



EUROPEAN UNION
DELEGATION TO THE REPUBLIC OF SERBIA

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

Frequently Asked Questions
Restricted Call for Proposals

Reference: EuropeAid/135483/DD/ACT/RS

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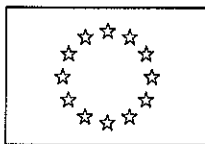
Deadline for submission of Concept note: 30 June 2014

| No. | Question | Answer |
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| 1. | <p>In the "Guidelines for grant applicants", at the bottom of page 34, reads: "Applicants under Lot 1 (ref. Sect.0) shall provide a copy of request for licensing submitted to the relevant service in MoLESP."</p> <p>Can you please clarify precisely what the mentioned "ref. Sect.0" applies or refers to?</p> | <p>The version of the Guidelines for Applicants published on the website of the EU Delegation contained some minor mistypes, including the one quoted. For this reason, a corrigendum has been published indicating that the only valid version of the Guidelines for Applicants is the one published on EuropeAid website. At the same time, the corrigendum extended the deadline for submission of applications.</p> |
| 2. | <p>Should applicants under LOT1 provide a copy of request for licensing submitted to the relevant service in MoLESP – even in case when the projects are targeted only to number 2 and number 3 of the following objectives (page 15 guidelines):</p> <p>1. FURTHER STRENGTHENING EXISTING SERVICES. 2. ACTIONS AIMED AT ESTABLISHING NEW SERVICES. 3. ACTIONS PROPOSING TO DEVELOP INNOVATIVE SERVICES.</p> | <p>Please ref. to sect. 2.1.4.4 of the Guidelines for Applicants.</p> <p>The indicated requirement is specifically referring to project proposals submitted exclusively under Objective 1 of Lot 1.</p> <p>The requirement does not apply, therefore, to proposals submitted under different objectives of Lot 1 or any objective under Lot 2.</p> |



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| 3. | <p>Should we understand "geographically adjacent" (Guidelines) municipalities exclusively as municipalities that are bordering each other, or can they also be understood as 2 municipalities that are "near to", "close to" each other, with some other municipality possibly lying in between but not included in the cluster?</p> <p>For example, two (or more) municipalities that are close to each other can have multiple functional links (be in the same region, at the same traffic infrastructure, have a good history of cooperation...), but with their territories not bordering each other, i.e. with some third municipality lying in between.</p> | <p>Sect. 2.1.4.7 of the Guidelines for Applicants contains the requirement that cluster projects must include at least two "adjacent" municipalities.</p> <p>Geographically "adjacent" means that the area of responsibility of each municipality is directly bordering the territory of the other municipality.</p> <p>Municipalities which are not geographically adjacent (but are connected by other kind of functional links) may apply as co-applicants for the funds awarded to non-cluster projects.</p> |
| 4. | <p>Is the allocation of 750.000EUR for cluster projects (LOT1) final in terms that no more funds can be allocated for cluster projects within LOT 1? Or is it possible that Delegation may decide, in light of good quality of applications, to support a greater number of cluster applications, for example to approve 4 cluster grants in total value of 1.000.000 EUR?</p> | <p>Please ref. to Sect. 1.3.1 of the Guidelines for Applicants: <i>"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."</i></p> |
| 5. | <p>Can the salaries of persons employed at the Centre for social work (CSW) who are engaged exclusively on provision of community-based services (Serbian: "dnevne usluge u zajednici"), and who work within a special organisational unit, under the jurisdiction of the local self-government (and not the Republic under "public authorisations" Serbian "javnim ovlašćenjima"), be financed from the EU grant?</p> <p>In our understanding, "civil servant" may not receive remuneration for their contribution to the action other than their salaries in the respective institution (Guidelines 2.1.5.5).</p> | <p>Please refer to last par. of sect. 2.1.5.5. The costs of salaries of civil servants are eligible under the present Call for Proposal if they generate additional costs for the beneficiary (i.e. under the proposed project, the staff concerned will undertake activities which would not have been carried out, if the project had not been implemented).</p> <p>Moreover, the salaries of the civil servants involved in project implementation can be computed as co-financing to the project up to the percentage of co-financing of total eligible costs.</p> |



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| | <p>However, staff engaged at the CSW exclusively on provision of community based social services (who do not work under public authorizations -- Serbian:"javnim ovlašćenjima") have identical status as the staff engaged at the NGO exclusively engaged on provision of community based social services and remuneration for such NGO and CSW staff is eligible for EU grant co-financing.</p> <p>Those staff in NGO and/or CSW include persons who under the Rulebook on Detailed Conditions and Standards on Service Provision ("Pravilnik o bližim uslovima i standardima za pružanje usluga" -- "Zajednički strukturalni minimalni standardi" Articles 12-17 + articles pertaining to staff required for provision of each individual service) and the Rulebook on Licensing of Organisations in Social Protection – must be engaged on service provision (mandatory tasks of admission, assessment and planning, duties of carers, geronto housewives and other defined tasks for each service).</p> <p>Did we understand correctly?</p> | |
| 6. | <p>Do the schools that have their headquarters in Kosovo* (schools are working in the education system of the Republic of Serbia) have the right to submit a proposal to this call for proposals?</p> | <p>Please ref. to sect. 2.1.1 of the Guidelines for Applicants, indicating the eligibility criteria for applicants, co-applicants and affiliated entities.</p> <p>The organisation's statutes 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. Moreover, any legal entity whose statutes have been established in another country cannot be considered an eligible local organisation, even</p> |

* This designation is without prejudice to positions on status, and it is in line with UNSC 1244 and the ICJ Opinion on the Kosovo Declaration of Independence.



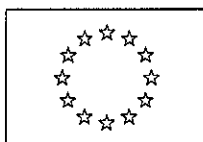
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| | | <p>if the statutes are registered locally or a 'Memorandum of Understanding' has been concluded.</p> <p>Please also ref. to answer to question n. 85.</p> <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority, nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> |
| 7. | <p>Are NGO sector and associations of citizens considered under the civil society and whether they can participate in this call for proposals since it was announced in the local community?</p> | <p>With regards to eligibility of applicants, co-applicants and affiliated entities, please refer to Sect. 2.1 of the Guidelines for Applicants.</p> <p>Please carefully consider the requirements affecting eligibility of non-governmental organisations, as listed under section 2.1.1.1 (1.a) & (1.b).</p> <p>Finally, please note that eligibility requirements of applicants, equally apply to co-applicants (ref. sect. 2.1.1.2) and affiliated entities (ref. sect. 2.1.2.1).</p> |
| 8. | <p>Whether the community level considers NGOs and associations or only local government that can participate to this call for proposals?</p> | <p>Please ref. to answer to question n. 7</p> |
| 9. | <p>Whether local self-government can apply although it has previously used the funds received from the European Union?</p> | <p>The Guidelines for Applicants do not contain any restriction preventing former beneficiaries of EU funds from applying under this Call for Proposals.</p> <p>However please note that two grants cannot be awarded to fund the same Action. With a view to prevent this risk, the applicant is requested to clearly list the sources and amounts of Union funding received or applied for the action or part of the action or for its functioning in the appropriate section of the</p> |



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| | | Grant Application Form (ref. Section 8 "Declaration by the Applicant" of the GAF). |
| 10. | Please let us know how to get to the application package that includes guidelines for applicants, because on the Web site that you send us the notice we can not get these data. | The comprehensive application package, including the Guidelines for Applicants, for this Call for Proposal, is available on the EuropeAid website: http://europa.eu/!NR83PN |
| 11. | We intend to apply for the funds and we need your help and support because we are not able to find application form on your website | Please ref. to answer to question 10. |
| 12. | <p>Can a person working at the Centre for Social Work at the Municipality X, who possesses exceptional and specific experience in providing a certain innovative social service, be engaged as a consultant by an NGO for 10-12 days in total in the implementation of the innovative service in the municipality Y, and receive a payment for that work from the EU grant?</p> <p>Neither Municipality X nor the Centre for Social Work of the Municipality X would be partners on our project, as the municipality X and municipality Y are 200 km apart from each other. Therefore, this assignment in no way applies to the work that this person performs as part of his/her regular job – this assignment would be quite concrete and defined consultative engagement on the project.</p> | <p>Please refer to last par. of sect. 2.1.5.5. The limit preventing the payment of fees for services provided by consultants (which happen to be civil servants) only applies in the case in which the employing public body takes part in the implementation of the action. In all other cases the person hired as an expert is free to receive a payment for the provided services.</p> <p>The eligibility of such costs is however bound by the respect of national legislation applicable to the contract of the specific consultant.</p> <p>Finally, please note since this would be a consulting position, it may not be eligible as a human resource cost (but rather as a provision of service, subject to obligations of Annex IV to the Contract – available within the Application Package as annex G-4, documents for consultation).</p> |



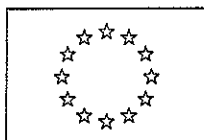
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| 13. | <p>Is it possible to simultaneously develop within our application – a single application – two community based social services in our municipality Y: one previously established service provided by a licensed services provider which they aim to strengthen– (LOT 1, 1. FURTHER STRENGTHENING EXISTING SERVICES), and at the same time to introduce another one, new and innovative service that could and should be included in national standards (LOT 1,3. ACTIONS PROPOSING TO DEVELOP INNOVATIVE SERVICES)?</p> | <p>The Guidelines for Applicants for this Call for Proposal do not include any restriction preventing an applicant from proposing a complex action targeting more than one priority under the same Lot.</p> |
| 14. | <p>Does the term "cluster project" applies only to an inter-municipal service (1 service provider working in 2 or more municipalities) – as mentioned during the presentation in Nis – or is it possible to develop under cluster project two (or more) services in two (or more) municipalities provided by different services providers?</p> <p>We had cluster project including 4 municipalities within EC IPA 2008 Social Inclusion Project (implemented by UNICEF), (it was 1 of 10 such projects in Serbia) and 4 service providers with clear cost-benefit and other very successful elements.</p> | <p>Examples made during information sessions should be considered as indicative only, and may not introduce restrictions other than the ones contained in the Guidelines for Applicants.</p> <p>With regards to "cluster projects" please ref. to Sect. 2.1.4.7 of the Guidelines for Applicants, clearly indicating that these actions must encourage and promote inter-municipal cooperation in social service delivery, and clearly demonstrate economies of scale and budget efficiency.</p> |
| 15. | <p>Is it mandatory to have neighbouring or adjoining municipalities on cluster projects, or it suffices to demonstrate a clear logic of interests and functionality in mutual cooperation?</p> <p>Within EC IPA 2008 Social Inclusion Project (implemented by UNICEF), we had partnership between 4 municipalities, and one of them was not territorially connected to the project's main applicant, but it was in the same region and only some 25 min drive from it.</p> | <p>Please ref. to answer to question 3.</p> |



