

**Call For Proposals for
Support to Local Self-governments in
Implementation of Social Protection Services**

Programme:

PRO - Local Governance for People and Nature

CFP reference number: PRO LGPN 03/2024

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1. PARTICULAR

1.1. UNOPS project objective(s)

The PRO-Local Governance for People and Nature (PRO) Programme is designed to contribute to improving the well-being and quality of life of citizens through improved local governance, social inclusion and environmental protection in 110 cities and municipalities throughout Serbia. The Government of Switzerland has allocated USD 9.4 million to fund the Programme which will be implemented by the United Nations Office for Project Services (UNOPS) in partnership with UN¹ agencies over a period of 48 months.

To achieve the Programme's Objective, the intervention will focus on three key Pillars and Outcomes:

1. Pillar Good Governance, Outcome 1: LGs improve capacities and apply good governance principles in practice;
2. Pillar Social Inclusion, Outcome 2: LGs and other relevant local actors improve capacities and develop evidence-based local social protection policies;
3. Pillar Environmental Governance, Outcome 3: LGs improve capacities and apply environmental governance processes in practice.

The key stakeholders, but also direct users of support at the local level, will be local governments (cities and municipalities), including their administrations/staff, organisations, and local institutions (Centres for Social Work - CSWs, Primary Health Centres - PHCs, pre-school institutions and schools), local Civil Society Organisations – CSOs. The final users of support will be the citizens from participating LGs.

All Programme activities will be undertaken in partnership with the Government of Serbia, especially the Ministry of Public Administration and Local Self-Governments (MPALSG), the Ministry of Labour, Employment, Veteran and Social Affairs (MLEVSA), the Ministry of Environmental Protection (MEP), and the Standing Conference of Towns and Municipalities (SCTM).

The Programme will coordinate its activities with the key line-national-level institutions, while observing the national strategies, laws and relevant development documents, which will contribute to sustainability, ensure national ownership and develop national capacities.

1.2. Background and objectives of the grant/funding

According to the assessment on the [Mapping of Social Care Services and Material Support within the mandate of LGs in Republic of Serbia for 2021](#) the provision of social protection services (SPS) within LGs is not at satisfactory level in terms of their variety, sustainability, availability, efficiency, and quality. The number of beneficiaries that received the services was small and the funds allocated for these purposes were also modest, while some services were inconsistent and unsustainable. It should be emphasised that services for independent living for persons with disabilities (PWDs) were especially undeveloped. As the services that are referred to in the UN Convention on the Rights of Persons with Disabilities, personal assistance for adults with disabilities was provided in only 18 LGs to 284 beneficiaries while supportive housing for PWDs, which is also critical for the deinstitutionalisation process, was available in only five LGs, for 92 beneficiaries. Distribution of counselling/therapy and socio-educational services is very poor, the services in this group were provided in a total of 36 LGs. In addition, emergency and temporary accommodation services (shelter and respite care) were provided in a total of 18 LGs, mostly major cities, with a constant decline trend even for children with developmental difficulties where an

¹ UN Agencies as implementing partners: UNICEF, UNFPA, UNEP

intersectoral approach is much needed. In the LGs that received and used earmarked transfers (123 LGs), as many as one in four LGs relied predominantly on earmarked transfers to fund local services, while certain LGs from development level groups II and III did not provide the required contribution from their budgets, despite the explicitly stipulated legal requirement.

[Strategy of deinstitutionalization and development of services in the community of the Republic of Serbia for the period 2022-2026](#) aims to realise the human rights to life in the community of social protection beneficiaries through the processes of deinstitutionalization and social inclusion. The second special goal strive for a territorially coordinated and sustainable development of services in the community, especially services that intensively support the family, which prevents the separation of children from biological families and prevents institutionalisation, as well as increasing the availability of social protection services in the community (physical, geographical and financial). In particular, one of the priority measures is aimed at developing housing services with support for different beneficiary groups (priority people with mental and intellectual disabilities), according to the assessed needs.

