



**Contracting Authority:
Delegation of the European Union to the Republic of Serbia**

EU Civil Society Facility Serbia Programme

**Guidelines
for grant applicants**

Budget line: BGUE-B2012-22.020701-C8-ELARG DELSRB

Restricted Call for Proposals

Reference: EuropeAid/134254/L/ACT/RS

Deadline for submission of Concept note: 13/05/2013

Notice

This is a restricted Call for Proposals. In the first instance, only Concept Notes must be submitted for evaluation. Thereafter, applicants who have been pre-selected will be invited to submit a Full Application Form. After the evaluation of the Full Applications, 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 Applicant' sent together with the application.



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1. EU CIVIL SOCIETY FACILITY SERBIA PROGRAMME

1.1. BACKGROUND

Civil society organisations (CSOs) continue to play an important role in social, economic and political life, and in promoting democratic values in Serbia. In line with that, Serbia 2012 Progress Report¹ focuses on involving civil society more widely in decision-making and increasing the capacity of independent civil society organisations. Also, the Multi-Annual Indicative Planning Documents (MIPDs) for the period 2011-2013 devote special attention, among other things, to the development of civil society, including: *“Improved environment for civil society, with more effective dialogue between civil society and the government and more effective civic participation in policy processes”*.

The September 2012 Communication² highlights the significance of civil society and underlines some of the priorities for EU financing, such as promotion of a meaningful and structured participation of CSOs in domestic policies of partner countries, in the EU programming cycle and in international processes, as well as increase of local CSOs' capacity to perform their roles as independent development actors more effectively.

According to the priorities for IPA support to the Republic of Serbia over the period covered by MIPD 2011-2013 the following target areas have been identified: strengthening the rule of law and public administration, overcoming the economic crisis and improving competitiveness and social inclusion and reconciliation. Support to civil society is identified as a cross-cutting intervention in all targeted support.

The 'Civil Society Facility' (CSF) is one of the European Commission's instruments for supporting the development of the civil society in the enlargement countries. It was set up in 2008 and since then has been providing the pre-accession assistance to the civil society in the Western Balkans and Turkey, through National and Multi-beneficiary initiatives. The overall objective of the CSF programme is: *'To contribute to anchoring democratic values and structures, human rights, social inclusion and the rule of law, thereby supporting the EU integration process.'*

This Call for Proposals is financed through the Civil Society Facility 2012 National Programme initiative. It aims at fostering active participation of CSOs in the public administration reform at national, regional and local levels. Also, the Call promotes initiatives that enhanced cultural diversity and values of equality, non-violence and non-discrimination. To develop capacities of CSOs at local level, the programme will support community-based organisations to provide aid and services to citizens.

The Government of Serbia Office for Cooperation with Civil Society has been very active in raising awareness both among the public and among state institutions of the importance of involving civil society and citizens in decision-making. Thus, specific thematic priorities of this Call for Proposals have been identified in consultation with CSOs through the established SECO mechanism for Programming of IPA, in cooperation with the Office for Cooperation with the Civil Society and the IPA Programming Unit of the Serbian European Integration Office.

1.2. OBJECTIVES OF THE PROGRAMME AND PRIORITY ISSUES

The **global objective** of this Call for Proposals is to contribute to *democracy, human rights, social inclusion and the rule of law through more effective civic participation in policy formulation, decision-making processes and practices at all levels of governance.*

¹ COM (2012) 600 SERBIA 2012 PROGRESS REPORT, ENLARGMENT STRATEGY AND MAIN CHALLENGES 2012 - 2013

² COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS – “The roots of democracy and sustainable development: Europe's engagement with Civil Society in external relations”

The **specific objectives** of this Call for Proposals are:

- To strengthen participation of CSOs in public administration reform in Serbia at all levels.
- To encourage CSOs initiatives promoting cultural diversity and regional reconciliation.
- To foster civic and capacity building initiatives aimed at reinforcing the role of civil society in community development.

The activities to be implemented through this Call for Proposals should lead to the following results:

- Enhanced participation of the civil society in ensuring transparency and accountability of public administration at all levels.
- Cultural diversity and tolerance promoted at local, national and inter-regional levels.
- Capacities of community based organisations strengthened for civic action and their participation in community development.

The proposed actions will have to address at least one of the above mentioned priorities.

1.3. FINANCIAL ALLOCATION PROVIDED BY THE CONTRACTING AUTHORITY

The overall indicative amount made available under this Call for Proposals is EUR 2,000,000. 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 50,000
- maximum amount: EUR 100,000

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: 50 % of the total eligible costs of the action.
- Maximum percentage: 90% of the total eligible costs of the action (see also Section 2.1.4).

The balance (i.e. the difference between the total cost of the action and the amount requested from the Contracting Authority) must be financed from sources other than the European Union Budget or the European Development Fund³.

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 to contract procedures for EU external actions, which is applicable to the present call (available on the Internet at this address: http://ec.europa.eu/europeaid/work/procedures/implementation/index_en.htm).