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| 16. | Can an accredited regional development agency be an affiliated entity in an action under Lot 1, other (non-cluster projects)? | <p>With regards to eligibility of applicants, co-applicants and affiliated entities, please refer to Sect. 2.1 of the Guidelines for Applicants.</p> <p>According to sub-sect. 2.1.2.1, the eligibility of affiliated entities is subject to the same requirements as that of applicants.</p> <p>Therefore, with regards to Lot 1, eligibility of affiliated entities must comply with requirements listed under sub-sect. 2.1.1.1 (1.a).</p> |
| 17. | <p>Guidelines, page 9, 1.3.3. fourth paragraph "...maximum 30% of the total eligible cost of the action may be used for investments (works or supplies)..."</p> <p>- What does it mean 'works' and 'supplies', please provide synonym and example for works and supplies?</p> | <p>The terms "supply" and "works" used in the Guidelines for Applicants is intended in the sense of "supply contracts" and "works contracts" used in the EU Directives concerning public procurement.</p> <p>The rules applicable to external aid funds (including IPA funds) are explained in the Practical Guide to Contract Procedures for EU External Actions (PRAG), available online at the following web-address:</p> <p>http://ec.europa.eu/europeaid/prag/</p> <p>According to PRAG <i>"supply contracts cover the purchase, leasing, rental or hire purchase (with or without option to buy) of products."</i> (ref. section 4.1); while <i>"work" means the outcome of building or civil engineering project that on its own is sufficient to fulfil an economic or technical function.</i>" (ref. section 5.1).</p> |
| 18. | <p>Guidelines, page 15, section 2.1.4.4, under 2nd objective, second bullet point: "...by planning to reach out to a minimum of 55 % of the targeted beneficiary population;"</p> <p>- Does the 55% refer to beneficiaries informed about the service or directly involved in the service?</p> <p>(For example, some social services are provided for anonymous beneficiaries, like</p> | <p>Each applicant is required to clearly indicate how the quoted requirement contained in sect. 2.1.4.4 will be fulfilled.</p> <p>According to the nature of the proposed service, the requirement may not necessarily mean that the service is actually delivered to a minimum of 55% of the potential beneficiary population; however the applicant shall</p> |



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| | <p>SOS helpline, so it's not possible to know exact number of targeted beneficiary population - the research found about 7000 women as victims of domestic violence in our municipality, but it is not possible to target 55% of this number as beneficiaries who will actually receive the service as this extremely exceeds the capacities of the project and our organization. If we, for example, target lower number of beneficiaries, like just Roma women, it will be still impossible to follow the achieved number as this is anonymous service and it is not possible to know exactly if one women used the service for 10 times or these 10 calls were made by 10 different beneficiaries...)</p> | <p>demonstrate that the beneficiary population received full information and it is potentially able to access the proposed services.</p> <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority, nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> |
| 19. | <p>Guidelines, page 15, section 2.1.4.4, under 3rd objective, first bullet point: "...cross-sectorial services...":</p> <p>- Which sectors and what number of sectors are required?</p> <p>(For example: non-profit and profit, non-profit and public, is cooperation among only two sectors enough, does it mean that two institutions from the public sector (like police office and centre for social work) can make cross-sectorial service, etc.)</p> | <p>Please ref. to the second bullet point under the same subparagraph of section 2.1.4.4 of the Guidelines for Applicants: the proposed action shall <i>"Include at least two of the following forms of assistance: home care, psychological assistance, day care centre, medical assistance, respite service, shelter etc."</i></p> |
| 20. | <p>Guidelines, page 15, section 2.1.4.4, under 3rd objective, fourth bullet point: "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."</p> <p>- Please explain the meaning of the 'existing' services as this objective is aimed at innovative (but not existing) services. Does it mean to compare with similar services?</p> <p>- Also, for example, when starting self-help / support groups for women with domestic violence experience we can not compare the</p> | <p>The indicated requirement under sect. 2.1.4.4. must be intended as referring to "similar" services (e.g. comparing target population and standard costs of the offered services) offered either in the same territory or in other geographical areas (possibly presenting similar economic and social features).</p> |



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| | total number of individual beneficiaries with any other service as there is no similar existing service, how do we compare total number for this innovative service? | |
| 21. | <p>Guidelines, page 20, section 2.1.4.7:</p> <ul style="list-style-type: none"> - Can NGO (citizens' association) be a cluster member? - Must a cluster be officially registered and under which form of registration - association or company? <p>(for example, APR can make a registration of associations or of an alliance but for non-government legal or natural persons; they can also make a registration of company/companies - this is where local self-governments can be registered)</p> <ul style="list-style-type: none"> - Can an NGO be an applicant with one or more local self-governments as partners and can this partnership be considered a cluster (if not registered as cluster)? | <p>The Guidelines for Applicants for this Call for Proposal do not contain any specific requirement to legally register a consortium of applicants to apply for a "cluster" project. Correspondingly, legally registered consortia of applicants are not awarded special advantage when applying for cluster projects.</p> <p>The definition of "cluster" rather refers to the geographical area affected by the implementation of the project and the geographical area where the proposed services shall be offered.</p> <p>The eligibility of applicants under Lot 1, as defined under Sect. 2.1.1.1 (1.a) is therefore not affected by the decision to apply for "cluster" or for "non-cluster" projects.</p> |
| 22. | Should we exclude VAT (PDV) from budget calculations? Does the EC Delegation in Serbia have the agreement with Tax Administration about non-payment of VAT? | <p>Please ref. to sect. 2.1.5 with regards to eligibility of costs.</p> <p>Sub-sect. 2.1.5.5, referring to ineligible costs, clearly indicates that taxes, including value added taxes, are ineligible. As a general principle, therefore, the applicants shall exclude VAT from budget calculations.</p> <p>However, where the conditions mentioned in footnote 17 (under the sect. 2.1.5.5.) are met, VAT costs may exceptionally be considered as eligible and included within budget costs.</p> <p>The applicants should preferably contact Tax Administration to verify in which cases VAT costs cannot be recovered and become eligible.</p> |
| 23. | Guidelines, page 19, under section 2.1.4.5, 'All LOTs', last paragraph, second bullet | As a general principle, the purchase, rent or leasing of land and existing buildings is not |



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| | <p>point: "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."</p> <p>Guidelines, page 23, under section 2.1.5.5 Ineligible cost, third bullet point: "purchase, rent or leasing of land and existing buildings"</p> <p>These two rules are contradictory so our question is:</p> <ul style="list-style-type: none"> - Can we buy apartment from project's budget? - Can we buy a house from project's budget for an innovative, new or existing service? | <p>eligible.</p> <p>However, in exceptional cases, where the applicant can demonstrate that the achievement of the objectives of the action would not be possible without such costs, on a case by case basis, the contracting authority may authorise the eligibility of such costs.</p> <p>The applicant shall provide sufficient circumstantiated evidence that there is no possible alternative to achieve the objectives of the action.</p> |
| 24. | <p>Guidelines, page 15, section 2.1.4.4, second objective: "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;"</p> <ul style="list-style-type: none"> - Must we have the license or must we be in the process of licensing of new service in our town before we start the project? | <p>According to sect. 2.1.4.4 of the Guidelines for Applicants, the requirement concerning licensing applies only to proposals submitted within the Objective 1 of Lot 1.</p> <p>Proposal submitted within the Objective 2 of Lot 1 don't need to prove that a request for licensing has been submitted.</p> <p>However please note that, as of May 2016, all providers of social services, for which standards have been adopted by the MoLESP, must be formally licensed.</p> <p>Therefore it will be considered as appropriate to plan for the acquisition of the license during the lifetime of the project.</p> |
| 25. | <p>Can two geographically adjacent local-self governments act in partnership in an action proposed under Lot 1 as a non-cluster project? Is there any form of limitation according to which local-self governments acting in partnership in the same project proposal are ineligible for a grant awarded</p> | <p>The Guidelines for Applicants for this Call for Proposal do not contain any specific provision restricting the freedom of applicants to apply under one or another priority or axis.</p> <p>Therefore two adjacent municipalities can freely decide whether they wish to develop a cluster project (which must fulfil specific</p> |



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| | for non-cluster projects under Lot 1 if they are geographically adjacent? | requirements) or a standard (non-cluster) project. |
| 26. | Is it possible to apply with the social educational services for which National Rulebook of standards has not been released, although this type of services belong to the domain of social services regulated by the Law on Social Protection of Republic of Serbia? | Yes, it is possible, under Objective 3 of Lot 1. Please note that projects presented under Objectives 1 and 2 of Lot 1 can only be those offering services for which national standards have already been developed. |
| 27. | <p>Unfortunately, the provider of the services encounters a problem in the engagement of new employees because of the implementation of the Law on Budget system, namely because of the Regulation on obtaining the approval for new employments and further engagements at public funds' users.</p> <p>I would like to know if there was made an exception when it comes to this project, given that those are international funds, and if the provider of the services will be able to engage more persons on the project, without obtaining the approval of the Ministry of Finance.</p> <p>We sent question to the e-mail of -Europe Direct- and they answered that we should write to you directly.</p> | <p>No special agreement concerning employment of staff has been defined between the EU Delegation and the Government of Serbia, with regards to the implementation of this specific Call for Proposal.</p> <p>The applicant shall, therefore, individually verify with their reference national authorities the available options to proceed with recruitment of the required workforce.</p> |
| 28. | <p>In the Concept Note form, in part called Relevance of the action, paragraph 1.1.1. it is stated: Describe which particular expected results referred to in the Guidelines for the call will be addressed. Please explain where are the expected results described in the Guidelines, because we can not find them?</p> | The concept note form responds to a standard template which cannot be amended. The term "expected results" should therefore be referred to the "objectives" set respectively under Lot 1 and Lot 2 within Sect. 2.1.4.4 of the Guidelines for Applicants. |
| 29. | We plan to submit a project proposal as an NGO in partnership with two municipalities aiming at licensing their social welfare centers for home care. Since we won't be direct service providers, can we act as | The Guidelines for Applicants for this Call for Proposal do not contain any specific provision imposing that the applicant is, at the same time, the service provider. |



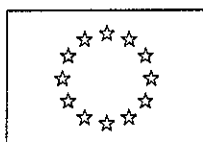
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| | applicant and, if so, what document validates the sustainability of services (as states in Guidelines of the Call under 2.1.4. Eligible actions: actions for which an application may be made. <i>LOT 1: Community-based social services</i> <i>If the 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.)?</i> | It is however the obligation of the applicant to demonstrate that the service will continue to be (financially and institutionally) supported after the cessation of the grant. |
| 30. | Are the Regional development agencies in Serbia eligible to be applicants and co-applicants? | <p>The compliance with the requirements set within this Call for Proposals with regards to eligibility of applicants, co-applicants and affiliated entities will be assessed by the Contracting Authority based on relevant legal documents submitted during step 2 of the evaluation process (e.g. statutes or articles of association, etc. Please ref. 2.4 of the Guidelines for Applicants); therefore a thorough answer to this question cannot be provided at this stage.</p> <p>With regards to eligibility of applicants, co-applicants and affiliated entities, the interested applicant should thoroughly cross-check the requirements set within Sect. 2.1 of the Guidelines for Applicants.</p> <p>Eligibility requirements of applicants, equally apply to co-applicants (ref. sect. 2.1.1.2) and affiliated entities (ref. sect. 2.1.2.1).</p> |
| 31. | We are requesting information related to a letter of support of the local government or the competent local authorities in relation with the provision of services to users of non-institutional care or services in the community (whether it be on improving existing services, introducing new or innovative forms of protection) . Gerontology Center X has been providing community services since 1971. Until 2014, the service has been entirely funded by the | <p>Please ref. to sect. 2.1.4.4: second bullet point of the par. concerning Lot 1 indicates that the applicant shall "<i>Demonstrate the commitment of the relevant decision-making institution to ensure the sustainability of the proposed service</i>".</p> <p>It is up to the applicant to demonstrate that the body issuing the required confirmation concerning the sustainability of the service is actually the "relevant decision-making</p> |



