



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

Support to the social inclusion of the most vulnerable groups, including Roma, through more diversified community-based social services

Restricted Call for Proposals

Guidelines
for grant applicants

Budget line : BGUE-B2012-22.020100-C1-ELARG DELSRB

Reference: EuropeAid/135483/DD/ACT/RS

Internal reference: 12SER01/06/71

Deadline for submission of Concept note: 19 May 2014

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.

Table of contents

1. SUPPORT TO THE SOCIAL INCLUSION OF THE MOST VULNERABLE GROUPS, INCLUDING ROMA, THROUGH MORE DIVERSIFIED COMMUNITY-BASED SOCIAL SERVICE	5
1.1. Background.....	5
1.2. Objectives of the programme and priority issues	8
1.3. Financial allocation provided by the contracting authority	8
1.3.1. Indicative allocation of funds by lot and priority:.....	8
1.3.2. Size of grants.....	9
1.3.3. Minimum and maximum co-financing.....	9
2. RULES FOR THIS CALL FOR PROPOSALS	10
2.1. Eligibility criteria.....	10
2.1.1. Eligibility of applicants (i.e. applicant and co-applicant(s)).....	10
2.1.1.1. Applicant	10
2.1.1.2. Co-applicant(s)	13
2.1.2. Affiliated entities.....	13
2.1.2.1. Affiliated entity(ies)	13
2.1.3. Associates and Contractors	14
2.1.4. Eligible actions: actions for which an application may be made.....	14
2.1.4.1. Definition	14
2.1.4.2. Duration	14
2.1.4.3. Location	14
2.1.4.4. Types of action	14
2.1.4.5. Types of activity	18
2.1.4.6. Financial support to third parties (sub-granting)	20
2.1.4.7. "Cluster approach" Projects	20
2.1.4.8. Number of applications and grants per applicants	20
2.1.5. Eligibility of costs: costs that can be included	21
2.1.5.1. Eligible direct costs	22
2.1.5.2. Contingency reserve	22
2.1.5.3. Eligible indirect costs	23
2.1.5.4. Contributions in kind	23
2.1.5.5. Ineligible costs	23
2.2. How to apply and the procedures to follow	24
2.2.1. Concept Note content.....	25
2.2.2. Where and how to send Concept Notes.....	25
2.2.3. Deadline for submission of Concept Notes.....	26
2.2.4. Further information about Concept Notes.....	26
2.2.5. Full Application forms	27
2.2.6. Where and how to send Full Application forms.....	27
2.2.7. Deadline for submission of Full Application forms	28
2.2.8. Further information about Full Application forms.....	28
2.3. Evaluation and selection of applications	29
2.4. Submission of supporting documents for provisionally selected applications	33
2.5. Notification of the Contracting Authority's decision	35
2.5.1. Content of the decision.....	35
2.5.2. Indicative timetable.....	36
2.6. Conditions for implementation after the Contracting Authority's decision to award a grant.....	37
2.6.1. Implementation contracts	37
2.7. Early warning system and central exclusion database.....	37
3. LIST OF ANNEXES	38

3.1. Documents to be completed..... 38
3.2. Documents for Information 38

1. SUPPORT TO THE SOCIAL INCLUSION OF THE MOST VULNERABLE GROUPS, INCLUDING ROMA, THROUGH MORE DIVERSIFIED COMMUNITY-BASED SOCIAL SERVICE

1.1. Background

The Republic of Serbia spreads over an area of 77,474km² and its population numbers 7,498,000 inhab. Life expectancy at birth is 72, much lower than the EU average of 79.4.

Serbia is facing serious economic difficulties. The effects of the global economic crisis are widely felt. The year 2012 was characterised by negative economic growth (-1.5%), high inflation (11%), rising unemployment (up to 26%) and a double digit current account deficit.

Serbia held parliamentary and local elections at their normal term in May 2012, following which, a new coalition government took office in July 2012. Assuming its position, the new Prime Minister has pledged to accelerate the EU agenda of reforms with the aim of opening accession negotiations.

Serbia participates in the **Stabilisation and Association Process**. The **Stabilisation and Association Agreement** was signed, along with the **Interim Agreement on trade and trade-related matters**, in April 2008. The Interim Agreement entered into force on 1 February 2010. Following the Lithuanian Parliament's ratification of Serbia's Stabilisation and Association Agreement with the EU (SAA) on 18th June 2013, the trade agreement adopted at the 14 June 2010 Foreign Affairs Council, entered into force in August 2013.

In January 2012, the Serbian government adopted a revised and updated version of the National Programme for the Integration of Serbia in the European Union for the period 2008–2012, taking account of the Commission's Opinion.

The European Council granted Serbia the status of **candidate country** on 1 March 2012; on the 28 June 2013 the Council decided to give green light to opening negotiations for accession. The European Commission is currently undertaking preparatory consultations with Serbia about the negotiations, identifying areas of Serbia's legislation that will have to be adapted to EU law.