³ Where a grant is financed by the European Development Fund, any mention of European Union financing must be understood as referring to European Development Fund financing.

2.1. ELIGIBILITY CRITERIA

There are three sets of eligibility criteria, relating to:

(1) the actors:

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

Applicant

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

- be legal persons **and**
- be non-profit-making **and**
- be civil society organisations⁴ **and**
- be established in⁵ a Member State of the European Union or in a country covered by the Article 19 of the IPA Regulation⁶ **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.
- In case the applicant is a CSO not established⁷ in Serbia, it must act with at least one co-applicant that is established in Serbia.

⁴ The broadest possible understanding about civil society organisations is applied under this call for proposals, as defined in 1999 by the European Economic and Social Committee (CES/1999/851) and further detailed by both the EESC (CES/1999/851, CES/2000/81) and the EC (COM/2002/0704 final, COM/2005/0290 final).

⁵ To be determined on the basis of the organisation's statutes, which 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.

⁶ Council Regulation (EC) No 1085/2006 of 17 July 2006 establishing an Instrument of Pre-Accession Assistance (IPA)

⁷ To be determined on the basis of the organisation's statutes, which 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

- (2) The potential applicant may not participate in calls for proposals or be awarded grants if it is in any of the situations listed in Section 2.3.3 of the Practical Guide to contract procedures for EU external actions (available from the following Internet address:
http://ec.europa.eu/europeaid/work/procedures/implementation/index_en.htm);

In Part A, section 3 of the grant application form ('Declaration by the applicant'), the applicant must declare that the applicant himself, the co-applicant(s) and affiliated entity(ies) are not in any of these situations.

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

If awarded the Grant contract, the applicant and (if any) the co-applicants will become the Beneficiaries in the Action. In particular, the 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 Beneficiary (if any) and coordinate the design and implementation of the Action.

Co-applicant(s)

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

Co-applicant(s) must satisfy the eligibility criteria as applicable to the applicant himself.

Co-applicant(s) must sign the Mandate in Part B section 4 of the grant application form.

In addition to the categories referred to above for the applicant, the following are however also eligible:

- Educational, cultural, social, health and other institutions working in the areas relevant for the Call,
- Provincial and local self-governments.

For projects under the Theme 3, co-applicant(s) shall obligatorily come from the same geographical area which is targeted by the action.

2.1.2. Affiliated entities

Affiliated entity(ies)

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

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

- (i) legal entities together forming one entity, including where it is specifically established for the purpose of implementing the action. In this case, the resulting entity may apply as a applicant or co-applicant whereas the other entities as its affiliated entity(ies).
- (ii) legal entities having a link with the applicants, notably a legal or capital link, which is neither limited to the action nor established for the sole purpose of its implementation on the condition that they satisfy the eligibility and non-exclusion criteria of an applicant.

If the applicants are awarded a contract, their affiliated entity(ies) will not be become Beneficiary(ies) of the Action and signatory(ies) of the 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

considered an eligible local organisation, even if the statutes are registered locally or a 'Memorandum of Understanding' has been concluded.

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 respectively the eligibility criteria as applicable to the applicant and to the co-applicant(s).

Affiliated entity(ies) must sign the affiliated entity(ies) statement in Part B section 5 of the grant application form.

2.1.3. Associates and Contractors

The following entities are not co-applicant(s) nor affiliated entity(ies) and do not have to sign the “mandate” or “affiliated entities’ statement”:

- Associates

Other organisations 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 Part B section 6 — ‘Associates of the Applicant participating in the Action’ — of the Grant Application Form.

- Contractors

The grant 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.

The grant beneficiaries may award financial support to third entities. These entities are neither affiliated entity(ies) nor associates nor contractors. However, they are subject to the nationality and origin 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 12 months nor exceed 24 months.

Sectors or themes

Specific sectors or themes to which the actions must relate:

Theme 1: Public administration reform

- Enhance transparency, efficiency and service orientation of public administration with special focus on public funds;
- Promote high standards and effective implementation of legal framework for the prevention of conflict of interest of elected state officials and public servants;
- Promote efficient, service oriented cooperation between republican, provincial and local administration;
- Enhance information on public administration services.

Indicators for Theme 1:

- Number of citizens positively affected by the improved provision of public goods and concrete improvements for the service capacity of public administration through monitoring and evaluation of public policies (sectoral objectives, public procurement and financial allocations for the implementation of related services);

- ii) New lobbying, active citizenship and advocacy initiatives supporting the prevention of conflict of interest in the public administration;
- iii) Number of citizens benefitting from improved thematic cooperation between public administrations at all levels related to specific needs of citizens and end-users of services;
- iv) Additional sustainable e-services established to increase the efficiency of public services.

Theme 2: Cultural diversity

- i) Support cultural initiatives that promote values of equality, non-violence and non-discrimination;
- ii) Promote cultural diversity in the fields of culture and education;
- iii) Increase the intercultural dialogue among different ethnic and religious communities;
- iv) Contribute to regional reconciliation by exploring common values and issues of concern.