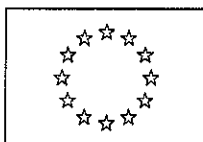
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| | <p>local government and the City X, and since 2014, the service is funded in part by the Autonomous Province. Government of APV recognized the importance that these services have for the local community, and the need for their continuance and increase in the number of users, and therefore provided funding in the amount of 5,500,000 dinars for their financing, with a tendency to maintain existing services, make them permanent, improve their quality, increase the number of users, and introduce new services in accordance with the expressed needs of the users .</p> <p>For this reason the Government of APV is ready to support the Gerontology Center X, in the implementation of the project and developing a more advanced system of non-institutional care in X .</p> <p>Therefore, we request your response to the question whether the letter of support to Gerontology Center can be given by the government of APV, as the authority that provides funding for services to the community in X?</p> | <p>institution".</p> |
| 32. | <p>We are doubtful regarding categorization of social service we intend to develop in cooperation with the municipal management. Namely, our potential partner municipality launched a caregiving service within the externally funded project 3 years ago. The service was running successfully for the period of project duration, but after its finalization, the municipality was not able to continue financing of this service from its own budget. Hence, this service was not available to the local population in need in the last 2 years. The municipality is now interested to launch this service again through this Call for Proposals and to ensure its sustainability after the project ending. Is</p> | <p>Please note that the Call for Proposal clearly refers to "existing services" and coherently indicates the requirement to increase the number of currently served beneficiaries.</p> <p>If a service has not been provided in the last two years, it is neither possible to refer to it as an "existing" service, nor it is possible to indicate an increase in the number of currently served beneficiaries.</p> |



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| | this service considered to fall under the objective of a) FURTHER STRENGTHENING EXISTING SERVICES or objective of b) ESTABLISHING NEW SERVICES, since the indicators concerning increasing of number of beneficiaries differ in these two situations? | |
| 33. | On page 15 of the Guidelines for applicants it says that eligible actions under lot 1 must: "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)". Does this mean that all community-based social services proposed in project proposal must address Roma population and not other vulnerable or disadvantaged groups (particularly victims of domestic violence)? In other words, is it allowed to plan community-based social services for disadvantaged groups other than Roma population? | <p>The Guidelines for Applicants for this Call for Proposals are designed to ensure that – as a minimum – all actions proposed include Roma population, subject to multiple vulnerabilities, in their implementation through mainstreaming activities.</p> <p>Actions submitted within Lot 2 shall additionally ensure that the Roma population is explicitly (although not exclusively) targeted.</p> <p>Conversely, the Guidelines for Applicants for this Call for Proposals do not include any provision excluding other disadvantaged groups from the benefits foreseen, neither under Lot 1 nor under Lot 2.</p> |
| 34. | Is it relevant in assessing the financial capacity of the applicant? If so, what should it be? whether a partnership with the local government means to supplement the financial capacity? | <p>The financial and operational capacities of the applicant (and, where applicable, of the co-applicants and their respective affiliated entities) are jointly assessed based on information provided in the Grant Application Form, in accordance with the evaluation grid concerning step 2 (ref. sect. 2.3 of the Guidelines for Applicants).</p> <p>However the financial capacities of affiliated entities will not be taken into account to assess the question 1.4 of the Evaluation grid (page 32 of the Guidelines for Applicants).</p> |
| 35. | Is it necessary to complete and sent the Budget form (Annex B) together with the Concept Note part of the Application Form? | <p>No, it is not necessary.</p> <p>Annex B must only be filled in and submitted jointly with part B of the Application Form, along with the provision of the Full</p> |



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| | | Application, during Step 2 of the Evaluation process. |
| 36. | Is it necessary to complete and sent the LFM form (Annex C) together with the Concept Note part of the Application Form? | No, it is not necessary. Annex C must only be filled in and submitted jointly with part B of the Application Form, along with the provision of the Full Application, during Step 2 of the Evaluation process. |
| 37. | On page 15 of the Guidelines for applicants it says that eligible actions under lot 1 must: "Ensure that the funded service is available to Roma population in general, and in particulate to residents of Roma settlements (including through promotional activities carried out within the settlements)". Does this mean that all community-based social services proposed in project proposal must address Roma population and not other vulnerable or disadvantaged groups (particularly victims of domestic violence)? In other words, is it allowed to plan community-based social services for disadvantaged groups other than Roma population? | Please ref. to answer to question 33 |
| 38. | Is procurement of equipment for the purpose of self-employment encouragement and establishment of start-ups eligible cost/activity within the LOT 2 Active inclusion initiatives for the Roma population, particularly within the objective 2 Encouraging and Supporting employment and self-entrepreneurship? Article 14 of the General conditions lists equipment procurement as eligible direct cost, whereas page 19 of the Guidelines says: "Purchase of buildings, houses, equipment and vehicles, space rehabilitation, infrastructural work and development of technical documentation for these purposes | The purchase of equipment is eligible under both lots, with the restrictions as specified in the quoted text on page 19 of the Guidelines for Applicants. However, where the applicant can demonstrate that the achievement of the objectives of the action would not be possible without incurring costs for which restrictions are applicable, on a case by case basis, the contracting authority may authorise the eligibility of such costs. |



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| | 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". Please clarify whether equipping is eligible within LOT 2, as specified above. | |
| 39. | Could you provide more specified explanation of the sub-granting - financial support to third parties - should these be registered organizations, included in the consortium in some way or not? Listed in the project proposal or later elected? What is the procedure of sub-granting? | <p>Please ref. to sect. 2.1.4.6 of the Guidelines for Applicants. As indicated, sub-granting is intended to provide financial support to third parties, within the sense and to the effects described under Par. 6.9.2 of the Practical Guide to Contract Procedures for EU External Actions (PRAG), available online at the following web-address:</p> <p>http://ec.europa.eu/europeaid/prag/</p> <p>The procedures envisaged for providing the financial support to third-parties must be defined in detail by the applicant in the proposal. If awarded, the conditions shall be strictly defined in the grant contract with the grant beneficiary.</p> |
| 40. | <p>For Actions proposed under Lot 2:</p> <p>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.</p> <p>In case the applicant is not the Local Self-government, should any supporting</p> | <p>With regards to eligibility of applicants, co-applicants and affiliated entities, please refer to Sect. 2.1 of the Guidelines for Applicants.</p> <p>The eligibility requirements of applicants, equally apply to co-applicants (ref. sect. 2.1.1.2) and affiliated entities (ref. sect. 2.1.2.1).</p> <p>The relevant documents proving the compliance with eligibility criteria shall therefore be equally provided by the applicant and all co-applicants.</p> |



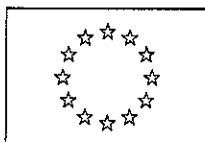
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| | <p>documents hereby specified be provided also?</p> <p>In case local self-government is a co-applicant, should they provide the specified documents as well?</p> | |
| 41. | <p>Please clarify the term "community based social services"</p> | <p>Community Based Social Services can be very broadly defined as social services offered to the persons in need within their community of origin, reducing to the minimum extent possible the need for institutionalisation.</p> <p>For the purposes of this Call for Proposals, "community based social services" are those defined within items 2, 3, 4 and partially 5 (shelters) of Article 40 of the Law on Social Protection. Such services shall be provided for the groups of beneficiaries defined within Article 41 of the Law on Social Protection, and within the financing mandate of local self-governments, in line with Article 209 of the Law on Social Protection.</p> |
| 42. | <p>Guidelines state that proposal should "integrate a system for monitoring the respect of minimum standards put under the responsibility of third parties". Who could be considered as "third parties"? What should be their minimum characteristics?</p> | <p>The mentioned requirement refers to actions proposed within Lot 1, as indicated under sect. 2.1.4.4.</p> <p>"Third parties" are organisations which are not related with the applicant, the co-applicants or their affiliated entities. The applicant shall demonstrate the absence of a conflict of interest with the organisations in charge for the monitoring of minimum standards in the delivery of services. Moreover, the service contract undersigned with these organisations shall include provisions ensuring the independence and autonomy of these organisations in the conduct of their duties.</p> <p>The selection of the third party shall evidence consolidated experience and technical expertise of the selected organisations, in the field of human rights monitoring and in the</p> |



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| | | quality assessment of delivery of social services. |
| 43. | For actions proposing to develop innovative services, the guidelines states that they should include at least two of the following forms of assistance (home care, psychological assistance, day care centre, medical assistance, respite service, shelter etc.). Do we mean that at minimum the proposal need to develop two out of : home care, psychological assistance, day care centre, medical assistance, respite service or shelter? or that "etc." allows also for developing other services that those mentioned? | <p>The mentioned requirement refers to actions proposed within Lot 1, as indicated under sect. 2.1.4.4.</p> <p>At the moment when the Guidelines for Applicants were drafted, the proposed list included all possible options, however it was also evident that the list was subject to possible further expansion, hence the decision to leave the field open.</p> <p>The Applicant shall demonstrate in its application that services delivered in at least two different sectors are going to be integrated in a "cross-sectorial" service.</p> |
| 44. | We are thinking about organize a study visit to an European Country (i.e. Italy) for learning purposes and exchange of experiences. Will this kind of study visit abroad eligible according to the guidelines for this call? | Please ref. to sect. 2.1.4.3 of the Guidelines for Applicants, where it is stated that actions must take place in Serbia: provided that the bulk of the action is implemented within the territory of the Republic of Serbia, and to the benefit of persons living within its borders, minor portions of the action may take place outside of Serbia, provided that the Applicant can demonstrate the necessity to implement these parts of the action to achieve the proposed objectives. |
| 45. | Association X as submitter of the project will implement in four municipalities a new model of social policy that' involves making a social cards at the local level and the establishment of a municipal body that will provide support to vulnerable population and direct them towards the labor activation. The Guide says that the partners in the project should be geographical neighbors. Our question to you is whether this rule on geographic location must be exclusively applicable? | Please refer to answer to question n.3 |



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| 46. | Does the person who will perform the monitoring of minimum standards may be a member of the City Council or the Deputy Mayor who is charge of social issues? | <p>Please refer to answer to question n. 42.</p> <p>The applicant shall ensure the absence of any conflict of interest between the applicant, the co-applicants and their affiliated entities, and the "third party" organisation in charge of monitoring the minimum standards.</p> <p>Provided this requirement is met, the Guidelines for Applicants for this Call for Proposal do not contain any provision further restricting the identity of the organisations in charge of the monitoring.</p> |
| 47. | We would like to kindly ask you to give us an answer are Regional Development Agencies from Serbia, founded and accredited according to the Law on Regional Development eligible to be an applicant or co-applicants at Restricted Call for proposals, Support to the Social inclusion of the most vulnerable groups, including Roma, through more diversified community-based social services; | Please refer to answer to question n.16. |
| 48. | If two municipalities apply, do they have to be neighbouring? | Please refer to answer to question n.3 |
| 49. | Do co - applicants also participate in co - financing? | <p>Sect. 1.3.3 of the Guidelines for Applicants clearly indicate that "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 Fund".</p> <p>The Guidelines for Applicants do not include any additional requirement concerning the origin of the co-financing, which can therefore be provided by any source, including the applicant, the co-applicant(s), the affiliated entities or any third party not directly participating in the action.</p> |



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| 50. | If a Federation of Associations participates as an applicant, is the capacity evaluated on the basis of capacity of the Federation or of the member associations. | Please refer to answer to question n.34 |
| 51. | Can an organization be applicant and that cluster consists of two municipalities? | The question is not clear. The question is understood as follows: "Can a single organisation submit a proposal to fund a cluster project implemented in two (adjacent) municipalities?" The answer to this question is no, it cannot. Please ref. to sect. 2.1.1.1 of the Guidelines for Applicants. |
| 52. | What is better: NGO or self -government as applicant or co-applicant? | The Guidelines for Applicants to this Call for Proposal do not include any provision establishing an advantage for any type of applicant compared to other types, provided they fulfil eligibility criteria set under sect. 2.1.1. |
| 53. | Social Welfare Strategy: is it a priority and must it exists? | The Guidelines for Applicants to this Call for Proposal do not include any requirement associated with the prior existence of a Social Welfare Strategy (at the local level). However if such a document does indeed exist in the relevant municipality, the proposed action should ideally demonstrate its consistence and coherence with the objectives and expected results indicated in the document. |
| 54. | You mentioned four specific objectives. Do we need to respond to all four or not? | Sect. 1.2 of the Guidelines for Applicants for this Call for Proposal defines four specific objectives which are governing the approach of the Call. Such objectives should ideally be jointly targeted by all the grant proposals submitted. Each proposal may explicitly target one or more of these specific objectives, however normally the submitted proposals will lead to address these objectives if they will follow the guidelines set under sect. 2.1.4.4 concerning |



