

## Public Call for Proposals for Strengthening Social Services (CFP EUPROPLUS 01-2022)

### 1. Background

The European Union for Local Development Programme - EU PRO Plus will contribute to more balanced socio-economic development in Serbia by enhancing territorial development management, supporting economic growth, and improving social infrastructure and social cohesion of 99 local self-governments in two regions: Šumadija and Western Serbia and Southern and Eastern Serbia.

The European Union (EU) has provided 40 million Euros through the Instrument for Pre-Accession Assistance (IPA) 2020 to fund the Programme, which will be implemented by the United Nations Office for Project Services (UNOPS) over a period of 42 months. The support is programmed with two action documents - the EU for Local Development which includes the 30 million Euros support and the EU for COVID-19 Economic Recovery which foresees a 10 million Euros addition.

There are three result areas that the Programme will achieve in targeted municipalities:

- Result 1: Improved development planning and introduction of the Integrated Territorial Investments (ITI) concept
- Result 2: Enhanced economic growth
- Result 3: Improved social infrastructure and social cohesion

While building on the momentum created by its three predecessors<sup>1</sup> Programme also focuses on four cross cutting aspects: good governance, digitalisation and innovations, environmental and climate change aspects and gender equality. In addition, EU PRO Plus will, through its COVID assistance related activity, strengthen the capacities of the public national health system to respond to COVID-19 pandemic and other national health emergency situations.

The direct beneficiaries of the EU PRO Plus are the Ministry of European Integration, 99 local self-governments, local administration structures, regional development agencies, other business support organisations, local SMEs, and civil society organisations (CSOs). The final beneficiaries are the inhabitants of 99 municipalities.

All programme activities will be undertaken in partnership with the Government of Serbia, while respecting the national policies and priorities, in order to ensure national ownership and help develop national capacities. The EU PRO Plus is based on the National Priorities for International Assistance in the Republic of Serbia until 2025 (NAD), crucial for economic and social development and the EU integration process, while particularly contributing to preparation for the fulfillment of the requirements under Chapter 22 of the EU acquis - Regional Policy and Coordination of Structural Instruments.

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<sup>1</sup> EU PROGRES (2010-2014), European PROGRES (2014-2018) and EU PRO (2018-2021) Programmes

## 2. Justification

The global crisis caused by the COVID-19 pandemic, apart from devastating impact on people's health and lives and healthcare system, has brought significant economic and social disruption. The crises exposed social fragility and has deepened the existing social and economic inequalities.

Global UN reports<sup>2</sup> show that the crisis disproportionately affects poor people and that certain groups such as elderly, women, youth, unprotected workers, people living in informal settlements and homeless people are particularly vulnerable and affected during the crisis. The negative impact of the COVID-19 on the vulnerable groups is far-reaching and requires implementation of adequately designed recovery measures adjusted to the specific needs of excluded groups.

The comprehensive UN Serbia assessment<sup>3</sup> on COVID-19 Socio-Economic Impact (SEIA) shows that in Serbia as well certain segments of the population were more affected than others, such as workers in the informal sector, women in the rural areas, elderly, etc. The first and the second wave of the virus outbreak particularly affected disadvantaged groups, while increasing poverty<sup>4</sup> and creating a new group of people in need.

The UN Serbia report indicates that 85% of dismissed workforce in the first quarter were informal workers, and many did not benefit from any regular or COVID-19 specific social protection measures. With the introduction of the state of emergency and suspension and reduction of certain public services (social protection and health care services, public transportation, etc.), a great number of disadvantaged citizens were excluded from institutional support and/or their access to different social services was reduced. Roma citizens suffered from lack of access to water and power and poorer households also had difficulties to ensure the participation of their children to online schooling.

Based on the data<sup>5</sup> provided by civil and public sectors it is estimated that 70% of people who were impoverished during the COVID-19 crisis in Serbia were left with no support. According to the SEIA report and other assessments, although the public institutions implemented various measures to mitigate the COVID-19 crisis, immediate short-term government responses most often could not respond to the specific needs of the certain vulnerable groups. The majority of local self-governments (LSGs) faced operational difficulties due to the lack of an adequate local governance framework for managing this kind of crisis. The civil sector stepped in and provided basic support. They became the primary providers of community-based services, mostly on an ad hoc basis, which indicates the need to redefine institutional services and equally include civil society organisations as service providers.