Indicators for Theme 2:

- i) Number of innovative cultural products promoting tolerance developed and disseminated to a wide audience;
- ii) Number of persons positively affected by inclusive cultural and educational initiatives in respect to cultural diversity;
- iii) Number of persons positively affected by civic actions that promote inter-ethnic and inter-religious tolerance;
- iv) Number of persons positively affected by initiatives addressing regional cultural diversity, common cultural heritage, history, language, reconciliation, conflict resolution.

Theme 3: Development of CSOs at the local level

- i) Capacitate community-based organisations to provide services to citizens at the local level;
- ii) Support grassroots initiatives of small CSOs with focus on specific local needs in areas such as local governance and tolerance through operational and action grants;
- iii) Promote the knowledge and understanding of the general public on civic initiatives through public events and communication grants to CSOs;
- iv) Enhance networking of CSOs at local and regional levels.

Indicators for Theme 3:

- i) Capacities of community based organisations in less developed areas of Serbia are measurably increased allowing their increased participation in community development;
- ii) Number of effective and sustainable new measures introduced for delivering services at the local level and targeting the most vulnerable groups and minorities;
- iii) Number of citizens participating in civic actions in the area of Public administration reform and Cultural Diversity at the local level;
- iv) Number of sustainable civic platforms established and effectively addressing specific needs of large groups citizens at local and regional levels.
- v) Additional public or private sector funds attracted to support civil society

Location

Actions must take place in the Republic of Serbia.

Types of activity

Types of activity which may be financed under this call

- Carrying out research and analysis;
- Monitoring of public policies' and public services' implementation;
- Lobbying and advocacy,

- Organisation of public events, debates and public hearings;
- Educating and capacity building,
- Delivering services at the local level,
- Specific measures and social support targeting vulnerable groups and minorities,
- Creating and promoting products of arts and culture,
- Cultural and youth exchange in the context of good
- Organising innovative cultural events, performances, exhibitions and competitions,
- Networking and partnership building,
- Other activities in the context of the general purpose of the Programme

Types of action

The following types of action are ineligible:

- actions concerned only or mainly with individual sponsorships for participation in workshops, seminars, conferences and congresses;
- actions concerned only or mainly with individual scholarships for studies or training courses;
- actions essentially focused on construction activities, purchase of equipment, purchase and/or renovation of building or offices;
- 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.

Financial support to third parties

Applicants may propose financial support to third parties **only for the actions under the Theme 3.**

Applicants may propose financial support to third parties in order to help achieving the objectives of the action.

The maximum amount of financial support per third party is € 10,000. Financial support to third parties may not be the main purpose of the action.

For this Call for proposals the following specific conditions or restrictions apply for the third parties:

- They must have an annual turnover of less than EUR 10,000
- They have never been Beneficiary of an EU grant
- The activities eligible for financial support will have a maximum duration of **6 months**

The Applicants should consider the possibility to launch a Call for Proposals for the financial support to third parties more than once during the implementation of the action depending on the capacities of third parties to respond to the Call for Proposals.

In compliance with the present guidelines and notably of any conditions or restrictions set above, applicants should define mandatorily in section 2.1.1. of the grant application form:

- (i) the objectives and results to be obtained with the financial support
- (ii) the different types of activities eligible for financial support, on the basis of a fixed list
- (iii) the types of persons or categories of persons which may receive financial support
- (iv) the criteria for selecting these entities and giving the financial support

(v) the criteria for determining the exact amount of financial support for each third entity, and

(vi) the maximum amount which may be given.

Visibility

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 http://ec.europa.eu/europeaid/work/visibility/index_en.htm).

Number of applications and grants per applicant

An applicant may not submit more than one application under this Call for Proposals.

An applicant may be a co-applicant or an affiliated entity in another application at the same time.

A co-applicant may submit maximum two applications under this Call for Proposals.

A co-applicant may be an affiliated entity in another application at the same time.

The affiliated entity(ies) may take part in maximum two applications under this Call for Proposals.

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 a 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.
- **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 Grant 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.

The applicant 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 the applicant 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 amount⁸
- 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 applicant, by analysing factual data of grants carried out by the applicant 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).

For the purpose of this call, the Contracting Authority authorises the use of simplified cost options only to the following budget subheadings: 1.1 and 1.2 Salaries.

Recommendations to award a grant are always subject to the condition that the checks preceding the signing of the 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 applicant's interest to provide a **realistic and cost-effective budget**.

Eligible direct costs

To be eligible under the Call for Proposals, costs must comply with the provisions of Article 7 of the Standard Grant Contract and Article 14 of its General Conditions (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 applicant may be asked to justify the percentage requested before the contract is signed. However, once the flat rate has been fixed in the special conditions of the standard 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.

⁸ 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.

Contributions in kind

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

The 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:

- taxes, including value added taxes⁹;
- 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;
- 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;
- 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 Union (including through EDF) grant;
- credits to third parties.