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| | | the eligible types of actions. |
| 55. | Evaluation of capacity: What are the criteria and how are they evaluated? | Please refer to answer to question n.34 |
| 56. | Licensing costs: Are costs of licensing eligible? | <p>Costs for licensing are only relevant with regards to proposals submitted under Lot 1.</p> <p>Within Lot 1, applicants presenting proposals under Objective 1 (expansion of existing services) shall demonstrate that a request of licensing has been submitted before the start of Step 2 of the evaluation process. Since this is before the start of the project, the related costs cannot be eligible.</p> <p>With regards to proposals submitted under Objectives 2 and 3 of Lot 1, project proposals may include the costs associated with licensing the services. Such costs may be considered as eligible to the extent that they comply with provisions of sect. 2.1.5 of the Guidelines for Applicants. The applicant shall, however, demonstrate in the application that such costs are both reasonable and appropriate taking into account that the standards for such services may not yet exist and may not be developed before the end of the project.</p> |
| 57. | You said that it was enough to apply for a license. That is enough for the Concept Note phase. What about second phase? | <p>The requirement concerning the submission of a request for licensing to the MoLESP is contained within sect. 2.1.4.4 of the Guidelines for Applicants.</p> <p>The first bullet point of Objective 1 under Lot 1 indicates that the applicant shall prove that a request for licensing has been submitted "at the time of submitting the full application" (i.e. Step 2 of the evaluation process).</p> <p>No requirement is set, instead, for the Concept Note phase.</p> |
| 58. | Twenty members of our Association received | The licensing of social services providers is set in the Rulebook on Social Welfare |



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| | training for personal assistants and got certificates. Is that sufficient as a license or the Association must obtain a license? | <p>Organisation Licensure adopted in compliance of the Serbian Law on Social Welfare of 2011.</p> <p>The requirement concerning licensing is therefore referred to the organisation, not to the individual practitioners working within the organisations providing services.</p> |
| 59. | Can a completed building for the implementation of new innovative services be regarded as participation in the co-financing? | Please ref. to sect. 2.1.5.4 of the Guidelines for Applicants: contributions in-kind cannot be considered as co-financing. |
| 60. | This year we received from the line Ministry a project that involves a type of new service and we plan continuation of next service. Can that be co-financing? | Please ref. to Sect. 2.1.5.1 for the eligibility of costs, which in turn mentions art. 14 of the General Conditions. The latter document can be found among the annexes to the application package (Annex G-2, documents for information). Sect. 14.1 of the General Conditions state that, to be considered eligible, costs must be "incurred during the implementation of the Action". Therefore the co-financing received from the Ministry could only be considered as eligible if the provision of service has not started yet at the date of starting of the proposed action. |
| 61. | If the local self-government participates as co-applicant? So there is no requirement that both have to finance the share of co-financing, does this mean that the one who has more funds can finance ? | Please refer to answer to question n. 49. |
| 62. | Also, the profit sector can participate in co-financing and also others, individual entrepreneurs? | Please refer to answer to question n. 49. |
| 63. | Question related to license: In case of several co-applicants, two will provide services that are subject to licensing. Does that mean that only these two are subject to licensing and these two have to request for license, others will implement activities that are not in Article 40 of the Law on Social Protection. | With reference to the requirement for licensing, the Guidelines for Applicants sometimes uses the term Applicant, when it should more precisely refer to the service provider(s). Given the nature of this requirement is closely related with applicable Serbian legislation and regulations, the request of license must be exhibited only in relation |



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| | <p>- When does one submit proof that the request for license has been submitted to the Ministry?</p> | <p>with the organisations which will actually deliver social services during the implementation of the action.</p> <p>The request for license must be submitted to the Ministry at the latest by the deadline for submission of the full application (please ref. sect. 2.1.4.4).</p> <p>Proof that the request of license has been submitted by the above mentioned deadline must be submitted along with other documents proving eligibility of the applicant provisionally selected or placed in the reserve list, in accordance with sect. 2.4 of the Guidelines for Applicants.</p> |
| 64. | <p>Ineligible costs: What does ' operating costs' mean?</p> | <p>Operating costs are the costs generated by the normal activities performed by any organisation in performing tasks connected with its mandate, and not connected in any way with implementation of a project.</p> |
| 65. | <p>Ineligible costs: purchase, rent of building is not allowed and eligible, but on page 19 it says that purchase of building, equipment is allowed if it serves some activities . This is a contradiction.</p> | <p>Please refer to answer to question n. 23</p> |
| 66. | <p>The precise definition of the participation of the applicant: involvement of the applicant is added up to the approved funds and is justified through activities that will cover that cost . That is clear.</p> <p>If a partner organization participates in co-financing instead of the applicant and applicant's and grant funds must go to the current account and to justify through current account of the coordinator ,that cannot be justified in two accounts , I think it's not feasible . So bank can also give a guarantee but funds as share in co-financing must be on the current account of the applicant that receives the donation (grant)</p> | <p>The question is not clear. However useful indications may possibly be found in the answer to question n. 49.</p> |



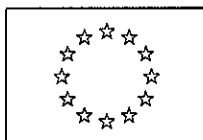
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| | and justify according to the grant contract. | |
| 67. | <p>Standardized services under Article 40 of the Law and the Law in Article 64 obliges local self-governments to publish tender for public procurement of licensed services (through the process of public procurement of services).</p> <p>If through this project and partnership want to help NGO to acquire license , we as local self-government are obliged to tender but there is no guarantee that this organization will be awarded. Some other organization might be successful and thus part of the project will not be sustainable. (??)</p> | <p>The question seems to refer to proposals submitted under Lot 1 (ref. sect. 2.1.4.4 of the Guidelines for Applicants).</p> <p>It is up to the applicant and co-applicant to propose actions which can be fulfilled respecting both the rules and requirements applicable to EU funds, and the rules and requirements applicable under national legislation.</p> |
| 68. | <p>Most of our colleagues from the associations plan to go through the licensing process , who can guarantee that that will have a purpose because they will be able to appear as one of the bidders in the call published by the local self-government ?</p> | <p>Please refer to answer to question n. 58.</p> |
| 69. | <p>Can monitoring be performed by organizations or persons from abroad?</p> | <p>The question is intended as referring to the requirement concerning monitoring of the respect of minimum standards in practice under the responsibility of third parties, as stated under sect. 2.1.4.4 of the Guidelines for Applicants.</p> <p>Please refer to answer to question 42. The Guidelines for Applicants do not contain any further restriction to the origin or provenance of the organisations contracted to perform such duties.</p> <p>However please note that, when services are subcontracted, eligibility is limited by the "nationality rule", as per sect. 2.1 of the Annex IV to the Contract (available within the Application Package as annex G-4, documents for consultation)</p> |



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| 70. | Purchase of equipment, such as vehicles: is the European Union origin important? | <p>With regards to supplies, the "Rule of Origin" is applicable to all equipment purchased, as per sect. 2.2 of the Annex IV to the Contract (available within the Application Package as annex G-4, documents for consultation).</p> <p>Please note that the rule of origin does not restrict origin to the Member States of the EU only, but includes 26 additional countries/territories. Please consult Annex A2b2 of the Practical Guide to Contract Procedures for EU External Actions (PRAG) for a comprehensive list of the eligible countries with regards to funds allocated under the "Instrument for Pre-Accession Assistance Council Regulation (EC) N° 1085/2006"</p> <p>PRAG general annexes are available online at the following web-address: http://ec.europa.eu/europeaid/prag/</p> |
| 71. | What should be the ratio between operational and project costs? | <p>The question is not clear. If, by "operational", it is meant "operating" costs, these are ineligible, according to sect. 2.1.5.5. of the Guidelines for Applicants.</p> <p>Alternatively, "operational costs" could be referred to "indirect" costs, i.e. those identified in the General Conditions as "eligible costs which may not be identified as specific costs directly linked to the implementation of the action and may not be booked to it directly according to the conditions of eligibility" (General Conditions are available within the Application Package as annex G-2, documents for consultation). Indirect costs must be properly justified by the applicant and may be indicated in the budget up to a maximum 7% of all eligible direct costs of the action.</p> |
| 72. | Lot 2 with sub -granting: Sub-granting is allowed only to nonprofit organizations | Please ref. sect. 2.1.4.6 of the Guidelines for Applicants: the third parties receiving |



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| | which means that the self-employment through sub-granting is not allowed? | financial support must be non-profit making legal persons established in Serbia. Financial support to natural persons (individuals) and profit making organisations is not allowed. Please also ref. to answer to question n. 39 |
| 73. | One theme for LOT 2 is employment that can be implemented through micro donations. Do these micro donations and project of this type fall into the category of sub-granting or not? | The question does not contain sufficient details to define what a "micro-donation" is. Financial support to third parties can only be provided within the scope of Lot 2 – sub-granting priority (ref. sect. 2.1.4.6. of the Guidelines for Applicants), provided it is based on the same objectives and criteria of eligibility for actions and activities defined within sections 2.1.4.4 and 2.1.4.5. Such support can only be provided to non-profit making legal persons established in Serbia. |
| 74. | Legal persons as beneficiaries in sub-granting: What are the conditions they have to meet? Is it the same as the applicant who received the funds or we should define the conditions through our application? | Please ref. sect. 2.1.4.6 of the Guidelines for Applicants: among other criteria, the applicants shall define the types of persons or categories of persons which may receive financial support, in compliance with conditions or restrictions set within the above mentioned section. Please also ref. to answer to questions n. 39 and n. 72. |
| 75. | Is sub-granting limited by themes, should it be related to one subject only or it is allowed in different subjects? | Please ref. sect. 2.1.4.6 of the Guidelines for Applicants: among other criteria, the applicants shall define the objectives and results to be obtained with the financial support as well as the different types of activities eligible for financial support, in compliance with conditions or restrictions set within the above mentioned section. |
| 76. | 1. Public companies are not non-profit. Public enterprises in Novi Pazar is not the local self-government direct spending unit, but indirectly, by implementing the contract. 2. With regard to local self-government: the | 1. It is not clear what the question is. 2. The Guidelines for Applicants for this Call for Proposal do not contain any requirement concerning the ethnic origin of the Roma municipal coordinator. |



