



Republic of Serbia

MINISTRY OF FINANCE

Department for Contracting and Financing of EU Funded Programmes (CFCU)

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CONTRACTING AUTHORITY'S CLARIFICATIONS No. 1

“Development of Effective Community Services in the Area of Education and Social Welfare at the Local Level”

Publication ref.: EuropeAid/138126/IH/ACT/RS

No.	Question	Answer
1	Could you please clarify if HEI/University is eligible applicant?	<p>In line with the Guidelines for Applicants, section 2.2.4, p. 32, <i>“To ensure equal treatment of applicants, the contracting authority cannot give a prior opinion on the eligibility lead applicants, co-applicants, affiliated entity (ies), an action or specific activities.”</i></p> <p>For eligibility of the applicants please refer to the section 2.1. of the Guidelines for Applicants.</p>
2	<p>In Guidelines, part 2.1.1, in eligibility rules for lead applicant, for LOT1 it is stated that non-governmental organizations must meet following criteria:</p> <p>Having "social protection" as the listed activity in their statutes (according to national business activity classification code, in Serbian national business activity classification codes, this is classification 84.3, 84.12, and groups under classification 87 and 88).</p> <p>Our question is:</p> <p>Should we have national business activity classification code (mentioned above) in our Registration document in Serbian Business Registers Agency or we should have description of activities considering this codes in our Statutes? Or both? In Serbia, national business activity classification code</p>	<p>In line with the Guidelines for applicants, section 2.3., Step 3: <i>Verification of eligibility of applicants and affiliated entity(ies)</i>, please note that eligibility verification, based on the supporting documents requested by the Contracting authority will only be performed for the applications that have been provisionally selected according to their score and within available financial envelope. Therefore, considering the deadline for contracting i.e. June 2017, relevant applicants and affiliated entity (ies) should have time to update relevant supporting documents as in line with section 2.4 of the Guidelines for applicants.</p> <p>However, please take note of the relevant provisions of PRAG 6.5.8.5 Eligibility checks: <i>“While the eligibility checks are usually carried out only for the provisionally selected applicants at the end of the procedure, the evaluation committee may decide to check eligibility at any previous step in the procedure. In the interest of good administrative practice, the evaluation committee can check and then</i></p>

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	is not part of most Statutes of non-governmental organizations'.	<p><i>exclude applicants at any stage of the evaluation if it is obvious that the latter do not meet the eligibility criteria."</i></p> <p>In line with section 2.4 of the GfA, eligibility will be verified using the information to be found in statutes or articles of association of the lead applicant, (if any) of each co-applicant and (if any) of each affiliated entity – in this case either the Registration documents from Business Registry Agency or statutes should clearly indicate that the applicant's activity is social protection.</p>
3	<p>For LOT 1 - community based social services: We are registered in 2007, with Serbian national business activity classification code 9499, but our Statute allows us to be also registered under 87 or 88 group of classifications.</p> <p>Considering that we're established 9 years ago, will we be accepted as eligible lead applicant if we additionally register (under group of classifications 87 or 88) our association in the next month or so?</p>	<p>Please see answer to question No.1.</p> <p>For additional information, please see answer to question number 2.</p>
4	<p>The key goal of project "Development of Effective Community Services in the Area of Education and Social Welfare at the Local Level" is deinstitutionalisation,</p> <p>I am not sure whether there is a possibility of funding projects with the goal to improve conditions in existing psychiatric hospitals?</p>	<p>In line with GfA, Section 2.1.4 the actions proposed under the 'Deinstitutionalisation' sub-priority are exclusively meant to establish and/or improve services that enhance the process of scaling down of the current residential care institutions in Serbia (both residential facilities within the social protection sector that accommodate people with mental or intellectual disabilities and special psychiatric hospitals) and transfer of current residents to newly designed services (improved or extended alike) operating at the community level.</p>
5	<p>If NGO applying for LOT 2 has already applied for grant for project of social business initiative - (<i>the funds of previous project is much smaller than in LOT 2 and possibility of gaining grant is very low, because planned activity of social business is not described in the Statute of our NGO</i>)</p> <p>-is there a conflict of interest for applying for LOT 2 and for different type of machine and another type of social business than we</p>	<p>Please see answer to question No.1.</p> <p>In line with the Guidelines for Applicants, section 2.1.5, p. 27. <i>Ineligible costs „costs declared by the beneficiary(ies) and financed by another action or work programme receiving a European Union (including through EDF) grant”</i></p>