2.2. HOW TO APPLY AND THE PROCEDURES TO FOLLOW

Prior registration in PADOR for this Call for Proposals is obligatory.

- **Phase 1, concept note:** Registration in PADOR is obligatory for an applicant applying for grants above € 60 000.

Registration is optional though strongly recommended for:

- An applicant applying for grants of € 60 000 or less;
- co-applicant(s) and affiliated entity(ies).
- **Phase 2, full proposal:** Registration in PADOR is obligatory for all pre-selected applicant, co-applicant(s) and all their affiliated entity(ies).

PADOR is an on-line database in which organisations register and update their data regularly, through the EuropeAid website: http://ec.europa.eu/europeaid/work/onlineservices/pador/index_en.htm

Before starting to register your organisation in PADOR, please read the 'Quick guide' on the website. It explains the registration process.

⁹ VAT might be considered as eligible expense if following conditions are met: a) the value added taxes are not recoverable by any means; b) it is established that they are borne by the final beneficiary, and c) they are clearly identified in the project proposal

It is strongly recommended to register in PADOR when you start drafting your proposal and not to wait until just before the deadline of submission.

On the paper version of the proposal you must give your EuropeAid ID (EID). To get this ID, your organisation must enter PADOR to register, save and 'sign' certain obligatory data (the fields shown in orange on each screen) and the related documents (see section 2.4).

However, if it is impossible for the organisation to register in PADOR, it must submit a justification proving that this impossibility is general and beyond the control of the applicants and/or its affiliated entity(ies). In such cases, the applicants and/or affiliated entity(ies) concerned must complete the 'PADOR off-line form'¹⁰ attached to these Guidelines and send it by the submission deadline, together with the application, to the address indicated in sections 2.2.2 and 2.2.6. The registration in PADOR will then be carried out by the European Commission service in charge of the CfP. If, at a later stage, the organisation wishes to update its data itself, it will have to send an access request to the PADOR helpdesk.

All questions related to registration in PADOR should be addressed to the PADOR helpdesk at: Europeaid-pador@ec.europa.eu.

2.2.1. Concept Note content

Applications must be submitted in accordance with the Concept Note instructions in the Grant Application Form annexed to these Guidelines (Annex A).

Applicants must apply in English.

In the Concept Note, applicants must only provide an estimate of the amount of contribution requested from the Contracting Authority and an indicative percentage of that contribution in relation to the total amount of the Action. Only the applicant invited to submit a full application in the second phase will be required to present a detailed budget.

The elements outlined in the Concept Note may not be modified by the applicant in the full application form. The EU contribution may not vary from the initial estimate by more than 20 %. Applicants are free to adapt the percentage of co-financing required within the minimum and maximum amount and percentages of co-financing, as laid down in these Guidelines in section 1.3. Own contributions by the applicants can be replaced by other donors' contributions at any time.

Any error or major discrepancy related to the points listed in the Concept Note instructions may lead to the rejection of the Concept Note.

Clarifications will only be requested when information provided is unclear and thus prevents the Contracting Authority from conducting an objective assessment.

Hand-written Concept Notes will not be accepted.

Please note that only the Concept Note form will be evaluated. It is therefore of utmost importance that this document contain ALL relevant information concerning the action. No additional annexes should be sent.

2.2.2. Where and how to send Concept Notes

The Concept Note together with the Checklist for the Concept Note (Part A section 2 of the grant application form) and the Declaration by the applicant for the Concept Note (Part A section 3 of the grant application form) must be submitted in one original and 2 copies in A4 size, each bound.

¹⁰ Which corresponds to Sections 3 and 4 of Part B of the application form.

An electronic version of the Concept Note must also be submitted. A CD-Rom with the Concept Note in electronic format will be included, along with the paper version, in a sealed envelope as described below. The electronic file must contain **exactly the same** application as the paper version enclosed.

Where applicants send several different Concept Notes (if allowed to do so by the Guidelines of the Call), each one must be sent separately.

The outer envelope must bear the **reference number and the title of the call for proposals**, together with the full name and address of the applicant, and the words 'Not to be opened before the opening session' and 'Ne otvarati pre zvanične sednice otvaranja'.

Concept Notes must be submitted in a sealed envelope by registered mail, private courier service or by hand-delivery (a signed and dated certificate of receipt will be given to the deliverer) to the address below:

Postal address and address for hand delivery or by private courier service:

Delegation of the European Union to the Republic of Serbia
Contracts and Finance Section
Vladimira Popovica 40/V
11070 Belgrade, Serbia

Concept Notes sent by any other means (e.g. by fax or by e-mail) or delivered to other addresses will be rejected.

Applicants must verify that their Concept Note is complete using the Checklist for Concept Note (Part A section 2 of the grant application form). Incomplete concept notes may be rejected.