Overall, the impact of the COVID-19 crisis indicated insufficiencies in both health and social care systems and the need for future investment in these sectors, as well as the need for a longer-term change to build greater resilience of both. A successful response<sup>6</sup> to the crisis requires improved efficiency in coordination and cooperation between different institutions and stakeholders both at the local level and between local and central institutional stakeholders, as well as active participation of civil society organisations.

An uninterrupted provision of social services, as well as equitable and improved access to social services has been identified as one of the priority needs in relation to the COVID-19 crisis recovery programmes. Enhanced resilience of the public institutions and continuous provision of services

<sup>2</sup> <https://www.ohchr.org/EN/NewsEvents/Pages/DisplayNews.aspx?NewsID=25815&LangID=E>

<sup>3</sup> <https://serbia.un.org/en/92908-impact-covid19-serbia-new-report-and-call-action-united-nations>

<sup>4</sup> [http://sociojalnoukljucivanje.gov.rs/en/poverty-during-the-covid-19-pandemic-and-in-the-post-crisis-period-in-serbia/#\\_ftn3](http://sociojalnoukljucivanje.gov.rs/en/poverty-during-the-covid-19-pandemic-and-in-the-post-crisis-period-in-serbia/#_ftn3)

<sup>5</sup> [SIPRU online conference on poverty during Covid - 19](https://www.sipru.org/en/conference-on-poverty-during-covid-19)

<sup>6</sup> <https://serbia.un.org/en/99525-covid-19-socio-economic-response-plan>

during crises should be achieved through innovative and integrated interventions which also contribute to fostering of partnerships between the public and civil sectors and facilitate their sustainable cooperation.

Considering the priorities recognised at national and local levels in relation to the COVID-19 crisis prevention and recovery facilitation, the Programme will support implementation of integrated and innovative initiatives contributing to the preparedness of the social services providers for the periods of crisis. Furthermore, increased quality and enhanced sustainability of services provided to the most disadvantaged citizens will be supported by ensuring engagement of the civic sector and increased ability of the education, health and/or social protection systems to continue to be inclusive during the periods of emergency such is COVID-19 crisis.

For the purpose of this Call, the social services are identified as different public services intended to provide assistance towards disadvantaged groups, such as elderly, people with disabilities, children and youth, women, Roma, etc. The services can be provided by the public institutions and the civil sector organisations and primarily envisage social protections services, public education and health care services.

### 3. Objectives

**Overall objective:** Contribute to the enhanced social cohesion in Šumadija and Western Serbia and Southern and Eastern Serbia by improving the quality of social services and preparedness of public institutions and other providers of social services for the emergency situations.

**Specific objective:** Increased quality and enhanced sustainability of social services provided to the citizens at the local level, particularly to the disadvantaged groups and for the periods of intensified need such as the pandemic or other state of emergencies.

### 4. Scope

Projects that will be considered for support may include but will not be limited to the following activities:

- **Sustain and improve the existing and introduce innovative and/or integrated social services<sup>7</sup> in order to address and prevent negative impact of the COVID-19, particularly towards the excluded groups**
  - Improve quality and access to social protection, health, education and/or other social services in the local communities in the context of the COVID-19 crisis, particularly for the members of excluded groups
  - Introduce integrated and/or innovative social services that will respond to the new demands in the educational, social protection and/or healthcare systems emerged as the result of the COVID-19 crisis
  - Introduction<sup>8</sup> of digital and other types of innovations that enhance capability of service providers to identify, monitor and assess status of social services delivery, improve their quality and adjust them per identified needs

<sup>7</sup> The services can be provided by the public institutions and the civil sector organisations and primarily envisages social protections services, public education and health care services

<sup>8</sup> Procurement of the equipment to support introduction of the digital innovation will be an eligible activity