Visa liberalisation for citizens of Serbia travelling to the Schengen area has been in force since December 2009. The Commission set up a post-visa-liberalisation monitoring mechanism to assess whether the implementation of reforms introduced by the country was consistent with the visa roadmap and sustainable. This was complemented by an alert mechanism to prevent abuses. A **readmission agreement** between the European Union and Serbia has been in force since January 2008.

Financial assistance is provided through the Instrument for Pre-Accession Assistance (IPA). IPA assistance is currently managed centrally by the EU Delegation in Belgrade. The Multiannual Indicative Planning Document for the period 2011–2013 adopted a sector-based approach focusing assistance on seven key sectors, among which social development. In addition, the country continues to benefit from various regional and horizontal programmes such as the Cross-border Cooperation Programme.

Overall, between 2001 and 2012, the EU committed over €2.2 billion to Serbia in the form of grants and €5.8 billion in the form of soft loans. For the period 2007-2012, the Commission has earmarked € 1,176 million for IPA projects to be implemented in the country.

Civil society in Serbia has received extensive financial support from the EU under the IPA Civil Society Facility and national programmes, as well as through the European Instrument for Democracy

and Human Rights. Aid objectives include involving civil society more widely in decision-making and increasing the capacity of independent civil society organisations. Support for civil society under 2011 programmes stands at over €4.2 million.

Current situation in the sector:

According to the Progress report on Serbia, “*the availability of community-based social services across the country remains limited*”. The transformation of social services *into community-based service* refers to the process by which care models for vulnerable groups are transformed from residential, out-of-home care to family-based care¹.

Community-based social services form the cornerstone of the strategic approach devised to meet the growing need for a wide range of social services. Community-based initiatives and organisations are in a better position to identify and meet local needs and build effective positive links between the economic, social and civic aspects of local development.

However, efforts in this direction are jeopardised by several additional factors: a shortage of trained personnel; the immaturity of contemporary social work, only now re-emerging as a professional field; ineffective coordination between national and local levels that makes reaching target groups difficult; and weak utilisation of partnerships with nongovernmental organisations. It is thus not surprising that community-based social services tend to be short-term and geographically uneven².

Social policy was guided in the past by the Social Welfare Development Strategy (2005), which advocated better social welfare for the poorest citizens through more efficient financial support and the development of a network of integrated community-based services and quality assurance. Specific strategies and action plans were dedicated to improving positions of vulnerable and disadvantaged groups including children, women, people with disabilities, elderly citizens, Roma, returnees and migrants.

Efforts are presently concentrated on the implementation of the Law on Social Welfare (2011), which seeks to provide better protection to the poorest citizens through more efficient financial support, the promotion of active inclusion and the effective decentralisation of services delivery. Despite real progress made in the last decade to decentralise social welfare, including a large-scale reform of Centres for Social Work, the development of a regulatory framework and the transformation of residential institutions, the range of community-based services is still insufficiently developed to respond adequately to the wide variety of needs of disadvantaged groups. Efforts towards de-institutionalisation and community-based institutions need to continue.

The process of development of community-based social services requires long-term investment and determination given the scale of needs, the change of attitudes, perceptions and working methods it involves. Especially in the current economic circumstances, support needs to be provided to LSGs willing and eager to fight unemployment, social exclusion and poverty but lacking the resources and knowledge to do so.

Although a growing numbers of pilot community-based care projects were implemented, showing to governments and citizens the potential human and financial benefits of community care models, the

¹ These new models reflect international standards of best practices and the principles of the Convention on the Rights of the Child, which sets the guiding policy framework for child welfare programs. (ref. "Promising Practices in Community-Based Social Services in CEE/CIS/Baltics", October 2005, Social Transition Team, Office of Democracy, Governance and Social Transition, USAID)

² Ref. Fultz, E., M. Tracy, "Good Practices in Social Services Delivery in South Eastern Europe", Budapest, International Labour Office, 2004

gap between the need for and availability of services still persists. Unfortunately, most of the piloting experiences failed to understand what "continuum of care" means or the benefits of providing family and community supports across the life cycle. Future initiatives will need to refer to standardized indicators, and proposed actions must integrate measures of well-being into performance indicators built upon reliable and valid scientific protocols, validated by a collaborative network of practitioners.

The Ministry of Labour, Employment and Social Protection (MoLESP) has designed a national regulatory framework facilitating the further development of community-based social services. This new quality assurance system of social services providers is based on national minimum standards of social service and licensing procedures for service providers and professionals. However, the delivery of social policies, both services and benefits, varies widely across Serbia. Most Local Self-Governments (LSGs) have not yet fully seized the opportunities granted to them to lead and support the efforts of local stakeholders against social exclusion and poverty. Although a lot of efforts and resources have been invested, the availability of community-based social services across the country is still limited to respond to the needs of disadvantaged groups. Support is required with the implementation of the licensing system throughout the country but also to provide continued support with the development of standards for new social services.

The process of development of community-based social services requires long-term investment and determination given the scale of needs, the change of attitudes, perceptions and working methods it involves. Especially in the current economic circumstances, support needs to be provided to LSGs willing and eager to fight unemployment, social exclusion and poverty but lacking the resources and knowledge to do so.