2.2.3. *Deadline for submission of Concept Notes*

The deadline for the submission of Concept Notes is 13/05/2013 as evidenced by the date of dispatch, the postmark or the date of the deposit slip. In the case of hand-deliveries, the deadline for receipt is at 15:00 h local time as evidenced by the signed and dated receipt. Any Concept Note submitted after the deadline will be rejected.

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

2.2.4. *Further information about Concept Notes*

Information session on this Call for Proposals will be held as follows:

Date	Time	City	Venue
09 April 2013	11:00 hrs	Belgrade	Palata Srbija, sala „Jugoslavija“, Mihajla Pupina 2, svečani ulaz
10 April 2013	11:00 hrs	Novi Sad	Skupština AP Vojvodine, velika sala, Vladike Platona bb
12 April 2013	11:30 hrs	Niš	Rektorat Univerziteta u Nišu, Univerzitetski trg 2

Applicants are advised to attend one of the sessions. All interested applicants must register at the e-mail address milica.stojcic@sipuweb.se by sending an e-mail with the subject: Support to Civil Society Information Session: <location> (specify the place) and indicating the name of the person and organisation attending.

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

E-mail address: DELEGATION-SERBIA-FCS@eeas.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 submission of Concept Notes.

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

Questions that may be relevant to other applicants, together with answers and other important notices in 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 Delegation's website: <http://www.europa.rs>. 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 PADOR registration should be addressed to the PADOR help desk:
Europeaid-pador@ec.europa.eu

2.2.5. Full Application forms

An applicant invited to submit a full application form following pre-selection of their Concept Note must do so using Part B of the application form annexed to these Guidelines (Annex A). Applicants should then keep strictly to the format of the application form and fill in the paragraphs and pages in order.

The elements outlined in the Concept Note cannot be modified by the applicant in the full application form. The EU contribution may not vary from the initial estimate by more than 20%, although applicants are free to adapt the percentage of co-financing required within the minimum and maximum amount and percentages of co-financing, as laid down in these Guidelines under section 1.3.

Applicants must submit their applications in the same language as their Concept Note.

Please complete the full application form carefully and as clearly as possible so that it can be assessed properly.

Any error related to the points listed in the Checklist (Part B, Section 7 of the Grant Application form) or any major inconsistency in the full 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 information provided is unclear and thus prevents the Contracting Authority from conducting an objective assessment.

Hand-written applications will not be accepted.

Please note that only the full application form and the published annexes which have to be filled in (budget, logical framework) will be transmitted to the evaluators (and assessors, if used). It is therefore of utmost importance that these documents contain ALL the relevant information concerning the action. **No supplementary annexes should be sent.**

2.2.6. Where and how to send Full Application forms

Applications must be submitted in a sealed envelope by registered mail, private courier service or by hand-delivery (a signed and dated certificate of receipt will be given to the deliverer) to the address below:

Postal address and address for hand delivery or by private courier service:

Delegation of the European Union to the Republic of Serbia
Contracts and Finance Section
Vladimira Popovica 40/V
11070 Belgrade, Serbia

Applications sent by any other means (e.g. by fax or by e-mail) or delivered to other addresses will be rejected.

Applications must be submitted in one original and 2 copies in A4 size, each bound. The full application form, budget and logical framework must also be supplied in electronic format (CD-Rom) in a separate and single file (i.e. the full application form must not be split into several different files). The electronic file must contain **exactly the same** application as the paper version.

The Checklist (Section 7 of Part B of the grant application form) and the Declaration by the applicant (Section 8 of Part B of the grant application form) must be stapled separately and enclosed in the envelope.

Where applicants send several different applications (if allowed to do so by the Guidelines of the Call), each one must be sent separately.

The outer envelope must bear the **reference number and the title of the Call for Proposals**, together with the number and title of the lot, the full name and address of the applicant, and the words 'Not to be opened before the opening session' and 'Ne otvarati pre zvanicne sednice otvaranja'.

Applicants must verify that their application is complete using the checklist (Section 7 of Part B of the grant application form). Incomplete applications may be rejected.

2.2.7. Deadline for submission of Full Application forms

The deadline for the submission of applications will be indicated in the letter sent to the applicants whose application has been pre-selected.

However, for reasons of administrative efficiency, the Contracting Authority may reject any application sent in due time but received after the date of approval of evaluation report for full applications (see indicative calendar under Section 2.5.2)

2.2.8. Further information about Full Application forms

Questions may be sent by e-mail no later than 21 days before the deadline for the submission of applications to the addresses listed below, indicating clearly the reference of the Call for Proposals:

E-mail address: DELEGATION-SERBIA-FCS@eeas.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 applicants, affiliated entity(ies), or an action.

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 website <https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome> and the Delegation's website: <http://www.europa.rs>. It is therefore advisable to consult the abovementioned website regularly in order to be informed of the questions and answers published.

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 actions submitted by applicants 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 paragraph 2.1, the application will be rejected on this sole basis.