The Government of the Republic of Serbia has adopted the Strategy of [Active and Healthy Aging for the period 2024-2030](#), which, with Special Goal 5, strives for improved institutional and non-institutional protection of the elderly (health protection, social protection, safety, and violence prevention). To achieve this goal, measures were planned to promote the increase in the availability of palliative care services, as well as integrated services for palliative care users; improve the capacity of service providers for the elderly; and enhance family housing for the elderly. Additionally, the measures aim to improve access to rights and social protection services for the elderly in a state of social need and emergency accommodation. The strategy also includes measures to prevent domestic violence and to rehabilitate elderly victims of violence, including strengthening the professional capacities of multisectoral teams to work with older victims of violence.

Finally, the consultation process is finalised for development of a new [Strategy for Improvement of PWDs 2025 - 2030](#) which will be soon adopted.

The need to support LGs in providing more relevant response to the rights and needs of local left-behind (LB) groups through expanding their capacities for developing evidence-based local social policies and services indicates a fact that approximately one in five LGs provide only one service while there are still underexploited opportunities for inter-municipal cooperation (IMC) in planning and delivering SPS, especially among the LGs lacking financial and/or human resources.

As the national priorities, two aspects of SPS are very important:

- **Integrated approach** that should provide more comprehensive protection to those with multilayer vulnerabilities while considering multiple factors, such as education, health, housing, unemployment, inter-ethnic/-cultural interaction, etc.
- **Inter-municipal approach** that should build capacities of less developed LGs through IMC with developed ones or to enhance cooperation between two less developed municipalities to better address the needs of the LB groups

Aiming to contribute to greater accountability of the LGs in ensuring social inclusion at the local level through enhanced SPS as a response to the needs of LB groups, in the first phase of this intervention, the Programme provided two technical assistance (TA) as follows:

- *TA to 26 LGs² in improving capacities for development and implementation of social protection policies and services*

² Arijelje, Boljevac, Bor, Čačak, Čuprija, Dimitrovgrad, Ivanjica, Jagodina, Kraljevo, Krupanj, Loznica, Mali Zvornik, Niš, Pirot, Prijepolje, Prokuplje, Sjenica, Smederevo, Surdulica, Svilajnac, Topola, Trstenik, Valjevo, Velika Plana, Veliko Gradište and Vlasotince

This TA was related to capacity building in improving the strategic framework including monitoring and evaluation (M&E) mechanisms, in assessing the needs for SPS of LB groups and implementing the integrated policy approach that should consider multiple sectors relevant for social inclusion, but with the greater focus on education, health and employment.

- *TA to 16 LGs³ in improving capacities for establishment of IMC for SPS delivery*

This TA was related to capacity building for creating an IMC by applying GG principles in the pertaining processes from negotiation with potential partner LG, protocols for the exchange of information, technical or institutional management, financial implications, monitoring of joint delivery of service and evaluation of their results.

Both TAs were conducted in the form of training, mentorship support, and dissemination of produced methodologies/tools for capacity building.

With this Call for Proposal (CFP), the Programme will contribute to the overall national objective for efficient use of existing and development of new resources through accessible, quality and diverse services applying integrated or inter-municipal approach, in order to improve the quality of life of LB groups. In this regard, **the CFP has two following lots:**

Lot 1:

The Programme will provide support in the implementation of SPS with the aim of addressing the mapped needs of local LB groups as well as improving overall local good governance practices.

Lot 2:

The Programme will provide support to IMC projects in provision of joint service delivery.

The Overall objective of this CFP is to promote social inclusion of LB groups by contributing to establishment of a sustainable, effective, and efficient local social protection system and to ensure that LB groups receive consistent, high-quality social services that meet their needs and promote their well-being.

The Specific Objective of this CFP is to enhance the capacity of LGs to establish or improve integrated and inter-municipal social protection services, ensuring accessibility, quality, and sustainability for LB groups.

1.3. Targeted impact of the grant/funding

Planned targeted impact of this CFP is strengthening the overall capacity of LGs to deliver sustainable and integrated social services while **at least 300 beneficiaries** from the LB groups benefiting from easier better access to and relevance of SPS at the local level.