Looking at the national level, a more proactive approach is being taken to coordinate activities among related ministries in order to develop integrated/cross-sectorial social services. Inter-ministerial cooperation is particularly needed for the development of joint national standards and the mainstreaming of pilot cross-sectorial services. However, the capacities of relevant line ministries are still insufficient to achieve the necessary level of cooperation which would enable fully integrated social policies.

The Strategy for **Improvement of the Status of Roma** in the Republic of Serbia (2009) created a basis for identifying and applying affirmative action measures, primarily in the areas of education, health, employment and housing. The Roma community, which is one of the largest ethnic groups in Serbia and also the most vulnerable as it is exposed to multiple forms of exclusion, is particularly in need of cross-sectorial support. The socioeconomic status of the majority of Roma is characterised by a low level of economic activity and high unemployment, with widespread engagement in grey economy. Collectors of recyclables constitute one of the most exploited groups of workers, with the lowest cost of labour.

The majority of Roma live in poverty: most of the Roma households have limited sources of income (mainly through seasonal works in agriculture and construction, work in the grey sector, collection of recyclables, remittances from abroad and social benefits from the government). A large number of Roma are registered in the records of the National Employment Service, primarily for the purpose of exercising the right based on unemployment and not out of conviction that they could get a job offer.

Although there are no official statistical data, the only source of permanent income for certain number of Roma families is through social assistance. Social protection system in the Republic of Serbia prevents the poverty of Roma to grow further. In addition to lack of information and lack of personal documents, complicated administrative procedures and the persisting existence of prejudices are posing obstacles in exercising the right to social benefits. In some cases, the beneficiaries do not understand the information they get in the social work centres because they are illiterate or because they do not speak Serbian well. Social care covers a large number of Roma households living in settlements. Although the coverage of Roma households by social benefits is greater compared to the general population, they receive social insurance benefits to a significantly lesser extent.

1.2. Objectives of the programme and priority issues

The **global objective** of this Call for Proposals is:

To improve social inclusion and poverty reduction among the most vulnerable and disadvantaged groups

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

1. To promote the social inclusion of vulnerable and disadvantaged groups through the provision of sustainable community-based social services;
2. To improve the position of Roma people through initiatives aimed at their active social inclusion;
3. To promote the efficient use of resources through partnering of different stakeholders involved in the provision of support to vulnerable groups
4. To encourage and promote inter-municipal cooperation (cluster approach) in the delivery of social services, towards economies of scale and budget efficiency.

1.3. Financial allocation provided by the contracting authority

The overall indicative amount made available under this Call for Proposals is € 4 350 000. The Contracting Authority reserves the right not to award all available funds.

1.3.1. Indicative allocation of funds by lot and priority:

The funds available will be assigned to grants awarded under 2 lots:

LOT 1: Community-based social services. Out of the total foreseen allocation of € 2 900 000, an amount of €750 000 will be assigned as a priority to projects integrating the "cluster approach"³.

LOT 2: Active inclusion initiatives for the Roma population. Out of the total foreseen allocation of €1 450 000, an amount of € 500 000 will be assigned as a priority to projects proposing financial support to third-parties (i.e. sub-granting scheme).

Synoptic scheme of funds allocations by lots and priorities

Lot	Priority	Cluster projects	Sub-granting scheme	All other projects
LOT 1: Community-based social services		750 000	N/A	2 150 000
LOT 2: Active inclusion initiatives for the Roma population		N/A	500 000	950 000

If the allocation indicated for a specific lot or priority cannot be used due to insufficient quality or number of proposals received, the Contracting Authority reserves the right to reallocate the remaining funds to another lot or priority.

³ For the definition of "cluster approach", please see section 2.1.4.3, page 20.

1.3.2. Size of grants

Grants requested under this Call for Proposals must fall between the following minimum and maximum amounts (divided by lot and priority):

Lots	Lot 1		Lot 2	
	<i>Cluster projects</i>	<i>Other projects</i>	<i>Sub-granting scheme</i>	<i>Other projects</i>
Minimum amount	100 000	100 000	250 000	60 000
Maximum amount	300 000	200 000	500 000	200 000

1.3.3. Minimum and maximum co-financing

Projects proposed under this Call for Proposals must request a share of co-financing from the EU funds falling between the following minimum and maximum percentages of the total eligible costs of the action:

- Minimum percentage: not less than 60.0 % of the total eligible costs of the action.
- Maximum percentage: not more than 90.0 % 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 Fund⁴.

Please note that maximum 30% of the total eligible cost of the action may be used for investments (works or supplies) in development of community-based services. In case both works and supplies are involved, the maximum percentage for investment is 40%.

⁴ 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. 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).