(1) STEP 1: OPENING & ADMINISTRATIVE CHECKS AND CONCEPT NOTE EVALUATION

The following will be assessed:

- Compliance with the submission deadline. If the deadline has not been met, the application will automatically be rejected.
- Concept Note satisfies all the criteria specified in points 1-5 of the Checklist Section 2 of Part A of the grant application form. 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 the first administrative check will be evaluated on the relevance and design of the proposed action.

The Concept Note will receive an overall score out of 50 using the breakdown in the evaluation grid below. The evaluation will also check on compliance with the instructions on the Concept Note, which can be found in Part A of the Application Form.

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.

Scores

1. Relevance of the action		Sub-score	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		Sub-score	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**	

TOTAL SCORE **50**

* Note: A score of 5 (very good) will only be allocated if the proposal specifically addresses more than the required minimum number of priorities as indicated in Section 1.2 (Objectives of the programme) of these guidelines.

**these scores are multiplied by 2 because of their importance

Once all Concept Notes have been assessed, a list will be drawn up with the proposed actions ranked according to their total score.

First, only the Concept Notes with a score of at least 30 will be considered for pre-selection.

Secondly, the number of Concept Notes will be reduced, taking account of the ranking, to the number of Concept Notes whose total aggregate amount of requested contributions is equal to 200% of the available budget for this Call for Proposals. The amount of requested contributions of each concept note will be based on the indicative financial envelopes for each lot.

After the evaluation of Concept Notes, the Contracting Authority will send letters to all applicants, indicating whether their application was submitted by the deadline, informing them of the reference number they have been allocated, whether the Concept Note was evaluated and the results of that evaluation. The pre-selected applicants will subsequently be invited to submit full applications.

(2) STEP 2: EVALUATION OF THE FULL APPLICATION

First, the following will be assessed:

- Compliance with the submission deadline. If the deadline has not been met, the application will automatically be rejected.
- The full application form satisfies all the criteria specified in points 1-9 of the Checklist (Section 6 of Part B of the grant application form). 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 quality of the applications, including the proposed budget and capacity of the applicants and affiliated entity(ies), will be evaluated using the evaluation criteria in the evaluation grid below. There are two types of evaluation criteria: selection and award criteria.

The selection criteria help to evaluate the applicant(s)'s and affiliated entity(ies) operational capacity and the applicant's financial capacity and to ensure that they:

- have stable and sufficient sources of finance to maintain their activity throughout the proposed action and, where appropriate, to participate in its funding;
- have the management capacity, professional competencies and qualifications required to successfully complete the proposed action. This also applies to any affiliated entity(ies) of the applicants.

The award criteria help to evaluate the quality of the applications in relation to the objectives and priorities, and to award grants to projects which maximise the overall effectiveness of the Call for Proposals. They help to select applications which the Contracting Authority can be confident will comply with its objectives and priorities. They cover the relevance of the action, its consistency with the objectives of the Call for Proposals, quality, expected impact, sustainability and cost-effectiveness.

Scoring:

The evaluation grid is divided into sections and subsections. Each subsection of sections 1 of the evaluation grid will be assessed on whether the criteria has been fulfilled or not. Each subsection of sections 2, 3, 4, and 5 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	
1. Financial and operational capacity	Yes/No
1.1 Do the applicants and, if applicable, affiliated entity(ies) have sufficient experience of project management?	

1.2 Do the applicants and, if applicable, affiliated entity(ies) have sufficient technical expertise? (especially knowledge of the issues to be addressed.)	
1.3 Do the applicants and, if applicable, affiliated entity(ies) have sufficient management capacity? (including staff, equipment and ability to handle the budget for the action)?	
1.4 Does the applicant have stable and sufficient sources of finance?	
	Maximum Score
2. Relevance of the action	30
<i>Score transferred from the Concept Note evaluation</i>	
3. Effectiveness and feasibility of the action	20
3.1 Are the activities proposed appropriate, practical, and consistent with the objectives and expected results?	5
3.2 Is the action plan clear and feasible?	5
3.3 Does the proposal contain objectively verifiable indicators for the outcome of the action? Is any evaluation planned?	5
3.4 Is the co-applicant(s)'s and affiliated entity(ies)'s level of involvement and participation in the action satisfactory?	5
4. Sustainability of the action	15
4.1 Is the action likely to have a tangible impact on its target groups?	5
4.2 Is the proposal likely to have multiplier effects? (Including scope for replication, extension and information sharing.)	5
4.3 Are the expected results of the proposed action sustainable?: - financially (<i>how will the activities be financed after the funding ends?</i>) - institutionally (<i>will structures allowing the activities to continue be in place at the end of the action? Will there be local 'ownership' of the results of the action?</i>) - at policy level (where applicable) (<i>what will be the structural impact of the action — e.g. will it lead to improved legislation, codes of conduct, methods, etc?</i>) - environmentally (if applicable) (<i>will the action have a negative/positive environmental impact?</i>)	5
5. Budget and cost-effectiveness of the action	15
5.1 Are the activities appropriately reflected in the budget?	5x2*

5.2 Is the ratio between the estimated costs and the expected results satisfactory?	5
Maximum total score	80

*these scores are multiplied by 2 because of their importance

Note on Section 1. Financial and operational capacity

If the answer is negative to one or more of the criteria, the application will be rejected.

