

**National Programme for Croatia under the IPA – Transition Assistance and Institution Building Component for 2009**

**IPA 2009: Building Capacities of CSOs for Implementing Innovative Social Service Delivery Programmes  
in the Areas of Special State Concern Grant Scheme**

**Reference: EuropeAid/130189/M/ACT/HR**

**QUESTIONS AND ANSWERS**

Date: 08 September 2010

NOTE: The final decision concerning eligibility of an applicant, a partner, an action or specific activities will be made by the Evaluation Committee during the process of Evaluation of applications (subject to ex-ante control of the CFCA and Delegation of the EU).

NOTE: Questions may be sent by e-mail or by fax no later than 21 days before the deadline for the submission of applications. Final version of Q&A will be published no later than 11 days before the deadline for the submission of applications.

no.	QUESTIONS	ANSWERS
1.	Is sub-granting allowed under this Call for Proposals?	No, sub-granting is not allowed under this Call for Proposals; however, in line with section 2.1.2 of the Guidelines for Applicants, the grant beneficiaries have the possibility to award contracts to subcontractors. Subcontractors are neither partners nor associates, and are subject to the procurement rules set out in Annex IV to the standard grant contract.
2.	We are providing a pilot project in Osijek, Osijek-Baranja county, Croatia, as unique project in whole country. As we read from Guidelines, we need partner in project. Can you please specify is it possible to have partner from our country and do we need more than one partner.	In line with Section 2.1.2 of the Guidelines for Applicants there is a minimum of one partner required. In case of applicant being professional and business association, trade union, foundation, academic and research institution/organisation, it must act in formal partnership with citizens association(s) acting in the field relevant for this call for proposal. In addition, an applicant being a national of a country other than Croatia, it must act with an eligible partner organisation from Croatia (i.e. in case the applicant is not a citizens' association acting in the field relevant for this call for proposals, it must act in formal partnership with a citizens' association in the relevant field from Croatia). Therefore, in case an applicant is from Croatia it may act in partnership with a partner either from Croatia or from any other eligible country (as per section 2.1.1 of the Guidelines for Applicants, bullet 4). In case an applicant is not from Croatia, it must act in partnership with a partner from Croatia.
3.	In order to register in PADOR I would like to ask you if the registration	Please note the registration in PADOR is <u>not obligatory</u> , as per section 2.2 of the Guidelines

	<p>is compulsory for the applicants and for their partners to sign the contract in the case of award.</p>	<p>for Applicants, How to apply and the procedures to follow: <i>Please note that the prior registration in PADOR for applicants and their partners for this Call for proposal is not obligatory. However the applicant and partners can register their organisation data, and upload supporting documents in PADOR.</i> Also, with respect to section 2.4 of the GfA, the following provision has been included: <i>The supporting documents must be supplied in the form of originals, photocopies or scanned versions (i.e. showing legible stamps, signatures and dates) of the said originals, even if they are uploaded in PADOR. However, the Legal entity sheet and the financial identification form must always be submitted in original.</i></p>
<p>4.</p>	<p>How do we calculate salaries under IPA, what are the thresholds and do we take into consideration professional qualifications in Croatia (university graduates – bachelor (“VŠŠ”) and master’s (“VSS”) degrees, high school graduates (“SSS”), etc)?</p>	<p>The eligible costs, as presented in the budget, must be based on real costs and supporting documents. The cost of staff assigned to the Action must correspond to actual gross salaries, including social security charges and other remuneration-related costs; salaries and costs must not exceed those normally borne by the grant beneficiary or its partners.</p> <p>Chapter 2.1.4 Eligibility of costs: costs which may be taken into consideration for the grant of the Guidelines for Applicants reads: <i>Recommendations to award a grant are always subject to the condition that the checking process which precedes the signing of the contract does not reveal problems requiring changes to the budget (for instance arithmetical errors, inaccuracies or unrealistic costs and other ineligible costs). The checks may give rise to requests for clarification and may lead the Contracting Authority to impose modifications or reductions to address such mistakes or inaccuracies. The amount of the grant and the percentage of co-financing as a result of these corrections may not be increased. It is therefore in the applicant's interest to provide a realistic and cost-effective budget.</i></p>
<p>5.</p>	<p>When preparing the budget for this Call for Proposals how do we calculate the risk of exchange rate variations during two years implementation period and what exchange rate do we need to apply?</p>	<p>Chapter 15.8. of the <i>General Conditions</i> relating to this Call for Proposals reads the following: <i>The Contracting Authority shall make payments in the currency of the country to which it belongs or in euro, in accordance with the Special Conditions. In the latter case, any conversion into euro of the real costs borne in other currencies shall be done at the rate made up by the average of the rates published in InforEuro, <a href="http://ec.europa.eu/budget/inforeuro/">http://ec.europa.eu/budget/inforeuro/</a>, for the months covered by the relevant report, unless otherwise provided in the Special Conditions. In the event of an exceptional exchange-rate fluctuation, the Parties shall consult each other with a view to restructuring the Action in order to lessen the impact of such a fluctuation. Where necessary, the Contracting Authority may take additional measures.</i></p>
<p>6.</p>	<p>Do the applicants need to open a separate foreign currency account? Are the payments made in euros?</p>	<p>Please note the Article 16 - Accounts and Technical and Financial Checks of <i>General Conditions</i> relating to this Call for Proposals, subsection 16.1, reads: <i>The Beneficiary shall keep accurate and regular accounts of the implementation of the action using an appropriate accounting and double-entry book-keeping system. These systems may either be an integrated part of the Beneficiary's regular system or an adjunct to that system. This system shall be run in accordance with the accounting and bookkeeping policies and rules that apply in the country concerned. Accounts and expenditure relating to the Action must be easily identifiable and verifiable. This can be done by using separate accounts for the</i></p>

