurement of necessary equipment for network of Institutes of Public Health (24 institutes) and Institutes for biocides and environmental medicine (pumps for decontamination and treatment of surfaces, Aerosol Generators, ULV Aerosol Generators etc.) for the prevention of communicable diseases.
- Procurement of equipment for prompt diagnosis and detection of communicable diseases (Real time PCR diagnostics, laboratory equipment for laboratories in Institutes of Public Health).

Component 2: Enhancing services and infrastructure in municipalities impacted by the migration flow

- Small scale investment activities and works on reconstruction/adaptation of community infrastructure such as the refurbishment of the Centre for Social Work in Dimitrovgrad, that extends its services to the refugees and migrants present in the municipality, the reconstruction of a home for the elderly in Dimitrovgrad, which may host vulnerable elderly migrants or the reconstruction of primary health care centres in Lajkovac and Presevo.⁸
- Support to development of local infrastructure, in terms of development of technical documentation, project designs and accompanying feasibility studies for water supplying, waste management or road infrastructure.
- Procurement and provision of equipment for service providers at the local level (such as garbage trucks, communal tractors, containers for public utility companies in Sombor, Kanjiza and Sid).
- Temporary employment of staff for local service providers such as Public utility companies or Health centres or translators.

Component 3: Supporting community cohesion and intercultural exchange

- Organise joint activities between migrants and the local population

⁸ *These are examples that shall indicate the nature of interventions; however, the final identification of interventions will be carried out and agreed upon with the Steering Committee ones the project starts.*

- Supporting cultural sensitivity and stress management
- Activities related to development and implementation Communication strategy specifically targeted at local media

Financial support to third parties⁹

Applicants may not propose financial support to third parties.

Visibility

The applicants must take all necessary steps to publicise the fact that the European Union has financed or co-financed the action. As far as possible, actions that are wholly or partially funded by the European Union must incorporate information and communication activities designed to raise the awareness of specific or general audiences of the reasons for the action and the EU support for the action in the country or region concerned, as well as the results and the impact of this support.

Applicants must comply with the objectives and priorities and guarantee the visibility of the EU financing (see the Communication and Visibility Manual for EU external actions specified and published by the European Commission at https://ec.europa.eu/europeaid/communication-and-visibility-manual-eu-external-actions_en).

Number of applications and grants per applicants / affiliated entities

The lead applicant **may not** submit more than 1 application under this call for proposals.

The lead applicant **may not** be awarded more than 1 grant under this call for proposals.

The lead applicant **may not** be a co-applicant or an affiliated entity in another application at the same time.

A co-applicant/affiliated entity **may not** submit more than 1 application under this call for proposals.

A co-applicant/affiliated entity **may not** be awarded more than 1 grant under this call for proposals.

A co-applicant/affiliated entity **may not** be the lead applicant or an affiliated entity in another application at the same time.

2.1.5 Eligibility of costs: costs that can be included

Only 'eligible costs' can be covered by a grant. The categories of costs that are eligible and non-eligible are indicated below. The budget is both a cost estimate and an overall ceiling for 'eligible costs'.

The reimbursement of eligible costs may be based on any or a combination of the following forms:

- actual costs incurred by the beneficiary(ies) and affiliated entity(ies)
- one or more simplified cost options.

Simplified cost options may take the form of:

- **unit costs:** covering all or certain specific categories of eligible costs which are clearly identified in advance by reference to an amount per unit.

⁹ These third parties are neither affiliated entity(ies) nor associates nor contractors.

- **lump sums:** covering in global terms all or certain specific categories of eligible costs which are clearly identified in advance.
- **flat-rate financing:** covering specific categories of eligible costs which are clearly identified in advance by applying a percentage fixed ex ante.

The amounts or rates have to be based on estimates using objective data such as statistical data or any other objective means or with reference to certified or auditable historical data of the applicants or the affiliated entity(ies). The methods used to determine the amounts or rates of unit costs, lump sums or flat-rates must comply with the criteria established in Annex K, and especially ensure that the costs correspond fairly to the actual costs incurred by the beneficiary(ies) and affiliated entity(ies), are in line with their accounting practices, no profit is made and the costs are not already covered by other sources of funding (no double funding). Refer to Annex K for directions and a checklist of controls to assess the minimum necessary conditions that provide reasonable assurance for the acceptance of the proposed amounts.