Provisional selection

After the evaluation, a table will be drawn up listing the applications ranked according to their score and within the limits of the funds available. In addition, a reserve list will be drawn up following the same criteria to be used if more funds should become available during the validity period of the reserve list.

(3) STEP 3: VERIFICATION OF ELIGIBILITY OF THE APPLICANTs AND AFFILIATED ENTITY(IES)

The eligibility verification, based on the supporting documents requested by the Contracting Authority (see Section 2.4) will only be performed for the applications that have been provisionally selected according to their score and within the available financial envelope.

- The Declaration by the applicant (Section 8 of Part B the grant application form) will be cross-checked with the supporting documents provided by the applicant. Any missing supporting document or any incoherence between the Declaration by the applicant and the supporting documents may lead to the rejection of the application on that sole basis.
- The eligibility of applicants, the affiliated entities(ies), and the action will be verified according to the criteria set out in Sections 2.1.1, 2.1.2 and 2.1.3.

Any rejected application will be replaced by the next best placed application in the reserve list that falls within the available financial envelope.

2.4. SUBMISSION OF SUPPORTING DOCUMENTS FOR PROVISIONALLY SELECTED APPLICATIONS

An applicant that has been provisionally selected or placed on the reserve list will be informed in writing by the Contracting Authority. It will be requested to supply the following documents in order to allow the Contracting Authority to verify the eligibility of the applicant, (if any) of the co-applicant(s) and (if any) of their affiliated entity(ies)¹¹:

Supporting documents may/must be provided through PADOR, see Section 2.2

1. The statutes or articles of association of the applicant, (if any) of each co-applicant(s) and (if any) of each affiliated entity(ies) ¹²Where the Contracting Authority has recognised the applicant's, or the co-applicant(s)'s, or their affiliated entity(ies)'s eligibility for another call for proposals under the same budget line within 2 years before the deadline for receipt of applications, it should be submitted, instead of the statutes or articles of association, a copy of the document proving their eligibility in a former Call (e.g. a copy of the special conditions of a grant contract received during the reference period), unless a change in legal status has occurred in the meantime¹³. This obligation does not apply

11 No supporting document will be requested for applications for a grant not exceeding EUR 60000.

12 Where the applicant and/or a co-applicant(s) and or an affiliated entity(ies) is a public body created by a law, a copy of the said law must be provided.

13 To be inserted only where the eligibility conditions have not changed from one call for proposals to the other.

to international organisations which have signed a framework agreement with the European Commission.

2. A copy of the applicant's latest accounts (the profit and loss account and the balance sheet for the last financial year for which the accounts have been closed)¹⁴. A copy of the latest account is not required from (if any) the co-applicant(s).
3. Legal entity sheet (see annex D of these Guidelines) duly completed and signed by each of the applicants (i.e. by the applicant and (if any) by each co-applicant(s), accompanied by the justifying documents requested there. If the applicants have already signed a contract with the Contracting Authority, instead of the legal entity sheet and supporting documents, the legal entity number may be provided, unless a change in legal status occurred in the meantime.
4. A financial identification form of the applicant (not from co-applicant(s)) conforming to the model attached at Annex E of these Guidelines, certified by the bank to which the payments will be made. This bank should be located in the country where the applicant is established. If the applicant has already submitted a financial identification form in the past for a contract where the European Commission was in charge of the payments and intends to use the same bank account, a copy of the previous financial identification form may be provided instead.

Where the requested supporting documents are not uploaded in PADOR they must be supplied in the form of originals, photocopies or scanned versions (i.e. showing legible stamps, signatures and dates) of the said originals. However, the Legal entity sheet and the financial identification form must always be submitted in original.

Where such documents are not in one of the official languages of the European Union or in the language of the country where the action is implemented, a translation into English of the relevant parts of these documents proving the applicant(s)'s eligibility, must be attached and will prevail for the purpose of analysing the application.

Where these documents are in an official language of the European Union other than English, it is **strongly** recommended, in order to facilitate the evaluation, to provide a translation of the relevant parts of the documents, proving the applicants' eligibility, into English.

If the abovementioned supporting documents are not provided before the deadline indicated in the request for supporting documents sent to the applicant by the Contracting Authority, the application may be rejected.

After verifying the supporting documents, the Evaluation Committee will make a final recommendation to the Contracting Authority, which will decide on the award of grants.

2.5. NOTIFICATION OF THE CONTRACTING AUTHORITY'S DECISION

2.5.1. Content of the decision

The applicant will be informed in writing of the Contracting Authority's decision concerning their application and, if rejected, the reasons for the negative decision.

An applicant believing that it has been harmed by an error or irregularity during the award process may lodge a complaint. See further Section 2.4.15 of the Practical Guide.