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| | <p>local self-government have mediators for Roma issues, we have coordinators for Roma issues but they are not Roma since in the City of Novi Pazar no single Roma person has completed secondary school. Can we hire someone else as Assistant Coordinator that has to be Roma person?</p> <p>3. Can NGOs that do not have annual budget bigger than 20,000 EUR apply directly for 60,000 EUR grants?</p> | <p>3. The Guidelines for Applicants for this Call for Proposal do not contain any criterion restricting eligibility to apply to organisations with a minimum turnover. Please ref. to answer to question n. 34 for additional information on the assessment of financial and managerial capacities of the applicants.</p> |
| 77. | <p>Our local self-government has adopted a Roma education local action plan but there is no action plan for inclusion. Is that sufficient or is it necessary to adopt all four action plans: education, employment, housing ... or we can rename the action plan?</p> | <p>According to sect. 2.1.1.1 (1.b) of the Guidelines for Applicants, in order to be eligible to apply for grants under Lot 2, local authorities must meet specific criteria, among which the prior adoption of a "Local action plan for Roma inclusion". The definition of "Action Plan for Roma Inclusion" must be intended as referring to a document addressing the multiple layers of exclusion affecting the Roma population at the same time, and including as a minimum Education, Housing, Employment, Health and access to social welfare services.</p> |
| 78. | <p>For LOT 2: organizations should not be licensed if they do not provide social services?</p> | <p>Licensing requirements are only referring to the provision of social services under Lot 1 of this Call for Proposals, in line with the Law on Social Welfare in force.</p> |
| 79. | <p>Can (regular) project include sub-granting or not?</p> | <p>According to the rules applicable to this Call for Proposals, financial support to third parties can only be provided within the scope of Lot 2 – sub-granting priority (ref. sect. 2.1.4.6. of the Guidelines for Applicants).</p> |
| 80. | <p>Is it necessary to appoint a committee for sub-granting with a member from Ministry or someone from the EU?</p> | <p>The Guidelines for Applicants for this call for proposals do not include any requirement concerning the composition of the evaluation committee to select awardees of financial support to third parties.</p> <p>However please ref. sect. 2.1.4.6 of the Guidelines for Applicants: among other</p> |



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| | | criteria, the applicants shall clearly define the criteria for selecting these entities and giving the financial support in the grant application form. |
| 81. | Is it better to participate as a centre (for social welfare) or local self-government? In principle there is no difference? | Please ref. to answer to question n. 52. |
| 82. | Health sector as applicants? | Please ref. to sect. 2.1.1 with regards to criteria for eligibility of applicants. Eligibility of public health sector institutions is limited to Lot 2. |
| 83. | Maximum number of co-applicants? | The Guidelines for Applicants for this Call for Proposal do not contain any specific restriction to the number of co-applicants participating in a proposal. |
| 84. | If we participate in one Lot as applicant, can we participate as applicant in the other Lot? | Please ref. to sect. 2.1.4.8 of the Guidelines for Applicants: Applicants may not submit more than one application per lot, but may receive more than one grant within the Call. |
| 85. | Can partners be from EU? | <p>Please ref. to sect. 2.1.1 concerning eligibility of applicant, co-applicants and affiliated entities. Footnotes n.6 and 7 are specifically defining the eligibility of applicants with regards to their place of origin.</p> <p>Further information regarding eligibility within the sense of Art. 19 of the IPA Regulation ("Instrument for Pre-Accession Assistance Council Regulation n° 1085/2006") can be found within general annex A2b2 of the Practical Guide to Contract Procedures for EU External Actions (PRAG). PRAG general annexes are available online at the following web-address:</p> <p>http://ec.europa.eu/europeaid/prag/</p> |
| 86. | Can the applicant and co-applicant join the funds? | Please ref. to answer to question n. 49. |



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| 87. | Is purchase of a house, land and lease eligible or ineligible cost ? | Please ref. to answer to question n. 23. |
| 88. | Is there a deadline for additional questions? | The deadline for submitting requests of clarification to the Contracting Authority was originally set on the 28/4/2014. However, publication of Corrigendum no. 3 extended this deadline until the 9/6/2012. |
| 89. | Can an organisation participating in cross-border projects participate in this Call? | With regards to eligibility for applicants, co-applicants and affiliated entities please consult sect. 2.1.1 of the Guidelines for Applicants. The Guidelines for Applicants for this Call for Proposals do not contain any additional criterion restricting the eligibility of organisations which are already receiving EU-funds for the implementation of other projects. However please note the rule preventing double-funding for grants: no beneficiary may receive different funds from the EU for the implementation of the same action, activity (or activities), or to achieve the same result(s). Please also ref. to answer to question n.9. |
| 90. | Do we have to acquire the license or request the license during the implementation of the project? | With regards to proposals submitted within the Objective 1 of Lot 1, the request for license must be submitted to the Ministry at the latest by the deadline for submission of the full application (please ref. sect. 2.1.4.4). With regards to projects submitted within the other two objectives of Lot 1, please ref. to answer to question n. 24. |
| 91. | Independent monitoring: this has to be an organization which deals with the protection of human rights is in the territory of the Republic of Serbia or that person has to have certain qualities and certain knowledge of the area? | Please ref. to answer to questions n. 42, n. 46 and n.69. |
| 92. | What is the optimal number of beneficiaries? | Section 2.1.4.4 of the Guidelines for Applicants list several requirements |



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| | | <p>concerning the minimum amount of beneficiaries reached out by the project's activities. E.g. min 55% of the targeted beneficiary population shall be reached out by a project submitting for funds under Lot 1 Obj. 2.</p> <p>However, provided these minimum requirements are met, the Guidelines for Applicants for this Call for Proposals do not contain any indication concerning the optimal number of projected beneficiaries. It is up to the applicants to demonstrate the most appropriate balance between the resources engaged and the number of beneficiaries reached out.</p> |
| 93. | In case of new services at a local level, despite the standards being regulated (prescribed) by the Rules, does the institution request the licensing or not? In case of establishing new services, does one apply for the license before this deadline or not? | Please ref. to answer to question n.90. |
| 94. | Can creating the conditions for meeting these standards be one of the activities in the project? Can the licensing be a cost in the budget? | Please ref. to answer to question 24. |
| 95. | Is it a legitimate explanation not to request licensing if the improvement of service leads to that the service fulfils the standard that it cannot fulfil now. | Please ref. to answer to question n. 24. |
| 96. | We requested the clarification from the Ministry if the restriction for employment in the public sector will be lifted for the project under this Call. Will we receive an official opinion from the Ministry? | Please ref. to answer to question n. 27. |
| 97. | Innovative services: One of the requirements is the letter of intent by the local self-government to continue to support the | Please ref. to answer to question n. 31. |



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| | <p>services after the end of the Project.</p> <p>I think that none of the local self-governments will support something that started two years ago. What kind of a document can prove that there is a will to continue with services after the end of the Project?</p> | |
| 98. | <p>Can the fund raising substitute the letter of intent , given that sustainability can be provided by fund raising?</p> | <p>Please ref. to sect. 2.1.4.4: second bullet point of the par. concerning Lot 1 indicates that the applicant shall "<i>Demonstrate the commitment of the relevant decision-making institution to ensure the sustainability of the proposed service</i>".</p> <p>The assessment of services sustainability is not only intended from the financial point of view, as it also includes the institutional and legal aspects. Under the existing Law on Social Welfare, the role of local self-governments is essential to ensure all these aspects in the medium and long term.</p> |
| 99. | <p>Should the letter of support from the local self-government be in English or certified translation to Serbian?</p> | <p>Please ref. to sect. 2.4 of the Guidelines for Applicants: documents proving the eligibility of the applicants under this Call for Proposals can be provided in Serbian. It is however common practice – to facilitate the evaluation procedure – to provide a translation in English.</p> |
| 100. | <p>Will the Municipal Council have to adopt the letter of intent or can the Municipal Council for social protection issue a letter of intent ?</p> | <p>Please ref. to answer to question n.31.</p> |



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| 101. | Do local authorities have to apply PRAG or to apply the local procurement rules? | <p>Procurement of implementation contracts during the execution of grant contracts is regulated by the rules of Annex IV to the contract, available within the Application Package as annex G-4, documents for consultation.</p> <p>Local procurement rules may be applied, subject to observing the principles and rules of Annex IV, which lay down the minimum procedures to be followed. PRAG templates may be used, if beneficiaries do not have their own.</p> |
| 102. | Local self-government and Action Plan? What if a local action plan expires halfway through the project? Is this an obstacle to accept the project? | <p>The requirement concerning local action plans is set within sect. 2.1.1.1 (1.b) of the Guidelines for Applicants, concerning eligibility of local authorities to apply for grants under Lot 2. Such requirement only identify the need for an action plan to be existing at the moment of submitting the application, nothing being said for the time extension of its validity.</p> <p>Please also ref. to answer to question n. 77</p> |
| 103. | Is it required that the applicant has previously participated in European projects as a lead partner or a partner in the project? | <p>The Guidelines for Applicants for this Call for Proposals do not include any requirement concerning the prior experience of applicants in previous European projects.</p> <p>However, please note that financial and managerial capacities will be assessed during the Evaluation Step 2.</p> <p>Please also ref. to answer to question n. 34</p> |
| 104. | <p>Is a partnership desirable or necessary or a single NGO can apply independently?</p> <p>In relation to a type of activity: cluster etc. can a project be implemented in a number of cities, towns or unconnected towns or an emphasis is also on the local level? (??)</p> | <p>Please ref. to sect. 2.1.1 of the Guidelines for Applicants with regards to eligibility of applicants and co-applicants. The applicant is required to apply in partnership with at least one co-applicant only in the case of applications submitted for grants under Lot 1, cluster projects priority. Applicants submitting proposals under all other cases can act</p> |



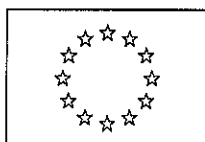
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| | | <p>autonomously.</p> <p>With regards to the relationship between cluster or non-cluster project and geographical links between served areas, please ref. to answer to question n. 3</p> |
| 105. | <p>If an NGO does not have its own funds but it is funded by donations, some additional charity activities, sponsorships or the like, where to provide the 10% minimum co-financing?</p> | <p>Please ref. to answer to question n. 49</p> |
| 106. | <p>Audit costs: If a grant is more than 100,000 euros, do we have an obligation to pay an audit firm to perform the audit, or can we perform an internal audit or to hire a company?</p> | <p>Please ref. to sect. 2.1.5.1 of the Guidelines for Applicants: the expenditure verification(s) referred to in Article 15.7 of the General Conditions to the Standard Grant Contract (see Annex G of the Application Package) will be carried out by the Contracting Authority or any external body authorised by the European Commission.</p> <p>The applicants are therefore required not to include the corresponding costs in their budget.</p> |
| 107. | <p>10% co-financing: Can equipment (vehicles, computers) be included in this?</p> | <p>Please ref. to answer to question 59.</p> |
| 108. | <p>Application of the Serbian Law on Public procurement since Municipalities can also be applicants: Is there an agreement or there is a derogation from the rules of the Serbian public procurement law?</p> | <p>Please ref. to answer to question n.101.</p> |
| 109. | <p>Affiliated entities: whether they will be a part of the budget and how? Are their costs shown in the budget or not?</p> | <p>Please ref. to sect. 2.1.2.1 of the Guidelines for Applicants: affiliated entities participate in the design and in the implementation of the Action. Since the costs they incur (including those incurred for Implementation Contracts and Financial Support to third parties) may be accepted as eligible costs, they can be included in the budget of the action.</p> |



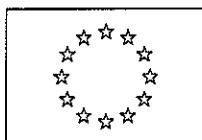
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| 110. | Co-financing and salaries: You mentioned that salaries of public servants cannot be shown as co-financing. Does this apply to salaries of NGO staff as applicants? Is it possible to finance the activities and the staff through that project not as co-financing but as part of the budget? | The question is malformed. Please ref. to sect. 2.1.5.5 of the Guidelines for Applicants: salaries of civil servants are eligible as co-financing for the implementation of the action concerned, up to the limit of the percentage of co-financing of total eligible cost. Please also ref. to answer to question n. 5. Salaries of NGO staff is normally fully eligible, without restriction (i.e. regardless of the limit of co-financing). |
| 111. | How many applications can one institution submit and is there any restriction in that respect? How many applications per Lot? | Please ref. to answer to question n. 84 |
| 112. | 10 % co-financing: Can EU member states funds be a source of funding? | Please ref. to answer to question n. 49. Co-financing from funds of EU Member States is eligible provided it is not originated from the Budget of the EU or from the European Development Fund. |
| 113. | Must the applicant be licensed for the social service they plan to provide or their partner organization at the local level where the services will be provided? | Please ref. to answer to question n. 29. |
| 114. | Visibility rules for the 10% co-financing? | All funds spent within the implementation of the project are subject to the same rules, regardless if the funds are part of the EU grant or part of the co-financing. With regards to visibility, the applicants are requested to follow the EU visibility guidelines for external action as well as the Communications Guidelines provided by the Press and Information Team of the Contracting Authority (please ref. sect. 2.1.4.5 of the Guidelines for Applicants). |
| 115. | May the applicant apply with one application in this Call, or the applicant may apply in one Lot and also with one application in the | Please ref. to answer to question n. 84. |