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	previously applied, but now consistent to our NGO Statute?	
6	<p>I am interested is there a conflict of interest , if NGO (applying for project "Development of Effective Community Services in the Area of Education and Social Welfare at the Local Level" LOT 2) defined business activity in it's Statute more than year ago, but it's activation with specific form/ application will follow in this year? So basically, NGO Statute was not changed in the last year, just it's activation by specific form will follow?</p>	<p>Please see answer to question No.1.</p> <p>Please refer to Guidelines for Applicants, section 2.1.1. eligibility criteria of Applicants where states: "specify that eligible applicants must be established at minimum one year before the launch of the Call."</p> <p>For additional information, please see answer to question number 2.</p>
7	<p>Potential applicant Contracting Authority to assess their eligibility against description of their documentation/text.</p> <p>The call states that: "In order to be eligible under Lot 1, the lead applicant must: Be a specific type of organisation such as:</p> <ul style="list-style-type: none"> - Non-government organisation, meeting the following criteria: <ul style="list-style-type: none"> o Having 'social protection' as the listed activity in their statutes (according to the national business activity classification codes – see page 13 of the call) 	<p>Please see answer to question No.1.</p> <p>For additional information, please see answer to question number 2.</p>
8	<p>While analyzing the supported documents for provisionally selected applications, we've learned that for actions proposed under lot 1 (point 6 of the page 41 of the Guidelines) "applicants under Lot 1 shall provide a copy of request for licensing submitted to the relevant services in MoLEVSA". Does and how this condition apply for those applications which are aimed at establishing services for which Serbian national standards have not been set (such as establishment of soup kitchen, meal centers...)?</p>	<p>In line with the Guidelines for Applicants, section 2.1.4, p. 20:</p> <p><i>"Eligible actions may:</i></p> <ul style="list-style-type: none"> • <i>Include delivery of community based social services for which Serbian national minimum standards are already set or</i> ▪ <i>In this case, the service proposed to funding will need to be in line with the required standards, as defined in the Rulebook on conditions and standards for social protection services delivery - "Pravilnik o bližim uslovima i standardima za pružanje usluga socijalne zaštite"), and service provider licenced.</i> • <i>Include delivery of innovative and cross-</i>

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		<p><i>sectorial social services for which standards still have not been developed.</i></p> <ul style="list-style-type: none"> <i>• In this case the project will need to demonstrate that the proposed service will allow higher quality response to the needs of the target population, and also achieve cost savings (or at least not demand increased needs for future funding), compared to the current practices in place.</i> <i>• In the case of “innovation” services, service innovation will need to be clearly explained (what it is, how it distinguishes itself from current practices, what tangible benefits it provides, etc.).</i> <i>• In case of “cross sectoral” services, such service will need to be based on the establishment of protocols of cooperation involving the applicable sectors (health care, social care, education, employment, etc.), and the project will be asked to either present such (signed) protocols or demonstrate viable plans to develop them, prior to the start of the action.”</i>
9	<p>I would like to make an inquiry regarding to the point 2.1.1. Eligibility of applicants of the Guidelines for grant applicants, specifically for the Non-governmental organizations.</p> <p>During the information session held in Nis on 21st of June it was pointed out that an NGO is eligible to apply for grant only if it has registered its economic activity.</p> <p>My question is related to this and consequently to the paragraph (1.b) on page 14.</p> <p>My question directed to you is connected to the statement mentioned above on the Info session: Is it obligatory that NGO have registered economic activity in Serbian Business Registry (APR) or it is enough to have it only determined in Statute.</p>	<p>Please see answer to question No.1.</p> <p>For additional information, please see answer to question number 2.</p>
10	<p>In regard to the call for Development of Effective Community Services in the Area of Education and Social Welfare at the Local Level, if the project proposal is approved for funding, how and when does payment of the grant take place?</p>	<p>Payment procedures are listed in the General conditions Article 15 – Payment and interest on late payment, and are set out in Article 4 of the Special conditions.</p>