		<p>Action concerned or by ensuring that expenditure for the action concerned can be easily identified and traced to and within the Beneficiary's accounting and bookkeeping systems. Accounts must provide details of interest accruing on funds paid by the Contracting Authority.</p> <p>Also, in line with Article 4 Narrative and financial reporting and payment arrangements of the Special Conditions relating to this Call for Proposals, sub-section 4.2: <i>Payments shall be authorised and made by the Contracting Authority. The Beneficiary's request for payment shall be issued in Euro. The Contracting Authority's payment orders shall be issued in Euro. However, payment within Croatia shall be made in the Croatian currency counter-value of the relevant amount due in Euro, in accordance with provisions of the current Foreign Exchange Act of the Republic of Croatia.</i></p>
7.	<p>Can the applicant be located/registered outside the County where the Action is to take place?</p> <p>If yes, where must a (local) partner be registered? If no, can our organisation be a partner to a local applicant?</p>	<p>In line with point 2.1.1 Eligibility of Applicants: who may apply? of the GfA, <u>applicants may be</u> nationals of a Member State of the European Union, a Member State of the European Economic Area, Croatia, The former Yugoslav Republic of Macedonia, Turkey, Albania, Bosnia and Herzegovina, Montenegro, Serbia, including Kosovo under UNSC Resolution 1244/99 as well as of other countries eligible under Council Regulation (EC) No 1085/2006 of 31st July 2006 establishing an Instrument for Pre-Accession Assistance (IPA).</p> <p>Furthermore, in line with point 2.1.3 of the GfA, <u>Actions must take place</u> in Croatia, specifically in the Ličko-senjska, Vukovarsko-srijemska, Zadarska, Šibensko-kninska, Sisačko-moslavačka, Požeško-slavonska, Karlovačka, Virovitičko-podravska, Brodsko-posavska, and Osječko-baranjska county. However, part of the action (but not more than two individual activities) may take place in the other Croatian counties and/or in the country other than Croatia (as listed above).</p> <p>Furthermore, the following is also stated: <i>Since the actions should contribute to the specific objective of this Call for Proposals, i.e. should contribute to strengthening the role of CSOs as relevant actors at the local level in the fields of social service through innovative social service delivery programmes in the Areas of Special State Concern, it is especially required that all the results/outputs remain at disposal of the target groups and that the final beneficiaries in Croatia, specifically in the Areas of Special State Concern, benefit from them.</i></p>
8.	<p>Is this Call for Proposal intended only for Areas of Special State Concern? Our Association is in town of Osijek and activities would be in Osijek, so can we ask for a grant and can the theme of our project be children with difficulties in development who who are not from minorities groups?</p>	<p>Concerning partners, the provisions of the GfA include the following: <i>In case of applicant being professional and business association, trade union, foundation, academic and research institution/organisation, it must act in formal partnership with citizens association(s) acting in the field relevant for this call for proposal. In addition, an applicant being a national of a country other than Croatia, it must act with an eligible partner organisation from Croatia (i.e. in case the applicant is not a citizens' association acting in the field relevant for this call for proposals, it must act in formal partnership with a citizens' association in the relevant field from Croatia. Applicants' partners participate in</i></p>
9.	<p>Can activities (delivering of new social service) be planned for the whole county (for example Zadar county) or activities have to be restricted only to the citizens living in the part of the county that is categorized as Area of Special State Concern (for example Benkovac)?</p>	