1.4. Scope of the grant/funding

Lot 1

With the aim of addressing the needs of the local LB groups, the Programme will directly support **local projects out of 26 LGs (as lead applicants) participating in TA for improving capacities** for development and implementation of social protection policies and services, **for one of the following:**

³ Prijepolje, Sjenica, Priboj, Pirot, Babušnica, Dimitrovgrad, Čuprija, Despotovac, Valjevo, Arilje, Trstenik, Kruševac, Kraljevo, Raška, Požarevac and Veliko Gradište.

- **Introduce new standardised local SPS that is currently not being provided;**
- **Improve the existing standardised local SPS in an LG** in order to cover a larger number of beneficiaries, while maintaining or improving the already achieved level of quality in service delivery;
- **Introduce new or improve the existing non-standardised local SPS, in accordance with the Social Protection Act** (e.g. counselling-therapeutic and social-educational services, day centres, clubs for the elderly, youth etc.).

In all three options, LG as a lead applicant **should apply an integrated approach to SPS provision**, or/and prove the improvement of existing practices, processes or services with the knowledge gained through TA that bring new benefits, quality and availability to the LB groups. The service provision should be aligned with the national legal requirements⁴.

Indicative budget for Lot 1 is USD 397,500 while maximum amount of the grant is USD 26,500.

Lot 2

With the aim of addressing the needs of the local LB groups, the Programme will directly support **up to two (2) local projects out of 16 LGs (as lead applicants) participating in TA for establishment of IMC, for one of the following:**

- **Introduce new standardised local SPS that is currently not being provided;**
- **Improve the existing standardised local SPS in an LG** in order to cover a larger number of beneficiaries, while maintaining or improving the already achieved level of quality in service delivery;
- **Introduce new or improve the existing non-standardised local SPS, in accordance with the Law on Social Protection** (e.g. counselling-therapeutic and social-educational services, day centres, clubs for the elderly, youth etc.).

In all three options, LG as a lead applicant **should apply an inter-municipal approach to SPS provision** through legally binding agreements between or among LG as a lead applicant and other one or more LGs.

Indicative budget for Lot 2 is USD 99,000 while maximum amount of the grant is USD 49,500.

Note: Programme reserves right to reallocate funding between lots, subject to quality of reviewed projects, and with donor's agreement.

1.5. Target beneficiaries

This CFP is targeting **LB groups eligible for support according to the Law on Social Protection** such as:

- adults and older citizens;
- children and youth in general, especially children and youth with disabilities and children and youth in conflict with the law;
- family and children in the need for support;
- other LB groups eligible for support in line with the Law on Social Protection.

1.6. Eligible activities under grant/funding

The following are eligible activities related to the establishment and/or further development and provision of SPS:

⁴ Especially envisaged by the [Law on Social Protection](#) and the [Rulebook on Detailed Conditions and Standards for the Provision of Social Protection Services](#)

Obligatory activity:

- service provision per se, including engagement of supporting staff for efficient implementation of the service.

Activities as needed:

- Service-specific assets/utility items required for provision of services (e.g. furniture, appliances, equipment, tools, assistive technology, etc.), if these are not otherwise available
- Small scale renovation, adaptation or equipping of premises for service provision while the premises must be in the ownership of the lead applicant or partner LGs.
- Improving sustainable mechanisms for monitoring and evaluation of service
- Promotional activities, including outreach campaign

1.7. Grant/funding available

The overall indicative amount made available under this CFP is up to USD 496,500. The Programme reserves the right not to award all available funds.

Grant/funding amount limit per applicant per lot

The following table indicates the limit of grant/funding allowable per applicant for each lot under this CFP.

	Currency	Minimum and Maximum Amount	Amount in words
Lot 1	USD	20,000 - 26,500	Twenty thousands - Twenty Six thousands and Five Hundred
Lot 2	USD]	40,000 - 49,500	Forty thousands - Forty Nine thousands and Five Hundred

Eligibility of costs: costs that can be included

Only eligible costs can be covered by a grant. The categories of costs that are eligible and non-eligible are indicated below. The budget is both a cost estimate and an overall ceiling for eligible costs.