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11	<p>Please help us by answering the questions which will help us to resolve doubts and contradictory statements between relevant actors, concerning the possibility of submission of project proposal. It concerns the statements stipulated on page 20 in section "Eligible actions may include: Delivery of Community based services ... in line with the required standards and service providers licensed".</p> <p>There are contradictory interpretations regarding to statement "service providers licensed". Our dilemma is related to getting license before potential project realization starts or is it possible to get license through project implementation? Please, elaborate to us, does it mean that service provider has to be already licensed for service that we want to establish (if is in question service that is new in our community, which is regulated through minimal standards but never been in provision before, and no one fulfill conditions to obtain the license because they haven't been involved in that kind of service never before and idea is to establish basic infrastructure for provision of the service through project proposal) or service provider can be licensed for service that we want to establish, as one of the activities, through project implementation? Bearing in mind previously stated, is it possible that project partner can be provider of service for which is not licensed, for service that we want to establish through the project, service never been in provision in our community before? To be more accurate, project aims to establish standardized service, but on the territory of municipality there is no licensed service provider for service that we want to establish, because it will be new service in our community and it has never been provided before. Second, it is in question specific service where main precondition for establishment of the service is building/facility for provision of service (services like Drop-in centers, Shelter, Day care). We want to reconstruct one building and do some adaptation works to create a facility for provision of service. Direct work with beneficiaries of the service will be carried by project partner in this building. Through our project proposal we want to establish service in line with national</p>	<p>Please see answer to question No.1.</p> <p>Also, in line with the Guidelines for Applicants, section 2.1.4, p. 20:</p> <p><i>"Eligible actions may:</i></p> <ul style="list-style-type: none"> <i>• Include delivery of community based social services for which Serbian national minimum standards are already set or</i> <i>▪ In this case, the service proposed to funding will need to be in line with the required standards, as defined in the Rulebook on conditions and standards for social protection services delivery - "Pravilnik o bližim uslovima i standardima za pružanje usluga socijalne zaštite"), and service provider licenced.</i> <i>• Include delivery of innovative and cross-sectorial social services for which standards still have not been developed.</i> <i>• In this case the project will need to demonstrate that the proposed service will allow higher quality response to the needs of the target population, and also achieve cost savings (or at least not demand increased needs for future funding), compared to the current practices in place.</i> <i>• In the case of "innovation" services, service innovation will need to be clearly explained (what it is, how it distinguishes itself from current practices, what tangible benefits it provides, etc.).</i> <p><i>In case of "cross sectoral" services, such service will need to be based on the establishment of protocols of cooperation involving the applicable sectors (health care, social care, education, employment, etc.), and the project will be asked to either present such (signed) protocols or demonstrate viable plans to develop them, prior to the start of the action."</i></p> <p><i>Remaining information related to licencing of social service providers can be found in Serbian Law on Social protection and corresponding by laws or by contacting Social Protection Inspectorate at MoLEVSA.</i></p> <p><i>Contracting Authority of this Call can in no way influence decisions on the issuing of the service</i></p>

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	<p>minimal standards, but service provider cannot be licensed before potential project realization starts. Why? Lot of activities will be directed on building conditions in order to fulfill all criteria to establish service according to standards and also to be eventually licensed to provide such a service. Main requirement to get license related to the object, space, organization, number of staff, planning activities and period of provision of service (in this case never before) will practically acquire during the realization of the project activities, not before potential project realization starts. Question is, is it possible to submit such a project idea? Is it possible that one of the activities can be process of getting license, and the result obtained license? (At least, temporary license.) Experts from the Centre for Social Work claims that under the law, they have public authorization to provide all the services, if for them there are real needs, and there is no adequate service provider. Whether, if the service provider must be licensed to provide services (before the project starts) we have next question. Can Centre for social work be a partner on the project on the basis of this legal provision and to provide service (also without a license)? In conclusion, if is necessary that service provider have a license for service that we want to establish through project, before the project Starts, what is the alternative? On the one hand, there is a possibility in this call for project proposal to establish new service in line with minimal standards, while on the other hand it is impossible to have licensed service provider because project activities, previously said, are directed on obtaining all conditions to establish service and directly to build conditions for service provider to obtain license later. To repeat, if service provider has to have license for service that we want to establish before the project starts, we won't be able to submit application for this call. We are sure that lot of interested organizations/institutions will/or are in same doubts too, if is the case that they have never provided services they want to establish in issues related to standards of some specific services and criteria's to obtain license.</p>	<p><i>licences, hence no guarantees can be provided from our side that 'it is possible to obtain a licence through project implementation'.</i></p>