- **Address the gaps in provision of social protection services<sup>9</sup> identified during the COVID-19 crisis and/or respond to the increased demands in social protection services created as a result of the crises through expansion of the services**
  - Upgrade existing social protection services that were identified as the most vulnerable during the COVID-19 crisis in the way that will ensure their efficient and effective delivery in the case of the future emergencies
  - Improve mapping and coverage of those most in need of social protection services and other types of assistance during the period of crisis such as COVID-19
  - Expand the existing social protection services that will respond in the quality way to the increased demands in the service delivery
  - Ensure continuity of the service provision during the crises or in the post-crisis period through procurement of the protection equipment and/or other type of equipment contributing to the efficient and effective provision of the service
- **Enhance preparedness and resilience of the providers of social services, primarily public institutions, for possible future emergencies and major disruptions** *(Note: Activities under this area can not be stand-alone project intervention and are mandatory to be combined with one of the other thematic areas, and in service to those areas. The cost for these activities shall not exceed 20% of the total project budget)*
  - Facilitate sustainable and integrated partnership between civil and public sector and other relevant actors that will result in joint interventions and have synergistic effect in provision of social services, particularly in the emergency situations
  - Strengthen existing and/or create new protocols and mechanisms for coordination and engagement of all relevant stakeholders at the local level that will enable prompt and effortless reaction to the emergency situations and uninterrupted provision of services during crisis
  - Introduce the measures that will facilitate greater flexibility of the public institutions in the periods of intensified and specific needs such as the pandemic or other state of emergency in order to promptly and adequately adjust their mitigation measures to the specific circumstances

## 5. Location

The project must refer **exclusively to one or more of 99 municipalities/cities<sup>10</sup>** in the regions of **Šumadija and Western Serbia and Southern and Eastern Serbia** included in the EU PRO Plus Programme.

<sup>9</sup> This refers to the services which require appropriate license for their provision issued by the Ministry of Labour, Employment, Veteran and Social Affairs

<sup>10</sup> Aleksandrovac, Aleksinac, Aranđelovac, Arilje, Babušnica, Bajina Bašta, Batočina, Bela Palanka, Blace, Bogatić, Bojnik, Boljevac, Bor, Bosilegrad, Brus, Bujanovac, Crna Trava, Čačak, Čajetina, Čičevac, Čuprija, Despotovac, Dimitrovgrad, Doljevac, Gadžin Han, Golubac, Gornji Milanovac, Ivanjica, Jagodina, Kladovo, Knić, Knjaževac, Koceljeva, Kosjerić, Kragujevac, Kraljevo, Krupanj, Kruševac, Kučevo, Kuršumlija, Lajkovac, Lapovo, Lebane, Leskovac, Loznica, Lučani, Ljig, Ljubovija, Majdanpek, Mali Zvornik, Malo Crniče, Medveđa, Merošina, Mionica, Negotin, Niš, Nova Varoš, Novi Pazar, Osečina, Paraćin, Petrovac na Mlavi, Pirot, Požarevac, Požega, Preševo, Priboj, Prijepolje, Prokuplje, Rača, Raška, Ražanj, Rekovac, Sjenica, Smederevo, Smederevska Palanka, Sokobanja, Surdulica, Svilajnac, Svrlijig, Šabac, Topola, Trgovište, Trstenik, Tutin, Ub, Užice, Valjevo, Varvarin, Velika Plana, Veliko Gradište, Vladimirci, Vladičin Han, Vlasotince, Vranje, Vrnjačka Banja, Zaječar, Žabari, Žagubica, Žitorađa

## 6. Financial Allocation and Cost Share Contribution

The indicative overall amount available under this Call for Proposals is **600,000 Euros**. The EU PRO Plus Programme reserves the right not to award all available funds.

### 6.1. Minimum and Maximum Grant Award

Maximum value of the grant is **30,000 Euros**, and minimum is **10,000 Euros**

### 6.2. Co-funding

**When the lead applicant is LSG entity the financial contribution of at least 10% of total project eligible costs** is required to be secured. Only actual funds transferred to a separate account, once the contract is being signed and immediately before EU PRO Plus transfers its funds to the same account, are considered as “financial contribution”.