¹⁴ This obligation does not apply to natural persons who have received a scholarship or that are in most need in receipt of direct support, nor to public bodies and to international organisations. It does not apply either when the accounts are in practice the same documents as the external audit report already provided pursuant to Section 2.4.2.

2.5.2. Indicative timetable

	DATE	TIME*
Information meeting (if any)	See Section 2.2.4	See Section 2.2.4
Deadline for requesting any clarifications from the Contracting Authority	22/04/2013	16:00
Last date on which clarifications are issued by the Contracting Authority	30/04/2013	-
Deadline for submission of Concept Notes	13/05/2013	15:00h
Information to applicants on opening, administrative checks and concept note evaluation (Step 1)	June 2013	-
Invitations to submit Full Application Form	June 2013	-
Deadline for submission of Full Application Form	July/August 2013	-
Information to applicants on the evaluation of the Full Application Form (Step 2) ¹⁵	September 2013	-
Notification of award (after the eligibility check) (Step 3)	October 2013	-
Contract signature ¹⁶	October 2013	-

Provisional date. All times are in the time zone of the country of the Contracting Authority.

15 Note that according to the financial regulation, notifications to the applicant on the outcome of the evaluation of their applications must take place within 6 months following the submission deadline of the full application, save in exceptional cases, in particular for complex actions, large number of proposals or where there have been delays attributable to the applicants where this limit may be exceeded. Multi-beneficiary calls can be considered as complex actions calls and therefore may benefit from an exemption to the 6 month rule. The 6 months rule only applies in case of direct centralized management.

16 Note that according to the financial regulation, the signing of a grant contract with the applicant must take place within 3 months from when it was notified the decision to award a contract. However, in exceptional circumstance, in particular for complex actions launched for large number of proposals or where there have been delays attributable to the applicants (or their applications) this limit may be exceeded. The 3 months rule only applies in case of direct centralised management.

This indicative timetable may be updated by the Contracting Authority during the procedure. In such cases, the updated timetable will be published on the EuropeAid web site <https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome> and on the website of the Contracting Authority <http://www.europa.rs>.

2.6. CONDITIONS FOR IMPLEMENTATION AFTER THE CONTRACTING AUTHORITY'S DECISION TO AWARD A GRANT

Following the decision to award a grant, the Beneficiary(ies) will be offered a contract based on the Contracting Authority's grant contract (see Annex G of these Guidelines). By signing the application form (Annex A of these Guidelines), the applicants agree, if awarded a grant, to accept the contractual conditions of the standard grant contract.

Implementation contracts

Where implementation of the action requires the Beneficiary(ies) and its affiliated entity(ies) (if any) to award procurement contracts, it must award the contract to the tenderer offering the best value for money, that is to say, the best price-quality ratio, in compliance with the principles of transparency and equal treatment for potential contractors, care being taken to avoid any conflict of interests. To this end, the Beneficiary must follow the procedures set out in Annex IV to the standard grant contract.

2.7. EARLY WARNING SYSTEM AND CENTRAL EXCLUSION DATABASE

The applicants and, if they are legal entities, the persons who have powers of representation, decision-making or control over them, are informed that, should they be in one of the situations mentioned in:

- Commission Decision of 16.12.2008 on the Early Warning System (EWS) for the use of authorising officers of the Commission and the executive agencies (OJ, L 344, 20.12.2008, p.125) or
- Commission Regulation of 17.12.2008 on the Central Exclusion Database (CED) (OJ L344, 20.12.2008, p.12),

their personal details (name, given name (if natural person), address, legal form and name and given name of the persons with powers of representation, decision-making or control (if legal person)) may be registered in the EWS only or both in the EWS and CED, and communicated to the persons and entities listed in the above-mentioned Decision and Regulation, in relation to the award or the execution of a grant agreement or decision.

3. LIST OF ANNEXES

DOCUMENTS TO BE COMPLETED

Annex A: Grant Application Form (Word format)

Annex B: Budget (Excel format)

Annex C: Logical Framework (Excel format)¹⁷

Annex D: Legal Entity Sheet

Annex E: Financial identification form

Annex F: PADOR off Line Form¹⁸

DOCUMENTS FOR INFORMATION

Annex G: Standard Grant Contract

- Annex II: General conditions applicable to European Union-financed grant contracts for external actions
- Annex IV: contract award procedures
- Annex V: standard request for payment
- annex VI: model narrative and financial report
- Annex IX: standard template for transfer of ownership of assets

Annex H: Daily allowance rates (Per diem), available at the following address:
http://ec.europa.eu/europeaid/work/procedures/implementation/index_en.htm

Annex K: Guidelines and Checklist for assessing Budget and Simplified cost options.

Project Cycle Management Guidelines

http://ec.europa.eu/europeaid/multimedia/publications/publications/manuals-tools/t101_en.htm

17 Optional where the total amount of the grants to be awarded under the Call for Proposals is € 100 000 or less.

18 http://ec.europa.eu/europeaid/work/onlineservices/pador/dispensation_en.htm. Only applicable in centralised calls where PADOR used.