		<p><i>designing and implementing the action, and the costs they incur are eligible in the same way as those incurred by the grant beneficiary. They must therefore satisfy the eligibility criteria as applicable on the grant beneficiary himself.</i> Therefore, the same rule on eligibility apply to partners of the applicant – applicants and partners may be nationals of any of the listed eligible countries, they can be located in either one of the 10 listed (lagging behind) counties or any other Croatian county provided that the location criterion is respected (defining where action and activities are to take place).</p> <p>With respect to the request to provide opinion concerning activities (themes) to be financed under a project proposal, please note a non-exhaustive list of eligible activities is included under point 2.1.3 of the GfA; however, in the interest of equal treatment of applicants, the Contracting Authority cannot give a prior opinion on the eligibility of an applicant, a partner, an action or specific activities.</p>
10.	Can we submit under this Call for Proposals a project which very specifically includes delivery of social services (concerning Social Call Centre with innovative technology), which would include equipment and software for the users in the Areas of Special State concern and topping up of salaries of Call centre employees?	<p>List (in a non-exhaustive breakdown) of eligible activities is included under section 2.1.3 of the Guidelines for Applicants; specifically, this Call for Proposals, under <i>Types of actions</i>, includes <i>Direct assistance actions for the benefit of the final beneficiaries in the Areas of Special State Concern</i>.</p> <p>To be eligible under the Call for Proposals, costs must comply with the provisions of Article 14 of the General Conditions to the Standard Grant Contract. Specifically, following costs are considered eligible:</p> <ul style="list-style-type: none"> <li>- <i>purchase or rental costs for equipment and supplies (new or used) specifically for the purposes of the Action, and costs of services, provided they correspond to market rates</i></li> <li>- <i>the cost of staff assigned to the Action, corresponding to actual gross salaries including social security charges and other remuneration-related costs; salaries and costs must not exceed those normally borne by the Beneficiary or its partners.</i></li> </ul>
11.	Can one organisation submit the same or different application forms for two different Calls for Proposals?	<p>In line with section 2.1.3 of the Guidelines for Applicants, Number of applications and grants per applicant: <i>An applicant may submit more than 1 application under this call for proposals. An applicant may not be awarded more than 1 grant under this call for proposals. An applicant may at the same time be partner in another application. Partners may take part in more than one application.</i></p> <p>Furthermore, in case the same application form is submitted to be financed under two different Calls for Proposals, please note the section 2.1.3 Eligible actions: action for which an application may be made, includes the list of types of action that are considered <u>ineligible</u>, with the following provision listed: <i>Actions that are already financed from any other sources for the same activity (double-funding is strictly prohibited).</i></p> <p>In case an applicant submits two different application forms under one Call for Proposals, the applicant may receive a grant for the action that has been awarded higher number of points.</p>
12.	Our project requires more than two individual activities (which include preparing technical capacities for implementing care for elderly,	The project proposals submitted to the CFCA by the envisaged deadline for submission of application forms under this Call for Proposals will be subject to evaluation by the