Eligible direct costs

To be eligible under the CFP, costs must refer only to activities specified in the Section 1.6 Eligible activities under grant/funding.

Eligible costs include:

- Equipment and material costs i.e. equipping of premises for the needs of establishing a service which will be assigned to a service provider, either on the basis of the Decision on Social Protection or on the basis of public procurement; procurement of didactic material or assistive technology required for service provision; procurement of vehicle for service provision; overhead costs for the premises).

- Other expenses related to service provision i.e. renovation or adaptation of premises for service provision
- Service provision costs by contracting service provider
- Costs for sustainable monitoring and evaluation mechanism
- Promotional costs

All costs and expenses have to be duly substantiated and incurred after the signing of the Grant Support Agreement.

Ineligible costs

The following costs are not eligible:

- In general, activities that are not contributing to the achievement of the objectives of the CFP
- In-kind contributions
- Bank commission charges (bank fees, opening and servicing bank account, etc.)
- All costs incurred prior to the signing of Grant Support Agreement or accrued after project closure
- Debts and debt service charges (interest)
- Provisions for losses or potential future liabilities
- Costs declared by the Beneficiary(ies) and financed by another project or founding source
- Accounting and bookkeeping services
- Currency exchange losses
- Procurement of the equipment that is not grounded in the objectives of the CFP and without specific outcome
- Procurement of the used/old equipment
- Credit to third parties, loans and debts
- Auditing costs
- Unforeseen expenses
- Activities that can be more appropriately funded from other funding sources
- Activities where a substantial part of the budget covers recurrent costs and/or personnel costs
- Travel, catering and/or conference services costs not founded in project rationale
- Research or promotional activities with no specific outcomes
- Extensive hardware/software purchases without a true foundation in project rationale
- Extensive costs for promotional activities
- Items from the budget, including office costs, fees or salaries, already funded by other sources (other projects, other organisations – public or civic, etc.)

1.8. Grant/funding duration

The implementation of activities from the projects will last for a **maximum of up to 12 (twelve) months**, and for a **minimum of 10 (ten) months**, from the day the grant contract is signed. However, the **active provision of social protection services (SPS) must last at least 8 (eight) months**.

1.9. Applicant eligibility

Applicant

The following applicants are eligible to apply under this CFP:

Lot 1

Be one of 26 LGs that participated in the Programme TA for improving capacities for development and implementation of social protection policies and services i.e. Arilje, Boljevac, Bor, Čačak, Čuprija, Dimitrovgrad, Ivanjica, Jagodina, Kraljevo, Krupanj, Loznica, Mali Zvornik, Niš, Piroć, Prijepolje, Prokuplje, Sjenica, Smederevo, Surdulica, Svilajnac, Topola, Trstenik, Valjevo, Velika Plana, Veliko Gradište and Vlasotince.

The applicant must meet following additional mandatory requirements:

- The project proposal must be **in line with relevant national and local legislative** and/or policy documents, including the process of public procurement of SPS providers.
- The LG is expected to provide its **financial contribution of a minimum of 10%** out of the total value of the project eligible costs.
- **Mandatory partnership with Centre for Social Work (CSW)⁵ or another relevant local institution or both** in a written form (Partnership Agreement), signed by both/all partners, and with a clear division of tasks and responsibilities.

Lot 2

Be one of 16 LGs that participated in the Programme TA for establishing IMC in SPS delivery i.e. Prijepolje, Sjenica, Priboj, Piroć, Babušnica, Dimitrovgrad, Čuprija, Despotovac, Valjevo, Arilje, Trstenik, Kruševac, Kraljevo, Raška, Požarevac and Veliko Gradište.

The applicant must meet following additional mandatory requirements:

- The project proposal must be **in line with relevant national and local legislative** and/or policy documents, including the process of public procurement of SPS providers.
- **Mandatory partnership with one or more LGs in a written form** (Partnership Agreement), signed by both/all partners, and with a clear division of tasks and responsibilities. Additional partnership with competent CSWs is strongly encouraged.
- The LG as a lead applicant is expected to provide its **financial contribution of a minimum of 20%** out of the total value of the project eligible costs. The Applicant could secure additional financial contribution of the partner LG through the Partnership Agreement.