## 7. Terms and Conditions for the Applicants

### 7.1. Eligible applicants

Eligible to apply are:

#### 7.1.1 Civil society organisations

An applicant must be an **organisation which is established, registered and operates in accordance with the Law on Associations** (hereinafter referred to as civil society organisation) and **complies with all of the following criteria** in order to be eligible:

- **Registered and seated in one of 99 municipalities/cities** in the two regions: Šumadija and Western Serbia and Southern and Eastern Serbia included in the EU PRO Plus Programme
- **Registered at least one year** before submission of the project proposal
- **Registered to perform activities** for which the objectives of the proposed project will be realised and organisation's mission is in line with the objectives of the Call. If it is a social protection activity (provision of social protection services), it must be registered in a special register of licensed social protection service providers (has a license for a specific service), or it will acquire a license for service provision during the project when the project foresees establishment of new social protection service
- Proven track record of **successful realisation of at least two projects in the last four years** that addressed the issues which are subject of the CfP and of proposed action
- The organisation is **not in the process of** enforced collection of claim, bankruptcy, closure or liquidation; has clean record in fulfillment of contractual obligations undertaken on the basis of previous grant agreements and no cases of funds misusing, illegal activities or criminal charges/convictions
- The organisation **has expertise, organisational and financial capacities** to successfully carry on implementation of proposed action
- The organisation is **not using funds on the same grounds** from other institutions or donors during the period of implementation of activities

- There are **no convictions nor criminal proceedings** against the person(s) authorised to represent the organisation<sup>11</sup>

### 7.1.2 Local self-governments

The **99 local self-governments** (LSGs) in the two regions: **Šumadija and Western Serbia and Southern and Eastern Serbia** that are included in the EU PRO Plus Programme.

The LSGs must meet following criteria, as well:

- Must apply **in partnership with the CSO** which complies with the eligibility criteria defined under 7.1.1 Section
- Must secure **financial contribution** as stipulated under 6.2. Section
- Proven track record of **successful realisation of at least two projects in the last four years** that addressed the issues which are subject of the CfP and of proposed action

## 7.2. Partnership requirements

If a lead applicant is CSO, partnership with a LSG and/or a public institution(s) relevant for realisation of proposed intervention is strongly encouraged, but it is not mandatory, while additional points will be provided for established partnership.

If a lead applicant is a local-self government, establishing a formal partnership with a CSO is **mandatory**, where the co-applicant CSO must comply with the requirements outlined under 7.1.1. Section.

Partnership must be formalised through a legally binding agreement (signed and stamped by authorised persons from all sides), clearly indicating roles and responsibilities of all parties in the project implementation process. The partnership agreement **MUST** be submitted with the application. The partnership agreement is not provided as a template and needs to be created by the partners.

Submission of letter(s) of support to the project from other stakeholders relevant for implementation of the project will be considered as an asset.

The lead partner is submitting the application and enters into contractual arrangements with the EU PRO Plus Programme.

## 7.3. Other important requirements and considerations

- The applicants that envisage provision of social protection services must plan proposed intervention in line with the legal framework (possess and submit appropriate licence for provision of social protection service and/or foresee public procurement process for selection of the licenced provision provider, etc.)
- One applicant can submit more than one project proposal as a lead organisation, but only one application can be approved for funding
- The applicant can be a partner in another project proposal and it can simultaneously receive grant as a lead applicant and be co-applicant in another granted project

<sup>11</sup> The applicant is submitting signed Eligibility Declaration (Annex C) to confirm compliance with the criteria, but if the project proposal is approved for funding, EU PRO Plus will request submission of appropriate certificate issued by the competent authority before contract signing

- The applicants that are proposing construction works must possess and submit relevant technical documentation and permits that will prove feasibility of the action within duration of the project

## 8. Terms and Conditions for Project Proposal and Budget Preparing

### 8.1. Project proposal guidelines

The nominated projects must:

- Address one or more issues defined under the scope of the Call and produce specific outcomes distinctively contributing to the objectives of the Call
- Address local/regional social development priorities related to the improvement of social services, as stipulated in relevant local/regional strategies and plans, contributing to their implementation (e.g. Strategy and/or local action plan for social protection, Roma inclusion, gender equality, etc.)
- Address the local/regional issues in provision of social services identified during the COVID-19 crisis as stipulated in relevant local/regional assessments/reports or other similar publicly available documents and data
- Propose sustainable actions, meaning that the project will ensure benefits on a long-term basis for the beneficiaries
- Demonstrated ability to include men and women equally in project planning and have gender sensitive objectives and activities as appropriate to the scope of the Call and to the project
- Demonstrate ability to underpin Good Governance principles (efficiency, transparency, accountability, participation and anti-discrimination) in the programming of the activities, as appropriate to the content of the project proposal
- Demonstrate awareness of possible risks in project delivery, as well as strategies to mitigate them
- Include in the project planning at least one visibility activity that will promote the European Union (EU) financial contribution to the project

### 8.2. Duration of the project

The **maximum** duration of the project is **fifteen (15) months**, while **minimum** duration is **ten (10) months** from the signing of the Grant Agreement. This includes initiation of the project activities, such as opening of a designated bank account and other administrative requirements.

### 8.3. Ineligible activities and costs

- In general, activities that are not contributing to the achievement of the objectives of the Call
- On-going activities funded from the other sources
- Activities that would be more appropriately funded from other sources
- Interventions concerning solely or mainly training and/or research activities
- Interventions concerning only development of strategies and/or plans
- Intervention that relate solely or mainly to capital investments, such as renovation/construction of facilities
- Procurement of the equipment that is not grounded in the objectives of the Call and without specific outcome

- Procurement of the used/old equipment
- Procurement of the equipment cannot exceed 30% of the total project costs
- Costs incurred prior to the signing of Grant Support Agreement
- Human resources costs for the project team cannot exceed 30% of the total project costs
- Bank account costs (bank fees, opening and servicing bank account, etc.)
- Auditing costs
- Unforeseen expenses

#### 8.4. Other important requirements and considerations

- All expenses (except costs of land-line/mobile telephone, electricity and public heating – if envisaged) planned to be funded from EU PRO Plus' contribution presented in the budget **must NOT include VAT**
- All planned project costs must be presented in Serbian Dinars
- In-kind contribution cannot be displayed in the project budget
- The selected applicants will be obliged to carry on appropriate procurement procedures during project implementation (the LSG grantees will apply public procurement procedure, the CSO grantees EU PRO Plus' Procurement Manual). In case of the planned service costs incurred by the co-applicant (formal project partner), such costs **MUST** be budgeted under budget heading 1 Human Resources and the partnership agreement must be clearly aligned with the project budget
- Any major inconsistency in the application (e.g. the amounts mentioned in the budget are inconsistent with those mentioned in the application form, etc.) may lead to the rejection of the application

### 9. Visibility

The Applicants must take **all necessary steps prescribed** in the [EU PRO Plus Communication Guidelines](#)<sup>12</sup> to promote the European Union (EU) financial contribution to the Action.

These activities include but are not limited to **clear visual identification of the action at project physical site as prescribed by the Programme and (where applicable) the organisation's website and/or social media**. Organisation's activities conducted with the EU PRO Plus support should be published on the existing web channels with a clear mention of respective EU PRO Plus programme social media pages.

Organisations will be **partaking in various media activities and events** including activities designed to raise the awareness of specific or general audiences of the overall EU support to Serbia. These refer to but are not limited to on-camera and other media interviews, participation in high level events and relevant online and in person surveys on Programme related topics.

In these activities the beneficiary organisations must comply with the objectives and priorities agreed with the EU PRO Plus Programme and guarantee the visibility of the action. All of the promotional activities and materials (print/audio/visual) developed to promote the financed activity have to be sent for approval to the EU PRO Plus Communication team as per above included guidelines.

<sup>12</sup> See the European Commission Manual for [Communication and Visibility in EU-financed external actions](#) as well as [Visibility Guidelines for EU funded projects in Serbia](#)

## 10. Instructions for the Applications Submission

The Application is consisted of:

- Application Form (Annex A)
- Application Budget (Annex B)
- Applicant's Eligibility Declaration (Annex C)
- Application Checklist (Annex D)
- Mandatory supporting documents in Serbian language (as listed in Annex E)
- If applicable > Partnership Agreement

**NOTE: Partnership Agreement** between applicant and co-applicant(s) **MUST** be submitted with the application **WHEN** the applicant is a LSG entity, and, **IF** the lead CSO established partnership with the public institution. Partnership Agreement is not provided as a template and it needs to be created by the partners.