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))
--

2.1.1.1. Applicant

(1.a) In order to be eligible for a grant awarded **under Lot 1**, the applicant must:

- be a legal person **and**
- be non-profit-making **and**
- be one of the following specific types of organisations:
 - non-governmental organisations, established⁵, minimum one year before the launch of the Call, in Serbia⁶, in a Member State of the European Union, or in any other country as specified within Article 19 of the IPA Regulation⁷;

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

- local authorities, including cities, towns, municipalities or city municipalities of the Republic of Serbia;
- public institutions belonging to the social protection⁸ sector.
- **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 not established in Serbia, **it must act with at least one co-applicant that is established in Serbia.**

(1.b) In order to be eligible for a grant awarded **under Lot 2**, the applicant must:

- be a legal person **and**
- be non-profit-making **and**
- be one of the following specific types of organisations:
 - non-governmental organisations, established⁹, minimum one year before the launch of the Call, in Serbia¹⁰, in a Member State of the European Union, or in any other country as specified within Article 19 of the IPA Regulation¹¹;
 - public institutions belonging to the social protection¹² sector.
 - independent government bodies working in the sectors relevant for this Call;

country cannot be considered an eligible local organisation, even if the statutes are registered locally or a 'Memorandum of Understanding' has been concluded.

⁶ If registered in Serbia, nongovernmental organizations include those with a following status: "udruženje", "savez udruženja", "predstavništvo stranog udruženja", "fondacija", "predstavništvo strane fondacije".

⁷ Council Regulation (EC) No 1085/2006 of 17 July 2006 establishing an Instrument of Pre-Accession Assistance (IPA)

⁸ As defined in Serbian Law on Social Protection, in particular in Articles 14 to 19, and further detailed in the Decree on the network of Social Protection Institutions, including local centres for provision of social protection services established by local authorities or by the autonomous province. This includes entities with the following statuses: "Centar za socijalni rad", "Zavod za socijalnu zaštitu", Dom za stare (Elderly care facilities, Retirement home)

⁹ 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.

¹⁰ If registered in Serbia, nongovernmental organizations include those with a following status: "udruženje", "savez udruženja", "predstavništvo stranog udruženja", "fondacija", "predstavništvo strane fondacije".

¹¹ Council Regulation (EC) No 1085/2006 of 17 July 2006 establishing an Instrument of Pre-Accession Assistance (IPA)

¹² As defined in Serbian Law on Social Protection, in particular in Articles 14 to 19, and further detailed in the Decree on the network of Social Protection Institutions, including local centres for provision of social protection services established by local authorities or by the autonomous province. This includes entities with the following statuses: "Centar za socijalni rad", "Zavod za socijalnu zaštitu", Dom za stare (Elderly care facilities, Retirement home)

- public health institutions¹³, such as primary health care facilities (Dom Zdravlja), hospitals, etc.;
 - public education institutions, such as primary or secondary schools, universities, research centres, etc.;
 - public cultural institutions, such as museums, culture centres, etc.
 - public companies (provided they are no-profit), such as public utilities, etc.
 - local authorities, including cities, towns, municipalities or city municipalities of the Republic of Serbia, meeting all the following conditions¹⁴:
 - the Local Self-Government has formally adopted a Local Action Plan for Roma Inclusion;
 - the Local Self-Government has appointed a Roma Coordinator (sometimes also called "municipal coordinator" or "mediator");
 - at least one Roma Health Mediator is active in the LSG's territory, or the LSG can demonstrate that a formal request was submitted to the Ministry of Health to appoint a Roma Health Mediator;
 - at least one Roma Pedagogical Assistant is active in the LSG's territory, or the LSG can demonstrate that a formal request was submitted to the Ministry of Education to appoint a Roma Pedagogical Assistant.
 - International (inter-governmental) organisations as defined by Article 43 of the Implementing Rules to the EC Financial Regulation will only be eligible under the "sub-granting" component of Lot 2.
- **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 not established in Serbia, **it must act with at least one co-applicant that is established in Serbia.**
- (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).

¹³ As defined in article 46 of Serbian Law on Health Care and as further detailed in the Decree on the Network of Health and Care Institutions, including those with the following statuses: *Dom Zdravlja, Bolnica, Zavod, Zavod za javno zdravlje, Klinika, Institut, Klinicko bolnicki centar, Klinicki centar, Zdravstveni centar.*

¹⁴ The applicant must be able to prove that the listed conditions are met by the date of approval of the full application evaluation report.

For cluster projects proposed under Lot 1, the applicant must act in partnership with one or more co-applicant(s).

If awarded the Grant contract, 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 co-beneficiary (if any) and coordinates the design and implementation of the Action.

2.1.1.2. 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.

If awarded the Grant contract, the co-applicant(s) (if any) will become beneficiaries in the Action (together with the Coordinator).

2.1.2. *Affiliated entities*

2.1.2.1. 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) 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 an applicant or co-applicant whereas the other entities as its affiliated entity(ies).
- (ii) 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 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 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 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 parties.** 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 18 (eighteen) nor exceed 24 (twenty-four) months.

Actions proposed to receive funding under Lot 2 – sub-granting priority, may propose a period of implementation up to 30 (thirty) months.