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| | second Lot? | |
| 116. | If the alliance organizations (4 organizations in 4 towns) appear as the applicant does that mean that local organizations can be co-applicants and affiliated entities? | <p>Please ref. to sect. 2.1 of the Guidelines for Applicants, indicating the criteria for eligibility of applicants. According to such criteria, and subject to all other conditions being met, local organisations may be co-applicants or affiliated entities in the present Call.</p> <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> <p>Please also ref. to answer to questions n. 21 and 52</p> |
| 117. | As for the cities, do these clusters include, for example : Belgrade where we have Savski Venac and Stari Grad as neighbouring municipalities , is that acceptable for the cluster projects? | Please ref. to answer to question n. 14. |
| 118. | Total budget of the project: If we talk about the minimum amount of the project, for example EUR 100.000 that we request from the Delegation , does that mean that the total budget should be 110,000 EUR? | <p>With a view to ensure the respect of all applicable thresholds, the applicants shall take into account at the same time the minimum and maximum co-financing and the minimum and maximum grant amounts.</p> <p>According to sect. 1.3.3 of the Guidelines for Applicants, the maximum co-financing to be requested by the Contracting Authority cannot overcome 90% of the total eligible cost of the action. (in the case of the mentioned amount, it would mean the contribution requested by the CA would be equal to 99,000EUR, hence below the minimum grant – the proposal would be rejected).</p> |



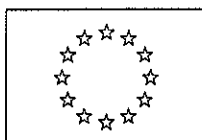
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| 119. | <p>The focus of the Call is to develop non-existent services or to further develop existing services.</p> <p>What is the obligation of the applicant after the project is completed, what are the obligations in relation to continuation in providing these services?</p> | <p>The Guidelines for Applicants for this Call for Proposal do not attribute any priority to either possibilities, provided the requirements listed under section 2.1.4.4 are met.</p> <p>The sustainability of the project (i.e. the continuation of the services after the end of the project) will be assessed during Step 2 of the evaluation or the proposals. Please ref. to question n. 4.3 of the relevant Evaluation Grid (sect. 2.3, page 32 of the Guidelines for Applicants).</p> |
| 120. | The 10 % is the gross or net amount? | <p>The question is unclear. It is understood as referring to the maximum co-financing requested from the Contracting Authority/minimum co-financing to be provided by the beneficiary(ies).</p> <p>Please ref. to 1.3.3 of the Guidelines for Applicants, the co-financing thresholds shall be calculated against the total eligible cost of the action.</p> |
| 121. | <p>Sustainability: For an NGO and an institution from a social protection system, as long as we are able to provide services and training for the duration of the project, it will be difficult to guarantee the provision of funds for sustainability that will continue after the project. If the project does not include a Local self-Government. Does this mean that it is recommended that, after the first phase of the Call, to make partnership with local government, or to involve them if we are from NGO sector and the institutions the social protection system?</p> | <p>The sustainability of the proposed activities is an essential requirement. Please ref. to answer to question 119.</p> <p>It is up to the applicants to demonstrate how sustainability will be ensured.</p> <p>Additionally, proposals submitted under Lot 1 will need to demonstrate the commitment of the relevant decision-making institution to ensure the sustainability of the proposed service following the end of the project (ref. sect. 2.1.4.4 of the Guidelines for Applicants).</p> |
| 122. | How many co-applicants can there be, is there any limit? | Please ref. to answer to question n. 83. |
| 123. | It seems that no health institution can be applicant for this grant. Can they participate as co-partner, co-applicant, or something | Please ref. to answer to question n. 82. |



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| | else, third party when NGO is a applicant? | |
| 124. | Does this registration i.e. obligation of partnership of co-applicants apply also to us (organization X - registered as a branch office of a foreign association / organization)? Is it mandatory to have a co-applicant for any of the Lots? | <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> <p>For the eligibility of NGOs, please refer to sect. 2.1.1.</p> <p>NGOs established in any of the eligible countries according to art. 19 of the IPA regulation other than Serbia are required to act in partnership with at least one co-applicant that is established in Serbia.</p> <p>Further information regarding eligibility within the sense of Art. 19 of the IPA Regulation ("Instrument for Pre-Accession Assistance Council Regulation n° 1085/2006") can be found within general annex A2b2 of the Practical Guide to Contract Procedures for EU External Actions (PRAG). PRAG general annexes are available online at the following web-address:</p> <p>http://ec.europa.eu/europeaid/prag/</p> |
| 125. | When applying for a project, is it enough for the project manager to have a personal license or the organization providing services must have a license? | Please ref. to answer to question n. 58 |
| 126. | If the project is intended for financing social services, for women with disabilities who are victims of violence (this category include also Roma women , the LGBT community and all other minority groups) is this valid for a project or we need to we also have men? | <p>Please ref. to answer to question n. 130.</p> <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific</i></p> |



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| | | <i>activities within an Action.</i> |
| 127. | We are informed that there are no more budget lines for audit and monitoring and now we are informed that we should perform the internal monitoring? Please explain in more details about the internal monitoring | The Guidelines for Applicants for this Call for Proposals do not mention any specific obligation concerning internal monitoring. |
| 128. | Monitoring organization: Should it be nominated in the Concept note or it will be chosen during the implementation? It must be organization from the local or can it be a national organization e.g . NGO with the headquarters in Belgrade)? | <p>The question is not clear, and it is understood as referring to the requirement to integrate a system for monitoring the respect of minimum standards under the responsibility of third parties, mentioned under sect. 2.1.4.4 concerning proposals submitted within Lot 1.</p> <p>To this regard, the Guidelines for Applicants for this Call for Proposals do not include any requirement imposing that the organisation in charge is already identified before the start of the project. It is thus the applicant's duty to explain at what stage and how will the monitoring organisation be identified.</p> <p>Please also refer to answer to questions n.42 and 69.</p> |
| 129. | If the Municipality is the leader in the Project, they must chose social service provider though a public procurement. How to overcome this problem? | <p>It is up to the applicant to ensure that the proposed project's activities can be implemented in full respect of all applicable regulations.</p> <p>The respect of this requirement shall be duly detailed in the project's design.</p> |
| 130. | Gender equality: 50% of women. Autism is more common in male than in the female population. For example. 6 boys vs. one autistic girl. How to solve this problem? | <p>The question is intended as referring to the requirement that at least 50% of the served beneficiaries are women, listed for both projects under Lot 1 and Lot 2, within sect. 2.1.4 of the Guidelines for Applicants.</p> <p>The applicants should clearly explain the objective reasons preventing the achievement of a specific requirement.</p> |



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| 131. | After completion of the project if local authority undertakes the obligation to finance the provision of the services it must use public procurement. But if during the projects an activity of a partner is in the budget then the local authority should not apply public procurement, as this service is a partners' activity it is in the budget of the project. | It is a responsibility of the applicant to ensure that all applicable regulations are duly respected. This includes the local authorities' responsibility concerning the modalities for selecting a partner organisation which will be included as co-applicant in the project's implementation. This process should be duly detailed in the application form. |
| 132. | If there is an obligation to provide proof that a request for a license has been submitted, on the other hand you will tender for procurement of service providers, whose license will one submit? | Please ref. to answer to question n. 63. |
| 133. | If the services are e.g. artistic services for children with special needs or young people, it is difficult to propose a system of standardization. What do you propose to do about it? | The question is incomplete. It is understood as referring to the eligibility of actions proposed under Lot 1. It will be up to the applicant to propose systems to assess that minimum quality standards in the provision of services are met. Please also refer to answer to question n. 41. <i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i> |
| 134. | In the case of projects which are not of a cluster projects type, is it possible to have activities in several municipalities? | Please ref. to answer to question n. 3. |
| 135. | When it comes to innovative services which are not standardized, how to provide the licence? | Please ref. to sect. 2.1.4.4 of the Guidelines for Applicants. The requirement concerning licensing only applies to project proposals submitted under Objective 1 of Lot 1, for which standards have already been adopted. |



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| 136. | When can the selected applicant expect the commencement of the project? | Please ref. to the indicative timetable under sect. 2.5.2 of the Guidelines for Applicants. Following the corrigendum, contract signature is expected to take place in January 2015. |
| 137. | In relation to the improvement of services: It is said that the request for license has to be submitted, but does this also apply for the establishment of new services? Especially for day care centres, since all documentation for licensing the day care centre provides for premises to be found, equipment to be provided, which is difficult to determine in advance. Is it allowed to buy premises in this Call and to which extent can it be reconstructed or built? | Please ref. to answers to questions n. 23 and n. 135. |
| 138. | In case our project is accepted, do we need to provide the proof from e.g local authorities that they will continue financing, but for innovative services we do not have standardized service, so how can local authority finance something that is not standardized? | Please ref. to answer to question 31. |
| 139. | We need enlargement of the premises. Is it possible, since we already have our premises in a commercial building, to purchase more from the project budget or not? | Please ref. to answer to question n. 23 |
| 140. | For Roma Local Action Plan: This applies to local self-government if it is the applicant, but if there is non-government sector or some other on that territory of the local self-government, do they also have to refer to the Action Plan adopted by their self-government? | The Guidelines for Applicants of this Call for Proposals do not contain any specific requirement for the applicant NGOs to abide by the local action plans adopted by local governments. However, please note that during evaluation step 1, while assessing relevance and design of the proposed action, the Contracting Authority may take into account the consistence of the project with overarching efforts aimed at social inclusion within the relevant area. |



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| 141. | Can a non-government sector (Roma association) in the territory of the local self-government be an applicant, and local self-government co-applicant? | Please ref. to answer to question n. 52 |
| 142. | Does an international organization with a seat in Serbia and registered in Serbia, but international in nature, can it be the main applicant? | Please ref. to answer to question n. 85 |
| 143. | Can activities take place only in municipalities that meet these LAP requirements, health mediators etc. ? | The question is understood as referring to requirements for eligibility of local authorities for grants under Lot 2 (ref. sect. 2.1.1.1 (1.b)). Please note that the indicated requirement only applies to the eligibility of local authorities. All other types of organisations listed under the above mentioned section are not required to abide by the requirement. |
| 144. | Our Municipality has the Strategy for social protection where Roma is a category in priority but we do not have a local action plan for Roma inclusion (??) | Please ref. to answer to question n. 77 |
| 145. | Sub-granting and location of the project: Request regarding specifying location/territory could restrict who can be given a grant. Is it possible that the applicant publishes call for proposal so that all Serbia can participate or it is however recommended that also in this case it is restricted to a certain territory? | The question is not clear. The Guidelines for Applicants for this call for proposals do not include any requirement concerning the geographical location of organisations applying for financial support to third parties, other than the general obligation to locate actions within the territory of Serbia (ref. sect. 2.1.4.3). However please ref. sect. 2.1.4.6 of the Guidelines for Applicants: among other criteria, the applicants shall clearly indicate in the grant application form the criteria for selecting the entities which will receive the financial support. |
| 146. | It is mentioned at the beginning for both of Lots that an independent monitoring is needed. However, now I do not see it | The question is intended as referring to the requirement concerning monitoring of the respect of minimum standards in practice |