The Application must be submitted in the following manner:

- Applications must be submitted exclusively via online application form available under "Apply" at <https://euproplus.org.rs/en/kpoziv/public-call-for-strengthening-social-services>
- Applications with supporting documents are submitted via google form that requires the use of a google account
- **Applications sent by any other means** (e.g. by fax or by post or by hand delivery) or delivered to emails will be rejected. Hand-written applications **will not be accepted**.
- All fields in the application form must be filled in before submitting the applications
- Exclusively via online form **application documents should be uploaded in PDF format (signed, stamped and scanned) and in original editable format (i.e. Excel, Word)**. Signed, stamped and scanned versions must contain exactly the same application documents as the electronic versions in original editable format
- The applicant must submit the application documents **in English language**
- The total size of the application documents should not exceed 100 MB
- Automatic notification of the delivery to the entered contact email address of the applicant would follow upon successful submission of application form
- The deadline for the submission of applications is **24:00 PM (CET) on 28 February 2022**. Any application submitted after the deadline will be rejected
- Applications must be received before **24:00 PM (CET)** on the closing date of the Call for Proposal. Applicants are kindly advised to submit the application timely, as late deliveries due to slow internet connection or other network/hardware/software related problems may lead to disqualification of the application. Only applications received by UNOPS server before the deadline would be accepted
- Requests for clarification should be submitted to the email address [rsoc.cfp.clarifications@unops.org](mailto:rsoc.cfp.clarifications@unops.org) or via Google form under "Ask Question" at <https://euproplus.org.rs/en/kpoziv/public-call-for-strengthening-social-services> **by 16 February 2022**, the latest. UNOPS reserves the right to request the original versions of submitted documents from applicants where/when original documentation is required by the Evaluation Team

## 11. Evaluation and Contract Awarding Procedure

The quality of the applications<sup>13</sup>, including the proposed budget and capacity of the applicants, will be assessed by the Evaluation Commission by using the evaluation criteria as presented in the Evaluation Grid table below. Evaluation of applications may include on-site visits to the premises of the applicant, meetings with responsible persons and key operational personnel and visits to any part of the premises/sites for the purposes related to the application. The Evaluation Commission is submitting the evaluation results to the Programme's Steering Committee, which provides final approval of the results.

### Evaluation Grid

*Scoring:* The evaluation criteria are divided into sections and subsections. Each subsection will be given a score between 1 and 5 in accordance with the following guidelines: 1 = very poor; 2 = poor; 3 = adequate; 4 = good; 5 = very good.

Section	Maximum Score
<b>1. Operational capacity</b>	<b>10</b>
1.1 Does the applicant have sufficient <b>experience in project management</b> and <b>operational capacity</b> (including staff, equipment, previously implemented donor funded projects, and ability to deliver the action)?	5
1.2 Does the applicant have sufficient <b>technical expertise</b> (relevant education and experience of the project team with the issues to be addressed; number of previously implemented similar projects)?	5
<b>2. Relevance</b>	<b>25</b>
2.1 How relevant is the proposal to the <b>objectives</b> and one or more of the <b>priorities</b> of the call for proposals?	5
2.2. Does the proposal contribute to implementation of <b>local and/or national policies related</b> to the social services provision? What is the level of contribution to implementation of these policies?	5
2.3 Does the proposal contribute to implementation of identified <b>COVID-19 crisis prevention and recovery measures</b> related to the social service provision? What is the level of contribution to implementation of these COVID-19 responses?	5
2.4 How relevant is the suggested response to the particular <b>needs and constraints</b> of the target municipality and/or region? Is the proposal complementary with governmental and other relevant initiatives and avoid duplication?	5
2.5 How clearly defined and strategically chosen are those involved ( <b>target groups</b> and <b>final beneficiaries</b> <sup>14</sup> )? Have their <b>needs</b> been clearly defined and does the proposal address them appropriately?	5
<b>3. Methodology</b>	<b>20</b>