	<p>purchase of additional equipment, installation of technical equipment, education of the local partner, servicing the beneficiaries and organizing 24 hour help) to take place in counties which are not listed as Areas of Special Concern in the GfA. Would the mentioned activities of the applicant (with headquarters in Split) satisfy the conditions of the competition, or do they have to be merged into maximally two activities (as it could be unrecognizable in the project cost estimate)?</p>	<p>Evaluation Committee. During the evaluation of project proposals the Evaluation Committee will take into consideration all relevant segments of project proposals (objectives, activities, results, budget) on the basis of which it will determine the financial and operational capacity, relevance, methodology, sustainability, (cost)effectiveness and feasibility of the proposal in relation to objectives of this Call for Proposals, before coming to a decision about project proposals to be financed under this Call (in line with the Evaluation grids in the Guidelines for Applicants for Step 2 Evaluation of the Concept Note and Step 3 Evaluation of the Full Application).</p> <p>Furthermore, in line with point 2.1.3 of the GfA, actions must take place in Croatia, specifically in the Ličko-senjska, Vukovarsko-srijemska, Zadarska, Šibensko-kninska, Sisačko-moslavačka, Požeško-slavonska, Karlovačka, Virovitičko-podravska, Brodsko-posavska, and Osječko-baranjska county. However, part of the action (<u>but not more than two individual activities</u>) may take place in the other Croatian counties and/or in the country other than Croatia (as per section 2.1.1 of the Guidelines for Applicants, bullet 4).</p> <p>Please note that in line with section 2.2.4 of the published Guidelines for Applicants (GfA) in the interest of equal treatment of applicants, the Contracting Authority cannot give a prior opinion on the eligibility of an applicant, a partner, an action or specific activities.</p>
13.	<p>Should the services for beneficiaries (providing care for elderly and disabled persons living alone), for the duration of the project, be free of charge?</p>	<p>Section 2.1.3 Eligible actions: actions for which an application may be made of the Guidelines for Applicants, includes types of actions and types of activities which may be financed under this Call for Proposals. The activities are listed in a non-exhaustive breakdown; appropriate innovative activities that are not mentioned may also be considered for support.</p> <p>However, under Article 17 – Final amount of financing by the Contracting Authority of the General conditions under this Call for Proposals, sub-section 17.3 reads:  <i>The Beneficiary accepts that the grant can under no circumstances result in a profit for itself and that it must be limited to the amount required to balance income and expenditure for the Action. Profit shall be defined as:</i></p> <ul style="list-style-type: none"> <li>– <i>In the case of a grant for an Action, a surplus of actual receipts over the actual costs of the Action in question when the request is made for payment of the balance. However, in the case of Actions designed specifically to strengthen the financial capacity of the Beneficiary, it is distribution to the members making up the beneficiary body of the surplus revenue resulting from its activity leading to their personal enrichment.</i></li> </ul>
14.	<p>Is the percentual ratio of the applicant's expenses and of the local partner's expenses specified?</p>	<p>The ratio between contributions provided by the applicant and applicant's partner has not been specified in the GfA. The provision under Section 1.3 Financial contribution by the Contracting Authority stipulates: <i>no grant may exceed 90 % of the total eligible costs of the action (see also section 2.1.4). The balance (minimum 10 % of the total eligible costs of the action) must be financed from the applicant's or partners' own resources, or from sources other than the European Community budget or the European Development Fund.</i></p>
15.	<p>In part 1.2, in the description of the specific objective of this call for</p>	<p>In section 1.2 of the Guidelines for Applicants, under the description of the Specific</p>

	<p>proposals, does 'the project' refer to the overall project/call for proposals of the EU? On the contrary, does 'the project' referred to under sectors or themes in part 2.1.3 refer to the specific project for which funding is requested?</p>	<p>objective of this Call for Proposals, the term “project” refers to overall project / Call for Proposals.  In section 2.1.3 of the Guidelines for Applicants the term „project“ refers to specific projects to be financed under the grant scheme in line with the following: <i>Definition: An action (or project) is composed of a set of activities.</i></p>
<p>16.</p>	<p>Our organisation is an open community college, a non-profit, non-governmental organisation founded by a parents' association. The organisation is registered at Commercial Court in Zagreb (however, our organisation is neither civil society organisation, nor public institution or foundation...). Can our organisation be considered eligible applicant under this Call for Proposals?</p>	<p>In order to be eligible under this Call for Proposals, applicants have to be: non-governmental organization or formal networks of non-governmental organizations of the following legal status: citizens' associations, business associations and trade unions, foundations, and other institutions as defined under section 2.1.1. Eligibility of Applicants: who may apply? of the Guidelines for Applicants.  In line with section 2.2.4 of the published Guidelines for Applicants (GfA) in the interest of equal treatment of applicants, the Contracting Authority cannot give a prior opinion on the eligibility of an applicant, a partner, an action or specific activities.  Verification of eligibility of the applicant and partner(s) will be carried out by the Evaluation Committee during evaluation procedure, specifically Step 4, in line with section 2.3 of the Guidelines for Applicants: Evaluation and Selection of Applications.</p>