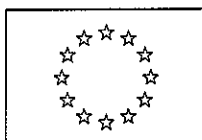
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| | mentioned for Lot 2 . Please clarify. Is it needed for Lot 2 or not? | <p>under the responsibility of third parties, as stated under sect. 2.1.4.4 of the Guidelines for Applicants.</p> <p>Such requirement only applies to grant proposals submitted under Lot 1, not Lot 2.</p> |
| 147. | 30% and 40% in relation to works. Please clarify when 30% and 40% is allowed. Is the main design for a construction in 30% or 40%? | <p>The question is intended as referring to the thresholds set under sect. 1.3.3 of the Guidelines for Applicants.</p> <p>The threshold of 30% is applied if only works are envisaged within the project's budget. If, instead, the budget includes both works and supplies, then the threshold is increased to 40%, but includes the total amount for both works and supplies.</p> <p>The main design for a construction can either be considered as a service provision (e.g. when procured separately from the works tender) or included in the works contract. According to the procedure chosen by the applicant, a different threshold may apply.</p> <p>Please also ref. to answer to question n.17</p> |
| 148. | Sub-granting: Municipalities as third parties to receive financial support for activities of employment and self-employment? | Please ref. to answer to questions n. 39, n.72 and n. 74. |
| 149. | Is it possible to buy animals through this Call? | With regards to the list of eligible costs, please ref. to sect. 2.1.5 of the Guidelines for Applicants and to Annex II of the General Conditions applicable to Grant Contracts (available as document for consultation in the Application Package). Art. 19 of the General Conditions indicate that, among all other requirements to be met, in order to eligible, costs shall be necessary for the implementation of the Action (art. 14.1(c), GC), and shall be reasonable, justified and comply with the requirements of sound financial management (art. 14.1(f), GC). |



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| | | Therefore the applicant will need to demonstrate the need for such purchase. The sustainability of such initiative will, in such case, assume a special relevance and will be very carefully assessed during the evaluation process. |
| 150. | May a school for children with disabilities be an applicant for lot 1? | <p>With regards to eligibility of applicants under Lot 1 please ref. to sect. 2.1.1 of the Guidelines for Applicants.</p> <p>According to sect. 2.1.1 (1.b) , public education institutions are eligible under Lot 2, subject to all other conditions for eligibility being met, as defined by the Guidelines for Applicants.</p> <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> |
| 151. | For LOT 2. Can the Regional Development Agency of Serbia, as a limited liability company and a non-profit organization, be co-applicant ? | Please ref. to answer to question n. 30. |
| 152. | With regard to information, training and education of Roma, is it included as a topic in this Call, because Roma in the south of Serbia do not have sufficient information in their own language. | <p>With regards to the eligibility of specific actions, please ref. to sect. 2.1.4 of the Guidelines for Applicants.</p> <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> |
| 153. | What type of costs can have affiliated entities? | Please ref. to answer to question n. 109. |



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| 154. | Affiliated entities? Can a Prison that is a part of the Directorate for Execution of Criminal Sanctions be an affiliated entity? | <p>With regards to eligibility of affiliated entities, please ref. to sect. 2.1.2.1 of the Guidelines for Applicants. It should be noted that affiliated entities are subject to the same eligibility criteria applicable to applicants, as defined within sect. 2.1.1.1.</p> <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> |
| 155. | Projects that deal with organization and distribution of lunch packages: It is a partner organization of the local self-government, it is Red Cross. We believe that this one type of social services | <p>The question is unclear.</p> <p>With regards to the eligibility of specific actions, please ref. to sect. 2.1.4 of the Guidelines for Applicants.</p> <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> |
| 156. | Can four humanitarian organizations at the local level (persons with disabilities) apply? | Please ref. to answer to question n. 150 |
| 157. | 10% co-financing: Can goods be regarded as co-financing, the vehicle that the organization owns, or has it to be money? | Please ref. to answer to question n. 59 |
| 158. | We applied for the project with the Ministry, can we apply with the same project documentation in the EU Call. | <p>Project proposals under this Call for Proposals can only be submitted using the templates included in the Application Package available for download from the EuropeAid website.</p> <p>The official language of this call is English, and the key documents are to be redacted in English.</p> |



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| | | Finally, please note that eligibility of costs is only valid for activities carried out during the period of implementation of the project. |
| 159. | In case the Municipality X is a partner in the project of construction of a day care center for children with disabilities, can the exemption to pay local taxes be regarded as a co-financing? | Please ref. to sect. 2.1.5.5 of the Guidelines for Applicants: taxes (including V.A.T.) are normally non eligible under this Call for Proposals. |
| 160. | Registration of a new organization in PADOR: How important is the experience of the organization? | Please ref. to answer to question n. 34 |
| 161. | The role of the Ministry of Labor and 'Center for Social Work (Centar za socijalni rad') . At present there are no integrated activities of representatives of the two Ministries and our idea is based on that. At this moment Centers do not have jurisdiction on re-socialization of ex-convicts. And their role is planned for later. Is that an obstacle for us to participate? | Please ref. to answer to question n. 155. |
| 162. | Lot 1 - Local Services - Community based services: The process of acquiring licenses is ongoing . What about the services for which the standards have not yet been set in line with the Rulebook? | Please ref. to answer to question n. 56 |
| 163. | Can a cluster be an applicant or one of the local self-governments is an applicant? | Please ref. to answer to question n. 21 |
| 164. | On what basis is inclusion of 50 % of women calculated? | <p>The question is intended as referring to the requirement that at least 50% of the served beneficiaries are women, listed for both projects under Lot 1 and Lot 2, within sect. 2.1.4 of the Guidelines for Applicants.</p> <p>It is a duty of the applicant to explain, in the application form, how the project will collect data and information to prove that the 50%</p> |



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| | | gender-requirement has been duly respected during project implementation. |
| 165. | Monitoring: Can a co-applicant has this role? | <p>The question is intended as referring to the requirement to integrate a system for monitoring the respect of minimum standards in practice (e.g human rights), listed under sect. 2.1.4 of the Guidelines for Applicants with regards to proposals submitted under Lot 1.</p> <p>The Guidelines for Applicants clearly indicate that such activity shall be put under the responsibility of third parties, therefore a co-applicant may not have this role.</p> <p>Please also ref. to answer to questions n. 42, n. 46, n. 69 and n. 91.</p> |
| 166. | Monitoring: Should we specify in the application who will perform monitoring or should we indicate in the application a procedure for choosing an independent body? | Please ref. to answer to questions n. 128. |
| 167. | An example of a specific project: Who is responsible to contribute to co-financing? | Please ref. to answer to questions n. 49. |
| 168. | Can a local self-government apply on a sole basis? | Please ref. to answer to questions n. 104. |
| 169. | Issue of 50% women: Transportation of children with disabilities in wheelchairs to and from school, to make them equal with healthy children .In Pirot there are no such services and there is eight children. 6 boys and 2 girls. There is 70% of the male adult population with disabilities; we cannot fulfil this 50%. What is the solution? | Please ref. to answer to questions n. 130. |
| 170. | Sustainability: Local self-government has stopped financing and it is done only through projects. Our proposal to the Ministry is that our organization will become such a company. To register as an entrepreneur | Please ref. to answers to question n. 29 and n. 31. |



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| | company. | |
| 171. | What percentage of the budget should be for monitoring? Which NGO is competent for the monitoring? | <p>The question is intended as referring to the requirement to integrate a system for monitoring the respect of minimum standards in practice (e.g human rights), listed under sect. 2.1.4 of the Guidelines for Applicants with regards to proposals submitted under Lot 1.</p> <p>The Guidelines for Applicants do not contain any specific indication or minimum share of budget to be dedicated to the monitoring activities. It will be up to the applicant to devise a mechanism providing sufficient assurance for the Contracting Authority with regards to the indicated requirement.</p> <p>Please also ref. to answer to questions n. 42, n. 46, n. 69 and n. 91.</p> |
| 172. | Monitoring and co-applicants: Can experts from Centre for social work implement monitoring? | <p>The question is intended as referring to the requirement to integrate a system for monitoring the respect of minimum standards in practice (e.g human rights), listed under sect. 2.1.4 of the Guidelines for Applicants with regards to proposals submitted under Lot 1.</p> <p>Please ref. to answer to questions n. 42, n. 46, n. 69 and n. 91.</p> |
| 173. | Lot 2: Is it possible to give sub-granting to Roma companies established within the project? | Please ref. to answer to questions n. 39 and n.72 |
| 174. | Salaries in the budget: If the activity is outside their job description and outside their working hours (research work), is there a possibility to receive a fee? | Please ref. to answer to question n. 12 and n. 110 |
| 175. | Re-granting: Donations in money or supply of equipment? Which collateral does that third party provide as guarantee? | Financial support to third parties, as foreseen under sect. 2.1.4.6 of the Guidelines for Applicants is only limited to provision of donations in money. |



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| | | However please note that the Guidelines for Applicants for this Call for Proposals do not include any specific restriction against the donation of in-kind contributions to final beneficiaries under any of the envisaged Lot/Priorities. |
| 176. | Can Regional Development Agencies apply as applicants or co-applicants? The founders are local self-governments and they are registered as non-profit public companies. | Please ref. to answer to question n. 30 |
| 177. | Regarding LOT 1, the Objective 1 reads: <i>“...the service provider (applicant or co applicant) shall prove that the 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.”</i> - Does this refer to the Objective 2? (Is it necessary to commence the licensing procedure prior to the application submission deadline should the new service is being established?) | Please ref. to answer to question n. 2 |
| 178. | We received notification that the project to which we applied to the competition EuropeAid "open arms" is on the reserve list until 30.06.2014. Given that the outcome is uncertain, and the proposal of the long-term strategy and community services, which is very important for our association we would have the same idea applied to the second call. For this reason, it would mean to us to tell us what the possibilities would happen if we submitted a Concept Note 19/05/2014. with the same idea, and eventually we had approved the project, which is on the reserve list. | Please ref. to answer to question n. 9 |



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| 179. | <p>In the guidelines you describe for the actions a "Sub-granting scheme". Could you please give me further explanations to that? What does it mean exactly?</p> <p>In this category are included projects that will have the support of the Municipality? Or projects that are co-financed?</p> <p>And why in the minimum co-financing you mention that 60% of the total costs are eligible and in the maximum 90% are eligible?</p> | <p>Please ref. to sect. 2.1.4.6 of the GfA: the term "sub-granting" is used in combination with the priority concerning financial support to third parties, within Lot 2. This means that applicants who submitted grant proposals under this priority, if successfully awarded, will be allowed to redistribute part or all the funds they received from the EU through a selection they will run within their project, following procedures which are similar to the rules applicable to this Call for Proposals.</p> <p>As mentioned in sect. 2.1.4.6 of the GfA, the applicant shall provide details on what specific criteria will be adopted to select the "sub-grantees", including the limits and origins of co-financing.</p> <p>The minimum and maximum thresholds for co-financing are indicated within sect. 1.3.3 of the GfA. They respectively refer to the minimum and maximum share of EU contribution out of the total eligible costs foreseen for the implementation of the project. It is intended that the remaining portion shall be funded by any source other than the EU budget or the EDF. Please also ref. to answer to questions n.49, n.59 and n.112</p> |
| 180. | <p>Is it a requirement to corporate with local authorities for Lot2?</p> | <p>The GfA for this Call for Proposal do not include any specific clause requiring applicants who are not local authorities to partner with local authorities under any of the Lots.</p> |
| 181. | <p>Is it possible to apply with the projects aimed to develop social support services in local communities for PERSONS WITH DISABILITIES, in both Lot 1 and Lot 2, or only in Lot 1?</p> | <p>Projects may consider the inclusion of persons with disabilities either through mainstreaming (i.e. as a cross-cutting issue) or as direct targeting.</p> <p>With regards to cross-cutting issues, please ref. to sect. 2.1.4.5, under the sub-section "All Lots".</p> |