No.	Question	Answer
12	What percentage of the budget is allowed to be spent on equipment for Assistive Technology?	The percentage is not fixed, condition for eligibility of costs, inter alia, is that they are necessary for implementation of the action.
13	Whether the 10 per cent participation can work together to participate lead applicant and co-applicants?	<p>Applicants' financial contribution and the sources it will be financed from are to be specified in the third Excel sheet 3. <i>Expected sources of funding</i> of Annex B to the Guidelines for Applicants.</p> <p>How applicants participate in co-financing of the proposed action is to be decided by themselves before submitting the project proposal.</p>
14	Whether co-applicant must be registered at least one year, as well as the lead applicant?	<p>Please see answer to question No.1.</p> <p>Also, in line with the Guidelines for Applicants, section 2.1.1, p. 15 "Co-applicants must satisfy the eligibility criteria as applicable to the lead applicant himself."</p>
15	<p>Can the rest of total cost ranging from 10% to 40% be covered strictly financially or can be covered in the following ways:</p> <ul style="list-style-type: none"> - lead/co-applicant provides land/building where the implementation of the action takes place - lead/co-applicant provides equipment - lead/co-applicant employees work on the implementation of activities help students and their families - lead/co-applicant pays electricity, water and other expenditures - lead/co-applicant pays build maintenance costs and hygiene supplies 	<p>For list of eligible cost go to the Guidelines for Applicants section 2.1.5, p 28. Contributions in kind are not eligible cost.</p>
16	<p>Is purchase of building and houses eligible activity and cost for funding and if it is eligible for which LOTs?</p> <p>On Page 26 of the Guidelines, it is stated that purchase of building and houses is eligible</p>	<p>As indicated in the point 2.1.5 of the GfA "Purchases of land or buildings, except where necessary for the direct implementation of the action, in which case ownership must be</p>

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	<p>activity (when justified by the nature of the operation, quote: "Purchase of buildings and houses (when justified by the nature of the operation), 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"; on page 29 under "<u>Ineligible costs</u>", it is stated that " purchases of land or buildings, except where necessary for the direct implementation of the action, in which case ownership must be transferred in accordance with Article 7.5 of the General Conditions of the standard grant contract, at the latest at the end of the action; and on page 30 of the Guidelines, it is listed as one of the expenditure that are not eligible for funding, quote " purchase, rent or leasing of land and existing buildings"</p>	<p>transferred in accordance with Article 7.5 of the General Conditions of the standard grant contract, at the latest at the end of the action;</p> <p>Pursuing the Commission Implementing Regulation No. 484/2013, Amending the Regulation 718/2007 the purchase of land and existing buildings is eligible when justified by the nature of operation"</p>
17	<p>Is it a necessary condition that service provider is licenced at the moment of application?</p>	<p>In line with the Guidelines for applicants, section 2.3., Step 3: <i>Verification of eligibility of applicants and affiliated entity(ies)</i>, please note that <u>eligibility verification, based on the supporting documents requested by the Contracting authority will only be performed for the applications that have been provisionally selected according to their score and within available financial envelope. Therefore, considering the deadline for contracting i.e. June 2017, relevant applicants and affiliated entity(ies) should have time to update relevant supporting documents as in line with section 2.4 of the Guidelines for applicants.</u></p> <p><u>However, please take note of the relevant provisions of PRAG 6.5.8.5 Eligibility checks: "While the eligibility checks are usually carried out only for the provisionally selected applicants at the end of the procedure, the evaluation committee may decide to check eligibility at any previous step in the procedure. In the interest of good administrative practice, the evaluation committee can check and then exclude applicants at any stage of the evaluation if it is obvious that the latter do not meet the eligibility criteria."</u></p>

No.	Question	Answer
18	<p>Is the organization, public authority or a public body which started process of licensing, but still not received official answer from the Ministry of Labour, Employment, Veteran and Social Affairs, at the moment sending of application, will be eligible as lead or co-applicant?</p>	<p>Please see answer to question No.1.</p> <p>For additional information, please see answer to question number 2.</p>
19	<p>Is it a necessary condition for non-governmental organisations as a lead applicant to have listed classification codes in their statutes?</p> <p>On Page 13 of the Guidelines, it is stated that NGO need to have “social protection” as the listed activity in their statutes. It is not written that classification code must be listed in the statute of NGO (which is in line with the Law on Associations)</p> <p>In contrast, on page 16, it is said that co-applicant can be “NGOs (not listing social protection classification codes in their statutes)” which implies that applicants must have classifications codes (which is in contrast to the Law on Associations).</p>	<p>Please see answer to question No.1.</p> <p>For additional information, please see answer to question number 2.</p>
20	<p>Please clarify whether purchase of land or buildings is eligible cost under this CfP?</p>	<p>Please see answer to question No.16</p>
21	<p>Free translation:</p> <p>Is the following project regarding development in social services eligible: House care, personal assistance, shelters and protected housing for young people that are going out of social service system, whereby the lead applicant is local government and co-applicants are center for social work and NGO ?</p>	<p>Please see answer to question No.1.</p> <p>For additional information regarding eligibility criteria of applicants, please refer to the Guidelines for Applicants, section 2.1.1.</p> <p>For additional information regarding eligibility of actions, please refer to the Guidelines for Applicants, section 2.1.4.</p>