Number of proposals and grants per applicant

- The applicant may not submit more than one (1) proposal under one lot of this CFP.
- The applicant may not be awarded more than one grant under one lot of this CFP.
- One LG could be a lead applicant or a project partner in an IMC project under Lot 2 and submit its own separate application under Lot 1. In this case, the separate project proposal should address different actions while the applicant should prove that it has capacities for simultaneous implementation of both projects in terms of human and financial resources.
- LG as Lead Applicant that has been already provided with financial support through complementary programmes implemented by Standing Conference of Towns and Municipalities (SCTM)⁶ or GIZ⁷ could apply with the notice that this project proposal should address a different service or different target group of beneficiaries.

1.10. Content of proposal submissions

Applicants shall include the following:

- **Annex 1: Declarations**
- **Annex 1a: Eligibility Declaration for Partner(s)**

⁵ CSW as a project partner must be mandated for the territory of LG as a lead partner.

⁶ Programme "Support to sustainable community-based social services and inclusion policies at the local level"

⁷ Programme "Promoting Social Inclusion in Serbia"

- **Annex 2:** Proposal
- **Annex 3:** Financial proposal/Budget
- **Annex 4:** Protection from sexual exploitation and abuse (PSEA) implementing partner self-assessment
- **For Lot 1** - signed Partnership Agreement on integrated service delivery in Serbian
- **For Lot 2** - signed Partnerships Agreement on IMC in Serbian

NOTE: ALL documents must be submitted and all content except partnership agreements should be in English.

Applicants must carefully read and understand the **Requirements** in this CFP and the **Instructions to Applicants** before completing the Proposal and Annexes.

1.11. Partial proposals

Partial proposals will not be permitted. Applicants shall submit a proposal for the total scope of the grant/funding and address all of the requirements in this CFP. Evaluation will be based on compliance with the total requirements.

1.12. Sub-granting⁸ and contracting⁹

Sub-granting and contracting are only permitted under this CFP as follows:

Sub-granting	Not permissible
Contracting	Permissible

Solicited contractors

The applicant will act as the lead organisation and, if selected, as the contracting party (the "Grant Beneficiary").

The Grant Beneficiaries have the possibility to award contracts for works, services and/or goods to solicited contractors through legally established procurement procedures. Contractors are neither partners nor associates, and are subject to the procurement rules in accordance with the Law on Public Procurement of the Republic of Serbia.

1.13. Proposal currency

The proposal budget shall be prepared in the following currency: U.S. Dollars

1.14. Language of proposals

All proposals, information, documents and correspondence exchanged between UNOPS and the applicant shall be in English.

⁸ Sub-grant is when an entity is selected by the implementing partner to implement activities on behalf of the implementing partner and complies with the same principles as outlined in the UNOPS Operational Instruction on [Grant Support](#).

⁹ Contracting is done when an implementing partner procures services, goods or works using the procurement procedures of the IP.

For a list of documents that can be submitted in Serbian language, please refer to the Section 1.10 Content of proposal submissions.

1.15. Proposal submission

The deadline for the submission of proposals is **15 November 2024**.

The Proposal and all accompanying documents must be submitted in the following manner:

- The Proposal must be submitted via email in PDF format (signed, stamped and scanned) and in original editable format. Signed, stamped and scanned versions must contain exactly the same proposal documents as the electronic versions in original editable format. In case of discrepancies, signed, stamped and scanned versions will prevail.
- The applicant must submit the Proposal and all accompanying Annexes in English language, unless specified otherwise within the Section 1.10 Content of proposal submissions.
- The limitations in the length of sections listed in the Proposal Form must be respected. The content of sections exceeding these limitations will not be taken into account. The total email size of the proposal and accompanying annexes should not exceed 15 MB, as that is the maximum allowed email message size by the UNOPS server. If the proposal and accompanying annexes are larger than 15 MB, documents should be sent in a series of emails, with each email not exceeding 15 MB size thresholds. Each email should be numbered in the email subject field (email subject/number).
- Proposals must be submitted to the email address rsoc.applications@unops.org Automatic notification of the delivery would follow upon successful receipt of the email proposal.
- When sending the proposal, the email subject field must contain the reference number of the Call and the title of the Call for Proposals (PRO LGPNI 03-2024 - Implementation of Social Protection Services), including also the name of the applicant.
- Requests for clarification should be submitted to the email address rsoc.cfp.clarifications@unops.org
- The deadline for the submission of proposals is 15 November 2024. Any proposal submitted after the deadline will be rejected.
- Refer to Article 10, "Proposal Submission", of the [Instructions to Applicants](#) for details on the specific requirements for proposal submission.

1.16. Type of legal instrument

The applicable legal instrument is Grant Support Agreement.

1.17. Contact information

All correspondence in relation to this CFP shall be as follows:

- Requests for clarifications - rsoc.cfp.clarifications@unops.org
- Submission of proposal - rsoc.applications@unops.org

1.18. Important dates and deadlines

The following tables provide the key dates and deadlines pertaining to this CFP.

	Date	Time	Time zone

Online info-session	8 October 2024	10:00	Serbia
Online info-session	9 October 2024	10:00	Serbia
Deadline for requesting any clarifications from the Programme	5 November 2024	17:00	Serbia
Deadline for submission of proposal	15 November 2024	24:00	Serbia
Expected agreement start date	18 February 2025		Serbia

1.19. Additional instructions for applicants

Conditions for implementation after the Programme’s decision to award a grant

Following the decision to award a grant, the Grant Beneficiary will be offered a contract. By signing the Annex 1: Declarations, the applicant agrees, if awarded a grant, to accept the contractual conditions of the standard grant contract. Each Partner should sign Annex 1a: Eligibility Declaration for Partner(s) related to eligibility and solvency.

The Programme would use grant methodology for implementation of the approved projects.

Financial implementation

A separate sub-account must be opened by the Applicant for the implementation of the project in cooperation with the PRO Programme team. The sub-account must be exempt from blockade. All payments within the grant contract have to be done from the Applicant’s sub-account.

In accordance with the UNOPS Grant policy, no funds shall be paid as profit to the Partner organisation. Consequently:

- Lead Applicant is not permitted to award a service contract to Partner Organisation.
- A Partner organisation is not permitted to submit invoices to the Lead Applicant.

Data Protection

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

Visibility

The grantee will be expected to comply with communications and visibility requirements as set by PRO Programme. The Programme will provide the grantees with adequate guidelines and other information prior to the beginning of the project implementation.

These requirements cover the written and visual identity of PRO Programme, the donor, and the implementing agency, and they apply to print, electronic and any other material, presentation, banner, invitation, sign, plaque or goods purchased with the funds provided by the donors and managed by the PRO Programme.

VAT

All expenses (except costs of land-line/mobile telephone, electricity and public heating – if envisaged) planned and presented in the budget must NOT include VAT.

2. REQUIREMENTS

2.1. Approach and methodology

The Applicant must meet the following specific requirements:

A. Mainstreaming of cross-cutting issues

Good Governance

The Applicant must elaborate on how the implementation of the specific action will contribute to improved local governance and enhanced good governance principles of accountability, transparency, participation, non-discrimination and efficiency. Good governance principles and approaches must be embedded in the action methodology. Consistent application of principles of participation and non-discrimination needs to be proven, ensuring that all persons fully practise their human rights and fundamental freedoms without discrimination on any grounds.

Gender Mainstreaming

The non-discriminative and gender balanced approach should be provided throughout the process of design and implementation of the action, enabling equal access of men and women, boys and girls to all project activities and benefits. Gender disaggregated reporting is an integral part of project reporting. The applicants are strongly encouraged by this Programme to include female members, thus respecting the gender equality and anti-discrimination principles.