Location

Actions must take place in Serbia.

Types of action

The following types of action may be financed under this call.

LOT 1: Community-based social services

Eligible actions under this lot must

- Fall within the social sector and aim at supporting social inclusion of vulnerable and disadvantaged groups in community-based settings;
- Demonstrate the commitment of the relevant decision-making institution to ensure the sustainability of the proposed service following the end of the project; this will either take the form of commitments stated in the Local Action Plan or of a Letter of Intent adopted by the

Municipal Council. If the applicant is not the Local Self-government, the letter shall clearly indicate the existence of an agreement to provide support to the applicant, once the service is established and running.

- Ensure that the funded service is available to Roma population in general, and in particular to residents of Roma settlements (including through promotional activities carried out within the settlements).
 - Ensure that at least 50% of the served beneficiaries are women.
 - Integrate a system for monitoring the respect of minimum standards in practice (e.g human rights), put under the responsibility of third parties (i.e. civil-society organisations).
 - Aim to one or more of the following objectives:
1. FURTHER STRENGTHENING EXISTING SERVICES. These actions shall:
 - Be services for which national minimum standards are already set and the service provider (applicant or co applicant) shall prove that request for licensing has duly been submitted to the Ministry in line with the Rulebook on Social Welfare Organisation Licensure at the time of submitting the full application.
 - Contribute to increase the number of beneficiaries reached by the service by at least 30%. When applicable, the geographical coverage of the served area shall be increased by at least 20%.
 - Envisage concrete measures ensuring that the service will sustainably continue to serve the increased number of beneficiaries following the end of the project.
 2. ACTIONS AIMED AT ESTABLISHING NEW SERVICES. These actions shall:
 - Establish services already offered elsewhere in Serbia, in line with acknowledged standards as formalized by the MoLESP, but which are absent in the target municipality;
 - Demonstrate the relevance of the service for the reference area, by planning to reach out to a minimum of 55 % of the targeted beneficiary population;
 - Take place preferably in economically depressed municipalities (i.e. falling within category III, IV and depressed municipalities¹⁵ based on Regulation on establishing a single list of regional development and local self-government units for 2013.
 3. ACTIONS PROPOSING TO DEVELOP INNOVATIVE SERVICES. These actions shall:
 - Develop innovative and cross-sectorial services for which standards still have not been developed for the purpose of providing holistic approaches to improving the quality of life for vulnerable populations.
 - Include at least two of the following forms of assistance: home care, psychologic assistance, day care centre, medical assistance, respite service, shelter etc. These shall be based on the establishment of protocols of cooperation involving the different service providers (e.g. local authorities and health care centers; inclusion of health care professionals in service provision; provision of medical patronage and health advisory services; etc.).
 - Demonstrate that the proposed service will allow responding to the needs of the target population, while also achieving cost savings compared to corresponding "existing" services.
 - Target a total number of individual beneficiaries which is at least the same or higher than the total sum of individual beneficiaries served within each of the corresponding "existing" services.
 - Indicate the minimum quality standards to be achieved, with a view to ensure proper monitoring of delivered services.

¹⁵ "Devastirane Opštine" according to Serbian classification.

Actions proposed under this lot shall contribute to the fulfillment of the specific objective of this call, measured by the following indicators:

- 30% increase of beneficiaries of community-based social services;
- 20% increase in community-based social services;

LOT 2: Active inclusion initiatives for the Roma population

Eligible actions under this lot must:

- Propose the development of active social inclusion initiatives for activation of local Roma populations, targeting in particular Roma individuals or families which are beneficiary of financial social assistance, social housing schemes, etc.
- Include activities that specifically target vulnerable migrants and Roma, in beneficiary selection, recruitment of staff and service provision, including availability of information on them in Romani language.
- Ensure that at least 50% of the served beneficiaries are women.
- Ensure that the benefits generated by the initiatives are available to Roma population in general, and in particular to residents of Roma settlements (including through promotional activities carried out within the settlements).
- The proposed actions shall aim at triggering the active participation of Roma in social life. In so doing, the actions may propose measures aimed at one or more of the following general objectives:

1. **HUMAN CAPITAL DEVELOPMENT (ENHANCEMENT OF EMPLOYABILITY)**. This may include measures aiming to
 - Increase and stabilize the presence of Roma in the education system, with particular emphasis on girls (e.g. reduction of children drop-out rates; contribute to the development of gender-sensitive data collection on the inclusion of Roma children in the education system; addressing the re-inclusion of children who left the system, over-grown elementary school pupils, unregistered children; supporting the inclusion into regular primary schools of children from schools for special needs; providing concrete support to the children's families, including meals, snacks, books, school supplies, equipment, extracurricular activities, transportation, hosting services in school dormitories, etc.)
 - Provide support to educational institutions to include the Roma population in education system (e.g. by providing training for institutions' staff on the inclusion of Roma children, parents and local communities; raising awareness on multiple layers of exclusion, for instance affecting Roma girls; promoting the role and building capacities of the inclusive teams in local schools; establishing a community of practice including institutions and experts and practitioners; providing material assistance to schools close to settlements and attended by a significant number of Roma children; developing programs and manuals for bilingual instruction for specific subjects; assist in the preparation of Roma teachers also through internships; increase the number of pedagogical assistants; etc.)
 - Applying measures of affirmative action (e.g. opening and supporting positive actions for the employment of Roma persons in education sector, local police corps, local public utility companies, including young and adult Roma in programs of non-formal education to develop key competencies, etc.)
2. **ENCOURAGING AND SUPPORTING EMPLOYMENT AND SELF-ENTREPRENEURSHIP**. This may include measures to
 - Proposing measures to support *socially-useful work* (e.g. LSGs or local public utility companies offering income-generating participation in low-qualification jobs to achieve objectives which are of a special nature or cannot be pursued with their own staff complement – socially useful work normally includes activities to protect or