Applicants proposing this form of reimbursement, must clearly indicate in worksheet no.1 of Annex B, each heading/item of eligible costs concerned by this type of financing, i.e. add the reference in capital letters to "UNIT COST" (per month/flight etc), "LUMPSUM" or "FLAT RATE" in the Unit column. (see example in Annex K)

Additionally in Annex B, in the second column of worksheet no.2, "Justification of the estimated costs" per each of the corresponding budget item or heading applicants must:

- describe the information and methods used to establish the amounts of unit costs, lump sums and/or flat-rates, to which costs they refer, etc.
- clearly explain the formulas for calculation of the final eligible amount¹⁰
- identify the beneficiary who will use the simplified cost option (in case of affiliated entity, specify first the beneficiary), in order to verify the maximum amount per each beneficiary (which includes if applicable simplified cost options of its affiliated entity(ies))

At contracting phase, the Contracting Authority decides whether to accept the proposed amounts or rates on the basis of the provisional budget submitted by the applicants, by analysing factual data of grants carried out by the applicants or of similar actions and by performing checks established by Annex K.

The total amount of financing on the basis of simplified cost options that can be authorised by the Contracting Authority for any of the applicants individually (including simplified cost options proposed by their own affiliated entities) cannot exceed EUR 60 000 (the indirect costs are not taken into account).

Recommendations to award a grant are always subject to the condition that the checks preceding the signing of the grant contract do not reveal problems requiring changes to the budget (such as arithmetical errors, inaccuracies, unrealistic costs and ineligible costs). The checks may give rise to requests for clarification and may lead the Contracting Authority to impose modifications or reductions to address such mistakes or inaccuracies. It is not possible to increase the grant or the percentage of EU co-financing as a result of these corrections.

It is therefore in the applicants' interest to provide a **realistic and cost-effective budget**.

¹⁰ Examples:- for staff costs: number of hours or days of work * hourly or daily rate pre-set according to the category of personnel concerned;- for travel expenses: distance in km * pre-set cost of transport per km; number of days * daily allowance pre-set according to the country;- for specific costs arising from the organization of an event: number of participants at the event * pre-set total cost per participant etc.

The simplified cost option may also take the form of an apportionment of Field Office's costs.

Field Office means a local infrastructure set up in one of the countries where the action is implemented or a nearby country. (Where the action is implemented in several third countries there can be more than one Field Office). That may consist of costs for local office as well as human resources.

A Field Office may be exclusively dedicated to the action financed (or co-financed) by the EU or may be used for other projects implemented in the partner country. When the Field Office is used for other projects, only the portion of capitalised and operating costs which corresponds to the duration of the action and the rate of actual use of the field office for the purpose of the action may be declared as eligible direct costs.

The portion of costs attributable to the action can be declared as actual costs or determined by the beneficiary(ies) on the basis of a simplified allocation method (apportionment).

The method of allocation has to be:

1. Compliant with the beneficiary's usual accounting and management practices and applied in a consistent manner regardless of the source of funding and
2. Based on an objective, fair and reliable allocation keys. (Please refer to Annex K to have examples of acceptable allocation keys).

A description prepared by the entity of the allocation method used to determine Field Office's costs in accordance with the entity's usual cost accounting and management practices and explaining how the method satisfy condition 1 and 2 indicated above, has to be presented in a separate sheet and annexed to the Budget.

The method will be assessed and accepted by the evaluation committee and the Contracting Authority at contracting phase. The applicant is invited to submit (where relevant) the list of contracts to which the methodology proposed had been already applied and for which proper application was confirmed by an expenditure verification.

At the time of carrying out the expenditure verifications, the auditors will check if the costs reported are compliant with the method described by the beneficiary(ies) and accepted by the Contracting Authority.

Adequate record and documentation must be kept by the beneficiary(ies) to prove the compliance of the simplified allocation method used with the conditions set out above. Upon request of the beneficiary(ies), this compliance can be assessed and approved ex-ante by an independent external auditor. In such a case, the simplified allocation method will be automatically accepted by the evaluation committee and it will not be challenged ex post.

When costs are declared on the basis of such allocation method the amount charged to the action is to be indicated in the column "TOTAL COSTS" and the mention "APPORTIONMENT" is to be indicated in the column "units" (under budget heading 1 (Human resources) and 4 (Local Office) of the Budget).

Eligible direct costs

To be eligible under this call for proposals, costs must comply with the provisions of Article 14 of the General Conditions to the standard grant contract (see Annex G of the guidelines).

Contingency reserve

The budget may include a contingency reserve not exceeding 5 % of the estimated direct eligible costs. It can only be used with the **prior written authorisation** of the Contracting Authority.

Eligible indirect costs

The indirect costs incurred in carrying out the action may be eligible for flat-rate funding, but the total must not exceed 7% of the estimated total eligible direct costs. Indirect costs are eligible provided that they do not include costs assigned to another budget heading in the standard grant contract. The lead applicant may be asked to justify the percentage requested before the grant contract is signed. However, once the flat rate has been fixed in the Special Conditions of the grant contract, no supporting documents need to be provided.