<sup>13</sup> The applications that didn't pass administrative check and are not in compliance with the terms and conditions of the Call will not be considered for the evaluation

<sup>14</sup> "Target groups" are the groups/entities who will be directly positively affected by the project at the project purpose level, and "final beneficiaries" are those who will benefit from the project in the long term at the level of the society or sector at large

3.1 Is the <b>action plan</b> clear, appropriate and feasible? Is the timeline realistic? Have risks been identified and assessed, and mitigation measures planned? Does the proposal include an effective and efficient monitoring system?	5x2
3.2 Does the proposal identify appropriate <b>objectively verifiable indicators</b> for the expected results of the action? Does the proposal include strong rationale and evidence, especially regarding expected outcomes and impact?	5
3.3 Does the proposal demonstrate ability to address <b>good governance</b> and <b>gender equality</b> aspects of the action?	5
<b>4. Outcomes and Impact</b>	<b>20</b>
4.1 Does the proposed action produce specific <b>outcomes</b> distinctively contributing to the objectives of the Call?	5
4.2 Is the action likely to generate tangible and positive <b>benefits</b> for its <b>target groups</b> ? Will it produce immediate benefits for them?	5
4.3 Is the proposal likely to create long term and broader benefits for its target groups and final beneficiaries?	5
4.4 Is the action likely to have multiplier effects, including scope for replication, extension, capitalisation on experience and knowledge sharing?	5
<b>5. Sustainability</b>	<b>10</b>
5.1 Are the expected results of the proposed action <b>sustainable</b> : - Financially ( <i>how will the activities be financed after the EU PRO Plus' 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> )?	5 x 2
<b>6. Budget and cost-effectiveness</b>	<b>10</b>
6.1 is the <b>ratio</b> between the estimated costs and the expected results satisfactory?	5
6.2 Does the proposal consider <b>well planned resources</b> ? Are the project activities appropriately reflected in the budget?	5
<b>7. Partnership</b>	<b>5</b>
7.1 < <i>This criteria applies only if the CSO is a lead applicant</i> > Does the proposal foresee substantial and formalised <b>partnership</b> with relevant public institution(s)? Does the partnership clearly define roles and responsibilities of all parties and are they appropriate for the proposed action?	5
<b>Maximum total score</b>	<b>100</b>

Only the applications that have been given a total score of a minimum 60 points will be considered for the award.

The programme reserves the right to request clarifications related to project application before the finalisation of the award process.

## Contract Awarding

Following the decision to award a grant, the candidate will be offered a contract. By signing the Grant Agreement (Annex F), the applicants agree to accept the contractual conditions of the standard grant contract, including applying of the Procurement Manual when the grantee is a CSO and which will be provided by the Programme to the awarded applicants. The Programme would predominantly use grant methodology for implementation of the approved projects.

## 12. Indicative Timetable

Stages	Timeframe
Publishing of the Call for Proposals	14 January 2022
Informative sessions about the Call	25 January - 04 February 2022 (dates to be confirmed)
Deadline for Submission of Applications	28 February 2022
Administrative check of Applications	March 2022
Evaluation of the Project Proposals	March - April 2022
Approval of the evaluation results by the Programme Steering Committee	May 2022
Notification on the Evaluation Results	May-June 2022
Signing of Agreement	June-July 2022

## 13. Annexes

### Documents to be completed

Annex A: Grant Application Form (Word format)

Annex B: Project Budget, including sources of funding and narrative budget (Excel format)

Annex C: Applicant's Eligibility Declaration

Annex D: Application Checklist

### Important documents for information

Annex E: List of mandatory support documentations for submission (in Serbian Language)

Annex F: UNOPS Grant Support Agreement Template (not to be filled)

## 14. Data Protection

UNOPS shall ensure an appropriate protection of received data subject provided by the Applicant in accordance with the applicable UNOPS Key Privacy Principles (ref. UNOPS Executive Office Directive Ref. EOD.ED.2019.01). Data subject shall therefore be managed carefully by UNOPS and in a coherent manner across the organisation, particularly ensuring respect for human rights and fundamental freedoms of individuals, in particular the right to privacy.