- safeguard cultural heritage, help environmental conservation, maintain public amenities, research, training and re-training, etc.)
 - Train or re-train individuals interested in starting small or micro business activities on key subjects (such as fiscal legislation, accounting, business management, etc.)
 - Provide micro-grants for initial start-up activities
 - Provide *business advisory services* to further strengthen and expand already ongoing activities (among services possibly provided: assistance to business plan design, marketing strategy elaboration, business mentorship, etc.).
 - Pilot testing the introduction of "Roma Labour or Social Mediators" within the local branches of the National Employment Service or Centers for Social Welfare, to facilitate interaction between the institutions and the Roma individuals in need of social assistance, as well as to introduce a Roma mediation programme interfacing Roma employment-seekers with potential employers and support the transition from welfare to work.
3. TAKING ACTIVE ROLE IN DECISION MAKING PROCESSES FOR LOCAL ECONOMIC DEVELOPMENT
- Help redefining existing local action plans or drafting new ones (e.g. Including Roma individuals and civil-society organisations in the design and implementation of employment policies in partnership with the civil society, relevant institutions and the business sector;
 - Reviewing possibilities to reduce local taxes and fees to facilitate employment or self-employment of Roma (e.g. jointly devising and applying incentives for Roma men and women collecting recyclable materials within waste management plans at the local level;
 - Enhancing the comprehension and active inclusion of Roma persons in political life (e.g. informing local Roma communities on the electoral process and the rights of voters; supporting the introduction of a dedicated internship programme in local public administrations; etc.
 - Supporting Roma NGOs and CSOs to raise public awareness about the problem of discrimination (e.g. training employees of state and local authorities in contact with the Roma population to raise awareness on multiple discrimination issues; developing educational programs and materials to train young people about hate speech; training local media on the establishment of hate speech self-control and prevention mechanisms; etc.)

Actions proposed under this lot shall contribute to the fulfillment of the specific objective of this call, measured by the following indicators:

- At least 10% increase of Roma engaged in the communal initiatives thorough active inclusion measures.

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 aimed at supporting political activities or political parties;
- Actions confined to charitable donations;
- Actions related to:
 - the tobacco industry (CAEN code 16);

- production of alcohol distilled beverages (CAEN code 1591);
- arms and munitions (CAEN code 296).

2.1.4.1. Types of activity

LOT 1: Community-based social services

The actions proposed under Lot 1 shall include as a minimum both following compulsory activities:

- Delivery of community based care for vulnerable and disadvantaged groups (example: services for which national minimum standards are adopted in the Rulebook of National minimum standards for provision of social services).
- Quality human rights practise monitoring of delivered services, in line with established standards in cooperation with the Ministry of Labour, Employment and Social Policy

LOT 2: Active inclusion initiatives for the Roma population

The actions proposed under Lot 2 may include the following types of activities:

- Direct support to children in education, or to their families, aimed at decreasing the risk of dropping out of the education system or to facilitate return to education system
- Concrete and tangible assistance to unemployed Roma individuals with a view to improve their employability, or to support their access to labour market, or to start a self-employment activities.

All Lots

The actions proposed under **any lot** shall include the following activities:

- Mainstream cross-cutting issues:
 - *Equal Opportunities and non-discrimination*
Equal opportunity must be embedded in the design of every project. Preference will be given to projects that lead to improvement of quality of life of vulnerable groups, such as women (especially women at risk of gender-based violence), youth with behavioural problems, persons with disabilities, etc. Indicators must be proposed to measure and demonstrate the project's implementation impacts on relevant vulnerable groups.
 - *Environment and climate change*
The proposed projects shall demonstrate that every effort is made to minimise its impacts on environment. Environmental friendly technologies must be adopted and environmental education, awareness and policies must be promoted as part of the implementation. Particular care shall be taken to minimise the environmental impact of travelling, also by using IT-based remote meeting tools whenever possible.
 - *Civil Society/Stakeholders involvement*
Governmental and institutional actors will be required to demonstrate, the effective inclusion of civil society organisations, socio-economic partners and NGOs starting from the conception of the project themselves. Civil society (CSOs and NGOs) must be encouraged to participate in the delivery of the community-based social services and as providers of training and re-training programmes. The inclusion of civil society in decision-making at local level should be aimed at supporting strategic planning and future programming.