If any of the applicants or affiliated entity(ies) is in receipt of an operating grant financed by the EU, it may not claim indirect costs on its incurred costs within the proposed budget for the action.

Contributions in kind

Contributions in kind mean the provision of goods or services to a beneficiaries or affiliated entities free of charge by a third party. As contributions in kind do not involve any expenditure for beneficiaries or affiliated entities, they are not eligible costs.

Contributions in kind may not be treated as co-financing. However, if the description of the action as proposed includes contributions in kind, the contributions have to be made.

Ineligible costs

The following costs are not eligible:

- debts and debt service charges (interest);
- provisions for losses or potential future liabilities;
- costs declared by the beneficiary(ies) and financed by another action or work programme receiving a European Union (including through EDF) grant;
- purchases of land or buildings, except where necessary for the direct implementation of the action, in which case ownership must be transferred, in accordance with Article 7.5 of the General Conditions of the standard grant contract, at the latest at the end of the action;
- currency exchange losses;
- credit to third parties;
- salary costs of the personnel of national administrations;
- taxes, including value added taxes¹¹;
- customs and import duties, or any other charges;
- purchase, rent or leasing of land and existing buildings;
- fines, financial penalties and expenses of litigation;
- operating costs, except where otherwise provided for under framework agreements with international organisations;
- second-hand equipment;
- bank charges, costs of guarantees and similar charges;
- conversion costs, charges and exchange losses associated with any of the component specific euro accounts, as well as other purely financial expenses;
- contribution in kind;
- any leasing costs;
- depreciation costs;
- profit or surplus of the receipts over the eligible costs: no grant may give rise to profits, i.e. it must only balance income and expenditure for the action.

¹¹ VAT might be considered as eligible expense if following conditions are met: a) the value added taxes are not recoverable by and means; b) it is established that they are borne by the final beneficiary, and c) they are clearly identified in the project proposal.

2.2 HOW TO APPLY AND THE PROCEDURES TO FOLLOW

To apply for this call for proposals, lead applicants need to:

- I. Provide information about the organisations involved in the action. Please note that the registration of this data in **PADOR is obligatory**¹² for all lead applicants, co-applicant(s) and affiliated entity(ies).

PADOR is an on-line database in which organisations register and update information concerning their entity. Organisations registered in PADOR get a unique ID (EuropeAid ID), which they must mention in their application. PADOR is accessible via the website: http://ec.europa.eu/europeaid/pador_en.

- II. Provide information about the action in the documents listed under section 2.2.2. Online submission via **PROSPECT is obligatory** for this call.

It is strongly recommended to register in PADOR well in advance and not to wait until the last minute before the deadline to submit your application in PROSPECT.

If it is impossible for the organisation to register online in PADOR for technical reasons, applicants and/or affiliated entity(ies) must complete the 'PADOR off-line form'¹³ attached to these guidelines. This form must be sent **together with the application**, by the submission deadline (see section 2.2.2.).

Before starting using PADOR and PROSPECT, please read the user guides available on the website. All technical questions related to the use of these systems should be addressed to the IT helpdesk at EuropeAid-IT-support@ec.europa.eu via the online support form in PROSPECT.

2.2.1 Application forms

Applications must be submitted in accordance with the instructions on the grant application form¹⁴ annexed to these guidelines (**Annexes A.1 and A.2**). Applicants must apply in English.

Any error or major discrepancy related to the concept note or any major inconsistency in the application form (e.g. if the amounts in the budget worksheets are inconsistent) may lead to the rejection of the application.

Clarifications will only be requested when the information provided is not sufficient to conduct an objective assessment.

2.2.2 Where and how to send applications

Online submission:

Applications **must be submitted online** via PROSPECT <https://webgate.ec.europa.eu/europeaid/prospect> following the instructions given in the PROSPECT user manual.

Upon submission of the application online, the lead applicant will receive an automatic confirmation of receipt in its PROSPECT profile.

¹² Natural persons who apply for a grant (if so allowed in the guidelines) do not have to register in PADOR. In this case, the information included in PROSPECT and in the concept note is sufficient.

¹³ Which corresponds to sections 3 and 4 of Annex A.2.

¹⁴ **The grant application form consists of Annex A.1 – concept note – and Annex A.2 – full application form.**

Please note that incomplete applications may be rejected. Lead applicants are advised to verify that their application is complete using the checklist (Annexes A.1 and A.2, Instructions).