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22	<p>Free translation:</p> <p>If we apply for Lot 1 and if application corresponds to some other Lot, will the application be refused or switched to appropriate Lot?</p>	<p>In line with the Guidelines for Applicants, section 2.3, p. 35, applications will be evaluated by the Contracting authority based on the pre-determined steps and criteria. Concept notes that pass Administrative check will be evaluated based on <i>Relevance of the action</i> and based on <i>Design of the action</i>.</p> <p>It is up to the applicants themselves to determine the Lot for which they will apply—and their applications will be assessed accordingly.</p>
23	<p>Free translation :</p> <p>In application form e3e1_lefind_en legal entity it requiring personal data. To whom that data relate?</p>	<p>This form is to be filled out by the natural persons; for this Call for proposal, natural persons are ineligible to act as applicants and affiliated entity (ies). –according to the GfA, section 2.1.1, p.12, in order to be eligible for a grant, the lead applicant must be a legal person.</p> <p>Applicants and affiliated entity (ies) are either to fill out LEF for Public law bodies and/or LEF for Private/Public law body with legal form (documents titled e3e2_lefcompany_en and/or e3e3_lefpublic_en).</p>
24	<p>Free translation :</p> <p>Whether the project proposal on the subject SOS phone specialized service that provides help and support to women and girls - victims of domestic and partner violence is acceptable, bearing in mind that is 21.11.2015. entered into force Regulation on detailed conditions and standards for provide hotline services for women survivors of violence (This regulation lays down detailed conditions and minimum standards for service SOS services for women experiencing gender-based violence from the group advisory-therapeutic and socio-educational services provided for by the Law on social protection). Also, the Council of Europe Convention on Preventing and Combating violence against women and domestic violence (Istanbul Convention) provides for the immediate short-term and long-term specialist support services for each victim who has been exposed to any form of violence predicted</p> <p>And the Convention provides for the work of SOS phone?</p>	<p>Please see answer to question No.21.</p>

No.	Question	Answer
25	<p>Free translation:</p> <p>Whether the activities regarding prevention, combating violence in family and assistance to victims can be eligible, bearing in mind that the work of the said Local Area Network designed in special protocol on the treatment of social welfare centers -Discharge guardianship in cases of violence in family and women in partner relations</p>	<p>Please see answer to question no. 21.</p>
26	<p>Free translation:</p> <p>Does this project includes infrastructure (construction of hall)? We are school in rural area, physically accessible.</p>	<p>When planning the costs for infrastructure during the implementation of the action, the applicants and affiliated entity(ies) have to take into consideration the provisions of Article 14 of General conditions (Annex II to the Standard grant contract).</p> <p>In line with Guidelines for Applicants, section 2.4, p. 41:” <i>Documentation proving that projects including infrastructure activities proposed under the applications are ‘ready-to-go’.</i> The Applicants should provide, if such documentation is required for their interventions under Serbian law: project documentation, building permits, environmental assessment and any other relevant document.”</p> <p>As regards specific activities, to be in line with the Guidelines for Applicants, section 2.2.4, p. 32, “<i>To ensure equal treatment of applicants, the contracting authority cannot give a prior opinion on the eligibility lead applicants, co-applicants, affiliated entity (ies), an action or specific activities.</i>”</p>
27	<p>Free translation:</p> <p>Can we predict the cost of training and licensing services Personal companion, which will become necessary in the implementation of new services "Open community" which are planned within project proposal which will be submitted under the open call of May 31.</p>	<p>When planning the costs necessary for implementation of the action, the applicants and affiliated entity(ies) have to take into consideration the provisions of Article 14 of General conditions (Annex II to the Standard grant contract).</p> <p>For list of eligible cost go to the Guidelines for Applicants section 2.1.5, p 28.</p>
28	<p>Free translation:</p> <p>Question is linked to the activity of the adaptation of space in which to be provided services, ie. Can we predict the costs of adaptation which would imply adaptation of the sensory room for the purposes of</p>	<p>Please see answer to the question no. 27.</p>

No.	Question	Answer
	therapeutic work with children with disabilities in development?	
29	<p>Free translation:</p> <p>We are NGO, Association of Physiotherapists and masseurs and we want to provide as part of project physical therapy for free - help to the persons which needed and which are not in the system of social protection.</p> <p>Can you suggest us which lot is applicable to apply and couple of suggestions on what to pay attention in preparing the tender documentation?</p>	Please see answer to the question no. 21.