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| | | <p>With regards to eligibility of actions aimed at developing social support services for persons with disabilities, please ref. to sect. 2.1.4.4.</p> <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> |
| 182. | In the case does the application must be only in "cluster" approach? | <p>The question is not clearly formulated. The GfA for this Call for Proposal do not restrict the eligibility of actions to the "cluster" approach; projects following the "cluster approach" are only submitted within one of the two possible priorities under Lot 1.</p> <p>With regards to the meaning and implication of "cluster" projects, please ref. to sect. 2.1.4.7 of the GfA</p> |
| 183. | <p>If the local self-government is the applicant on two applications per both lots (in each lot the local self-government is applicant) under the Call for Proposals for Support to the social inclusion of the most vulnerable groups, including Roma, through more diversified community-based social services, on how many applications per lot may the local self-government be a co-applicant?</p> <p>According to the Guidelines: "The applicant may be a co-applicant or an affiliated entity in another application at the same time."</p> <p>However, we do not understand whether the applicant may be a co-applicant on another application per lot or per Call of Proposal.</p> | <p>With regards to the maximum number of applications per applicants, please ref. to sect. 2.1.4.8 of the GfA.</p> <p>Each applicant is only allowed <u>one application</u> in each lot (thus maximum two in total within this Call).</p> <p>An applicant can, at the same time, be co-applicant in any other application. No limit is posed to the number of applications submitted as co-applicants; therefore an applicant can be, at the same time, co-applicant in an undefined number of applications, in both lots.</p> |
| 184. | Can a Home for Elderly (Dom za stare) which is registered with the proper authority (the Ministry) apply to the Call? | <p>With regards to eligibility of applicants, please ref. to sect. 2.1.1 of the GfA</p> <p><i>In the interest of equal treatment of</i></p> |



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| | | <i>applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i> |
| 185. | <p>Is it is possible for us to be an applicant in LOT3 and twice a co-applicant in LOT2?</p> <p>If we are an applicant in one LOT and a co-applicant in other, is there a possibility to get rewarded with both projects?</p> | <p>Please note that this Call for Applications only envisages two lots (Lot 1 and Lot 2).</p> <p>With regards to the maximum number of applications and grants per applicants, please ref. to sect. 2.1.4.8 of the GfA.</p> <p>No limit is posed to the number of grants possibly awarded to a co-applicant; therefore an applicant can receive maximum two awards as applicant (one per each lot) and, at the same time, be a co-applicant in an unlimited number of additional awarded grants.</p> <p>However please note that the capacities of the co-applicants to take part in one or more applications will be assessed during the evaluation step 2: the findings of this assessment may be taken into account when assigning marks for the evaluation, in line with Section 1 of the evaluation grid on page 32 of the GfA.</p> <p>Please also ref. to answer to question n. 34</p> |
| 186. | <p>Guidelines for Grant Applicants outline the following (p. 11-12):</p> <p>„In order to be eligible for a grant awarded under Lot 2, the applicant must ... be one of the following specific types of organisations:</p> <ul style="list-style-type: none"> o local authorities, including cities, towns, municipalities or city municipalities of the Republic of Serbia, meeting all the following conditions: | <p><i>In the interest of equal treatment of applicants, neither the Contracting Authority nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i></p> <p>Please also ref. to answer to question n. 30</p> |



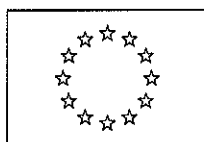
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| | <ul style="list-style-type: none"> the Local Self-Government has formally adopted a Local Action Plan for Roma Inclusion the Local Self-Government has appointed a Roma Coordinator (sometimes also called "municipal coordinator" or "mediator"); at 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“. <p>Please be so kind to let us know would it suffice to prove that the following conditions are met in case of the City X acting as the applicant:</p> <ul style="list-style-type: none"> the Local Self-Government has formally adopted a Local Action Plan for Roma Inclusion – at least 3 city municipalities have formally adopted a Local Action Plan for Roma Inclusion? the Local Self-Government has appointed a Roma Coordinator – at least 3 city municipalities have appointed Roma Coordinators? at least one Roma Health Mediator is active in the LSG's territory – at least 3 Roma Health Mediators are active in the City X city municipalities territory? at least one Roma Pedagogical Assistant is active in the LSG's territory – at least 3 Roma Pedagogical Assistants are active in the City X city municipalities territory? | |



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| 187. | <p>My question is, for "cluster approach" projects (under Lot 1), do the local self-governments/social service providers have to be official partners in the project? Also, can we apply for a "cluster approach" if the project addresses a number of municipalities (i.e. more than 2)?</p> | <p>With regards to the definition of clusters, please ref. to sect. 2.1.4.7, where it is indicated that proposals for "cluster" project may be submitted by local self-governments or service providers offering services in the territories of at least two municipalities geographically adjacent. While there is a minimum requirement, there is no upper limit to the number of additional municipalities included in the proposal.</p> <p>According to Sect. 2.1.1.1 (page 13), in order to submit a proposal under the "cluster" priority, the applicant must act in partnership with at least one co-applicant. If the proposal is awarded, the co-applicant will become an "official" partner (or co-beneficiary) in the grant contract.</p> |
| 188. | <p>From what is stated on pages 20/21 of the Guidelines for grant applicants, the applicant may be a co-applicant or an affiliated entity in another application at the same time, and a co-applicant may submit more than 1 application(s) per lot under this Call for Proposals and a co-applicant may be the applicant or an affiliated entity in another application at the same time.</p> <p>Specifically, our questions are: If one organization is applicant under one lot, how many times can that organization be co-applicant under each lot? And if the organization is not an applicant under any lot, how many times can it be co-applicant under each lot?</p> | <p>Please ref. to answer to question n. 185.</p> |
| 189. | <p>Is it allowed, when sending the full application, to change the Concept Note sent on 4 June in the following way: Concept Note sent by 4 June: "Provider of community-based services will send the licensing application in August 2014..."</p> | <p>Firstly please note that the Concept Note will be submitted during the Evaluation Step 1 only. No Concept Notes should be re-submitted along with the Full Application during Step 2 of the evaluation.</p> <p>With regards to the requirement concerning</p> |



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| | <p>Concept Note to be sent as part of the full application, at some point by the end of August: "Provider of community-based services sent the licensing application in August 2014..."</p> | <p>licensing of the service provider, please ref. to sect. 2.1.4.4 of the GfA. The eligibility of the applicants provisionally selected, or included in the reserve list, will be assessed during Evaluation Step 2, through the provision of relevant documents. Mentioning these aspects within the text of the application may be relevant if aimed to clarify specific aspects of the project proposal, but will not have incidence on the assessment of the eligibility of the applicant.</p> <p>For further clarifications also ref. to answers to questions n. 57 and 63.</p> |
| 190. | <p>Our Association was founded a little more than a year ago. Does an association with very low financial capacity have the right to participate in this call?</p> | <p>The rules applicable to this Call for Proposal do not contain any provision setting a minimum financial capacity to participate in the Call. The applicant should demonstrate to possess sufficient financial and management capacities to implement the activities described in the project proposal and execute the corresponding budget.</p> <p>With regards to the assessment of the applicant's capacities, please also refer to answers to questions n.34 and 103.</p> |
| 191. | <p>If we send the same concept note as the State Xxxxxx faculty, whether this faculty may or may not participate in this call. According to the English version virtually all civil society organizations (in accordance with document set out in paragraph 2.1.1.) are eligible to participate in the call, but according to the information on the site published in Serbian, I personally do not see if the faculty is eligible to apply.</p> <p>As we have the partners for the project, I just need your clarification - based on which legal aspect we can participate?</p> | <p>Please note that the rules for this Call for Proposals are described in the Guidelines for Applicants and its annexes jointly forming the Application Package published on the Europeaid website at the following address:</p> <p>http://europa.eu/!NR83PN</p> <p>The Application Package is only published in the English language, which is the language for this Call for Proposal. Any other version in a different language is not official and is not endorsed or approved by the Contracting Authority.</p> |



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| | | <i>In the interest of equal treatment of applicants, neither the Contracting Authority, nor the National bodies in charge with the coordination of this Call for Proposals will give a prior opinion on the eligibility of an applicant, a partner, an action, or of specific activities within an Action.</i> |
| 192. | Under the LOT 2: Active inclusion initiatives for the Roma population, objective 2. ENCOURAGING AND SUPPORTING EMPLOYMENT AND SELF-ENTREPRENEURSHIP is a measure: Provide micro-grants for initial start-up activities. We are planning to provide micro-grants for initial start-up activities for Roma population in Roma settlements. What size of grants is allowed? Is it possible that instead of money we provide equipment necessary for initial start-up activities to Roma? Would it be allowed by the CfP? | Please ref. to answers to questions n. 73, 74, 75 and 175 |
| 193. | According to the guidelines for LOT 1, 3 actions proposing to develop innovative services, we should not submit an request for a license of the institution, when submitting a concept note. We need to know whether the request for a license is necessary in this first stage, or later with the submission of the full application? | Please ref. to answers to questions n. 57, 63 and 189. |
| 194. | Can you please confirm the change of deadline for applications to the title contest, which was published on the official website of the European Commission? | The deadline for submitting applications within this Call for Proposals was originally set on the 19/5/2014. However, following the publication of Corrigendum no. 2 on the 22.5.2012 this deadline was extended up to the 13/6/2012. |
| 195. | In the Guidelines there is a contradiction with regards to the provision of start-up/start entrepreneurship grants to individuals. On the | Please note that in your question you are referring to two different aspects of the |



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| | <p>one hand chapter 2.1.4.4 – Types of Action/lot2/2. ENCOURAGING AND SUPPORTING EMPLOYMENT AND SELF-ENTREPRENEURSHIP allows the following (page 17) enables the following:</p> <ul style="list-style-type: none"> - 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. <p>On the other hand Chapter 2.1.4.6. Financial support to third parties (sub-granting) limits the support to legal entities.</p> <ul style="list-style-type: none"> - In order to be eligible for financial support, the third parties receiving financial support must: - be non-profit making legal persons established in Serbia, <p>Are we correct to assume that as you explicitly name under eligible actions the provision of financial support to individuals for start-up activities/self-entrepreneurship, the conditions named under Chapter 2.1.4.6. Financial support to third parties are relaxed and thus we are able to propose actions that would support the training and provision of micro grants for initial start-up activities to individual recipients/entrepreneurs?</p> | <p>Guidelines, which should not be mixed up.</p> <p>Sect. 2.1.4.4 refers to the eligibility of Actions proposed within the second objective of Lot 2. As you pointed out, it indicates that actions supporting individuals to start small or micro-business activities indeed are eligible.</p> <p>Sect. 2.1.4.6 refers instead to the possibility, established in general for all actions proposed under Lot 2, that a part of the received grant is used to provide financial support to third parties, provided that such support is aimed at achieving any of the objectives established in general for actions under Lot 2.</p> <p>We confirm that financial support (sub-granting) can only be provided to third parties which are legal entities, and that the above mentioned provision of art. 2.1.4.4 cannot be considered as "relaxing" this restriction.</p> |