2.2.3 *Deadline for submission of applications*

The deadline for the submission of applications is **31/03/2017 at 15:00 CET** (Brussels date and time). In order to convert this deadline to local time you can use any online time converter tool that takes into account time zones and winter/summer time changes (example available [here](#))¹⁵. **Lead applicants are strongly advised not to wait until the last day to submit their applications**, since heavy Internet traffic or a fault with the Internet connection (including electricity failure, etc.) could lead to difficulties in submission. The contacting authority cannot be held responsible for any delay due to such aforementioned difficulties.

Any application submitted after the deadline will be rejected.

However, for reasons of administrative efficiency, the Contracting Authority may also reject any application sent in due time but received after the effective date of approval of the proposal evaluation (see indicative calendar under section 2.5.2).

2.2.4 *Further information about applications*

Information session on this call for proposals will be held in Belgrade. The schedule of the information session will be published at a later date at the following websites:

- EuropeAid: <https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome>
- EU Delegation to the Republic of Serbia: www.europa.rs

Questions may be sent by e-mail no later than 21 days before the deadline for the submission of applications to the address(es) below, indicating clearly the reference of the call for proposals:

E-mail address: DELEGATION-SERBIA-FCS@ec.europa.eu

The Contracting Authority has no obligation to provide clarifications to questions received after this date.

Replies will be given no later than 11 days before the deadline for the submission of applications.

To ensure equal treatment of applicants, the Contracting Authority cannot give a prior opinion on the eligibility of lead applicants, co-applicants, affiliated entity(ies), an action or specific activities.

No individual replies will be given to questions. All questions and answers as well as other important notices to applicants during the course of the evaluation procedure will be published on the EuropeAid website: <https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome> and the EU Delegation in Serbia website: <http://europa.rs>, as appropriate. It is therefore advisable to consult the abovementioned website regularly in order to be informed of the questions and answers published.

All questions related to registration in PADOR or the online submission via PROSPECT should be addressed to the IT helpdesk at EuropeAid-IT-support@ec.europa.eu **via the online support form in PROSPECT**: Please note that the working languages of the IT support are English, French and Spanish.

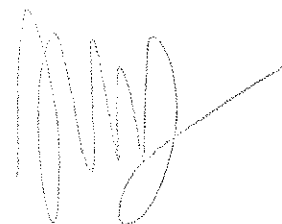
¹⁵ For example: <http://www.timeanddate.com/worldclock/converter.html>.

Therefore, users are invited to send their questions in those languages should they wish to benefit from an optimum response time.

2.3 EVALUATION AND SELECTION OF APPLICATIONS

Applications will be examined and evaluated by the contracting authority with the possible assistance of external assessors. All applications will be assessed according to the following steps and criteria.

If the examination of the application reveals that the proposed action does not meet the eligibility criteria stated in section 2.1, the application will be rejected on this sole basis.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

STEP 1: OPENING & ADMINISTRATIVE CHECKS AND CONCEPT NOTE EVALUATION

During the opening¹⁶ and administrative check (including the eligibility check of the action), the following will be assessed:

- If the deadline has been met. Otherwise, the application will be automatically rejected.
- If the concept note satisfies all the criteria specified in the checklist in the instructions included in Annex A.1. This also includes an assessment of the eligibility of the action. If any of the requested information is missing or is incorrect, the application may be rejected on that **sole** basis and the application will not be evaluated further.

The concept notes that pass this check will be evaluated on the relevance and design of the proposed action.

The concept notes will receive an overall score out of 50 in line with the evaluation grid below. The evaluation will also check the compliance with the instructions on how to complete the concept note (Annex A.1).

The evaluation criteria are divided into headings and subheadings. Each subheading will be given a score between 1 and 5 as follows: 1 = very poor; 2 = poor; 3 = adequate; 4 = good; 5 = very good.

Evaluation Grid

Section	Maximum Score
1. Relevance of the action	30
1.1. How relevant is the proposal to the objectives and priorities of the Call for Proposals?	5x2*
1.2. How relevant to the particular needs and constraints of the target country(ies) or region(s) is the proposal (including synergy with other EU initiatives and avoidance of duplication)?	5x2*
1.3. How clearly defined and strategically chosen are those involved (final beneficiaries, target groups)? Have their needs been clearly defined and does the proposal address them appropriately?	5
1.4. Does the proposal contain specific added-value elements, such as environmental issues, promotion of gender equality and equal opportunities, needs of disabled people, rights of minorities and rights of indigenous peoples, or innovation and best practices?	5
2. Design of the action	20
2.1. How coherent is the overall design of the action? In particular, does it reflect the analysis of the problems involved, take into account external factors and relevant stakeholders?	5x2*
2.2. Is the action feasible and consistent in relation to the objectives and expected results?	5x2*
Maximum total score	50

¹⁶ Only where some applications have been submitted offline.