- Plan and implement visibility campaigns, raising awareness on the support provided by the European Union the provision of social services to tackle the needs of vulnerable groups in Serbia. Visibility activities shall follow the EU Visibility Guidelines for external actions that can be downloaded from:

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

as well as Communications Guidelines provided by the Press and Information Team of the Contracting Authority. The Contracting Authority (including the Press and Information Team) must be informed and consulted about all visibility activities or activities within which there is a potential for EU and programme visibility. The Contracting Authority (and if applicable, the beneficiary) must approve: texts, design (including cover), structure of any brochures, layout, printing format, and number of copies, invitation lists to visibility events and presentations of the Contractor in the visibility events. The applicant(s) shall ensure that the visibility of the European Union funding is maximised throughout the project by carrying out at least the following activities:

- *Preparation of a communication strategy covering all project activities which will be annexed to the Contractor's Inception Report;*
- *Proposition of additional promotional activities and materials as part of the Organisation and Methodology.*

The following lists of activities allowed under the present call is indicative only: unless clearly excluded, the applicants may propose additional relevant activities, provided that they are proven to be conducive to the main objectives set for the Call in General and for the proposed action in particular.

The actions proposed under any lot may additionally include any of the following type of activities:

- Creative use of media and social media channels (e.g. facebook, twitter, G+, ask.com, Instagram, etc.), public meetings, exhibitions, interactive workshops, discussion forums etc.;
- Needs analysis, carrying out research and empirical studies;
- Exchanging know-how and applying best practices;
- Organisation of public events, performances and competitions, other community related work;
- Promoting citizens participation, with particular regard to exercising public oversight over the quality of delivered services;
- Networking with entrepreneurs' or business associations with a view to explain and promote corporate social responsibility;
- Specialised training or retraining of staff of the service providers or from relevant local authorities (e.g. social service quality inspectors at local level);
- Other activities in the context of the general purpose of the Programme.

Actions have to contribute to the fulfilment of the specific objective of this call, measured by the following indicators:

- At least 50% of all supported CBSSs' beneficiaries are women
- Purchase of buildings, houses, equipment and vehicles, space rehabilitation, infrastructural work and development of technical documentation for these purposes may be supported only if aimed at community based service development and within the maximum limit of 30% of the total eligible budget of the project.

2.1.4.2. Financial support to third parties (sub-granting)

Applicants under Lot 2 – sub-granting priority only may propose financial support to third parties. Financial support to third parties must contribute to achieve the objectives of the action. The maximum amount of financial support per third party is €60 000.

Under this Call, financial support to third parties may be the main purpose of the action, provided that it is awarded based on the same objectives and criteria of eligibility for actions and activities as spelt under Sections 0 and 2.1.4.1 above.

In order to be eligible for financial support, the third parties receiving financial support must:

- be non-profit making legal persons established in Serbia,
- be directly responsible for the preparation and management of the action with the co-applicant(s) and affiliated entity(ies), and not acting as an intermediary,
- proposed activities they are engaged in within the sub-grant must be their statutory activities.

Actions eligible for financial support will comply with the following conditions:

- they must be completed within the maximum period of implementation of the awarded grant (i.e. the contract awarded to the entity granting the support to the third party);
- they must focus on active social inclusion of Roma population;
- They must reinforce the impact of the main action;
- must not receive support from another EU grant during the same period.

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.

2.1.4.3. "Cluster approach" Projects

Applicants under Lot 1 only may propose actions supporting a cluster approach.

A *cluster* is defined as a group of local self-governments (at least two), or of social service providers, or both, which are geographically adjacent. The approach is meant to encourage and promote inter-municipal cooperation in social service delivery (cluster approach), towards economies of scale and budget efficiency.

2.1.4.4. Number of applications and grants per applicants

The applicant may not submit more than 1 application(s) per lot under this Call for Proposals.

The applicant may be awarded more than 1 grant under this Call for Proposals.

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

A co-applicant may submit more than 1 application(s) per lot under this Call for Proposals.

A co-applicant may be awarded more than 1 grant(s) per lot under this Call for Proposals.

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

The affiliated entity(ies) may take part in more than one application.

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 amount¹⁶
- 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: Salaries (1.1 and 1.2) and Travel (2.)

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**.

2.1.5.1. Eligible direct costs

To be eligible under the 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).

The applicants (and where applicable its affiliated entities) agree that the expenditure verification(s) referred to in Article 15.7 of the General Conditions to the Standard Grant Contract (see Annex G of the Guidelines) will be carried out by the Contracting Authority or any external body authorised by the European Commission.

2.1.5.2. 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.

¹⁶ 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.

2.1.5.3. 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.

2.1.5.4. 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.

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.

2.1.5.5. Ineligible costs

The following costs shall not be considered eligible:

- taxes, including value added taxes¹⁷;
- 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.
- Evaluations of the action proposed may not be funded through the budget of the project itself. However, the collection of data or qualitative information for the purpose of determining or measuring output, outcome or impact indicators is not considered an evaluation of the action.

¹⁷ 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

Please note that:

- Civil servants or other public employees of central, regional and local administrations which participate under this call for proposals may not receive remuneration for their contribution to the action other than their salaries in the respective institution. Staff costs for public servants which are already covered by assigned resources of their central, regional or local administration, and do not generate additional costs for the beneficiary, are considered as ineligible for EU financing. However, they may constitute the co-financing required by the beneficiary (or other sources) for the implementation of the action concerned, up to the limit of the percentage of co-financing of total eligible cost.

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 all applicants. Registration is optional though strongly recommended for 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.

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’¹⁸ 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.

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

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.

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.

The outer envelope must bear the **reference number and the title of the call for proposals**, together with the lot number and title, 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 za otvaranje predloga projekata*'.

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

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 **19 May 2014** 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 hours 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

An information session on this Call for Proposals will be held at least 21 days before the deadline for submission of Concept Notes.

The date, venue and the schedule of the information sessions on this call for proposals will be published at a later date at the following websites: www.europa.rs and <https://webgate.ec.europa.eu/europeaid/online-services/index.cfm?do=publi.welcome>.

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> as the need arises. 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

Finance and Contracts 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 za otvaranje predloga projekata*'.

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.

All questions related to PADOR registration should be addressed to the PADOR helpdesk:

Europeaid-pador@ec.europa.eu

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.
- The 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 and the other additional elements indicated under 1.2. and 2.1.4.5 of these Guidelines?	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) and in Section 2.1.4.5 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 at least 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 7 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?:	5

<ul style="list-style-type: none"> - 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>) <ul style="list-style-type: none"> - environmentally (if applicable) (<i>will the action have a negative/positive environmental impact?</i>) 	
5. Budget and cost-effectiveness of the action	15
5.1 Are the activities appropriately reflected in the budget?	/ 5
5.2 Is the ratio between the estimated costs and the expected results satisfactory?	/ 10
Maximum total score	80

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)¹⁹:

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) ²⁰Where 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 meantime²¹. This obligation does not apply 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)²². 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.
5. For Actions proposed under Lot 1:
 - Letter of Intent by the City's Secretariat for Social Affairs, confirming the interest in the establishment of the social service planned in the project proposal, and the intention to ensure its financial and administrative sustainability following the end of the project, in case of its demonstrated success.
 - Applicants under Lot 1 (ref. Sect.0) shall provide a copy of request for licensing submitted to the relevant service in MoLESP.

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

20 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.

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

22 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.

6. For Actions proposed under Lot 2:

- When the applicant is a Local Self-government: Municipal Decision for the adoption of a Local Action Plan for Roma Inclusion; Municipal Decision for the appointment of a Roma Coordinator (or equivalent position) or equivalent document (e.g. contract of temporary or permanent employment); proof of appointment of a Roma Health Mediator, or formal request to the Ministry of Health for the appointment of a Roma Health Mediator; proof of appointment of Roma Pedagogical Assistant, or formal request to the Ministry of Education for the appointment of a Roma Pedagogical Assistant.

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.

2.5.2. Indicative timetable

	DATE	TIME*
Information meeting (if any)	Will be published separately	Will be published separately
Deadline for requesting any clarifications from the Contracting Authority	28.4.2014	16:00
Last date on which clarifications are issued by the Contracting Authority	08.5.2014	-
Deadline for submission of Concept Notes	19.5.2014	15:00 hrs**
Information to applicants on opening, administrative checks and concept note evaluation (Step 1)	July 2014*	-
Invitations to submit Full Application Form]	July 2014*	-
Deadline for submission of Full Application Form	August 2014 *	-
Information to applicants on the evaluation of the Full Application Form (Step 2) ²³	October 2014*	-
Notification of award (after the eligibility check) (Step 3)	November 2014 *	-
Contract signature ²⁴	December 2014 *	-

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

In case of **hand-deliveries, the deadline for receipt is on the same day at **15:00 hrs** local time

23 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.

24 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 the Delegation's website: <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.

If the successful applicant of a call for proposal is an international organisation then the Contracting Authority's grant contract (see Annex G of these Guidelines), including the relevant special provisions for international organisations foreseen to that purpose should be used.

2.6.1. 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

3.1. Documents to be completed

Annex A: Grant Application Form (Word format)

Annex B: Budget (Excel format)

Annex C: Logical Framework (Excel format)²⁵

Annex D: Legal Entity Sheet²⁶

Annex E: Financial identification form

Annex F: PADOR off Line Form²⁷

3.2. 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 VII: model report of factual findings and terms of reference for an expenditure verification of an EU financed grant contract for external action
- Annex VIII: model financial guarantee
- 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.

ANNEX J: Information on the tax regime applicable to grant contracts signed under the call.

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

26 Only applicable where the European Commission is the Contracting Authority or will make the payments under the contracts to be signed.

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

Project Cycle Management Guidelines

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