B. Sustainability

The applicant must describe the main preconditions and assumptions during and after the implementation phase. A detailed risk analysis and possible contingency plans must be developed. This should include at least a list of risks associated with each activity proposed accompanied by relevant mitigation measures. A good risk analysis would include a range of risk types including physical, environmental, political, economic and social risks. The applicant must explain how sustainability will be secured after completion of the action. This can include aspects of necessary measures and strategies built into the action, follow-up activities and ownership by LG.

In doing so, a distinction between the following **dimensions of sustainability** must be made:

- Financial sustainability (financing of follow-up activities, sources for covering all future operating and maintenance costs, etc.);
- Institutional level (which structures would allow, and how, the results of the action to continue to be in place after the end of the action? Address issues about the local "ownership" of action outcomes);
- Policy level where applicable (What structural impact will the action have - e.g. will it lead to improved legislation, codes of conduct, methods, etc.).

2.2. Implementation Plan requirements

The applicant is required to submit an **indicative implementation plan** for implementation of the action. Applicants are recommended to base the estimated duration for each activity and total period on the most probable duration and not on the shortest possible duration by taking into consideration all relevant factors that may affect the implementation timetable.

The activities stated in the implementation plan should correspond to the activities described in detail in the Section 1.6 Eligible activities under grant/funding. The implementation plan should be sufficiently detailed to give an overview of the preparation and implementation of each activity. The implementation plan should be drawn up using the format provided in the Proposal.

2.3. Monitoring Plan requirements

Monitoring by the applicant

The applicant is required to develop an **effective and efficient monitoring system** with gender segregated data, according to the proposed activities.

Monitoring by the UNOPS

It is understood that the selected applicants (the Grant Beneficiaries) shall have exclusive control over the administration and implementation of this Agreement and that UNOPS shall not interfere in the exercise of such control. However, both the quality of the Grant Beneficiaries' work and the progress being made toward successfully achieving the goals of such activities shall be subject to review by UNOPS. If at any time UNOPS is not satisfied with the quality of work or the progress being made toward achieving such goals, UNOPS may in its discretion (i) withhold payment of funds until in its opinion the situation has been corrected, or (ii) declare this Agreement terminated by written notice to the Grant Beneficiary; and/or (iii) seek any other remedy as may be necessary. UNOPS' determination as to the quality of work being performed and the progress being made toward such goals shall be final and shall be binding and conclusive for the Grant Beneficiary.

2.4. Budget requirements

The applicant is required to submit a budget using the template provided in Annex 3: Financial proposal/Budget. Special attention should be paid to eligible and ineligible costs, as elaborated in the Section 1.7 under sub-heading Eligibility of costs.

a. Budget Ceiling

The following table indicates the limit (minimum and maximum amount) of grant/funding allowable per applicant under this CFP:

Lot 1	USD	20,000 - 26,500	Twenty thousands - Twenty Six thousands and Five Hundred
Lot 2	USD]	40,000 - 49,500	Forty thousands - Forty Nine thousands and Five Hundred

b. At a minimum, the budgets must include:

- i. An estimate of direct costs, which include all of the expenses that are required for, and can be tracked directly to, the grant/funding accounts. Direct costs must be broken down by expense subcategory and by expense line item.
- ii. A description of assumptions or justifications underlying the estimates

c. The costs will be eligible only if these are incurred for the purpose of this grant/funding and within the duration mentioned in the grant support agreement (including any amendments)

3. EVALUATION METHOD AND CRITERIA

Proposals submitted in response to this CFP document shall be evaluated following the cumulative analysis methodology, which consists of the following steps:

- a. **Preliminary screening:** This includes an assessment of whether proposals comply with the formal and eligibility criteria stated in [Table 1: Formal and eligibility criteria](#). All proposals which pass this stage will go through a subsequent evaluation as follows.
- b. **Technical evaluation:** This assesses the technical points achieved by each proposal, as per the maximum obtainable points assigned per criteria group in [Table 2.1: Parts of the technical proposal evaluation](#). Only proposals that meet the minimum threshold indicated in [Table 2: Technical criteria](#) shall be considered substantially compliant at this stage. Evaluation of the technical proposals shall be completed prior to opening the financial proposals.
- c. **Financial evaluation:** Financial proposals will only be opened for proposals that have achieved the minimum threshold in the technical evaluation. Financial proposals shall be checked for any mathematical errors in accordance with Article 15, “Minor Informalities, Errors or Omissions” in the [Instructions to Applicants](#). The total financial proposal points achieved for each proposal are determined in accordance with [Table 3: Financial criteria](#).
- d. **Combined analysis:** This evaluation will be conducted based on a combined analysis, analysing all of the relevant costs, risks and benefits for each proposal. The combined analysis includes the scores from both the technical evaluation, including factors such as risks, sustainability, and others, and the financial evaluation, using a predefined weighting method.

The maximum number of points that an applicant may obtain for its proposal are as follows:

- Technical proposal: 90 points
- Financial proposal: 10 points

The maximum total number of points an applicant may obtain for both the technical and financial proposals is 100. The weighting of the technical and financial proposals will be 90 – 10 (the ratio determined for the technical proposal and the financial proposal).

UNOPS may request clarification or further information in writing from applicants at any point during the evaluation process. In this case, any response from an applicant shall not modify the substance of the proposal, including both the technical and financial aspects of the proposal. UNOPS may use such information to interpret and evaluate the relevant proposal.

UNOPS reserves the right to conduct other forms of verification including site visits. In no way does this presume the positive outcome of the selection process, nor it guarantees that the applicant will be awarded a grant.

Provisional selection:

After the evaluation, a table will be drawn up listing the proposals ranked according to their score and within the limits of the funds available. In addition, a reserve list will be drawn up following the same criteria to be used if more funds should become available during the validity period of the reserve list. The Evaluation Commission submits the evaluation results to the Programme’s Steering Committee, which provides its final approval.

Content of the decision

The applicants will be informed in writing of the Programme’s decision concerning their application and, if rejected, the reasons for the negative decision. An applicant believing that it has been harmed by an error

or irregularity during the award process may lodge a request for obtaining the full narrative evaluation sheet or complaint to the Contracting Authority within eight days upon receipt of the decision.

The evaluation of a proposal by UNOPS shall be carried out against the evaluation criteria described in the following tables.

Grant Awarding

Following the decision to award a grant, the selected applicant will be offered a grant. By signing the Grant Agreement, the selected applicant (who becomes the Grant Beneficiary) agrees to accept the contractual conditions of the standard grant contract.

3.1. Preliminary screening

Table 1 FORMAL AND ELIGIBILITY CRITERIA	
Criteria evaluated on a pass/fail basis during the preliminary screening	Documents to establish compliance with the criteria
1. The applicant is eligible as defined in Article 1, “Applicant Eligibility” in the Instructions to Applicants .	<ul style="list-style-type: none"> ● Annex 1: Declarations ● Annex 2: Proposal ● Annex 4: PSEA implementing partner self-assessment
2. The proposal is complete and includes all completed forms and other documentation requested in the Particulars, ‘Content of proposal submissions’ .	<ul style="list-style-type: none"> ● All documentation requested in the Particulars, ‘Content of proposal submissions’
3. The applicant accepts the conditions in the template for agreement, as specified in the Particulars, ‘Type of legal instrument’ .	<ul style="list-style-type: none"> ● Annex 1: Declarations
4. The proposal and all mandatory annexes have been submitted timely and in an appropriate format, as specified in the “Proposals submission” section	
5. The applicant has submitted maximum one proposal per lot	
6. The requested grant value for the Lot 1 is in the range from 20,000 to 26,500 USD while for the Lot 2 from 40,000 to 49,500 as specified in the ‘Grant funding available’ and ‘Budget requirements’ sections	<ul style="list-style-type: none"> ● Annex 2: Proposal ● Annex 3: Financial proposal (Budget)
7. The duration of the action is in line with the requirements specified in the ‘Grant/funding duration’ section	<ul style="list-style-type: none"> ● Annex 2: Proposal

If the applicant does not meet any of the formal or eligibility criteria, the proposal may be rejected on that sole basis and will not be evaluated further.

3.2. Technical evaluation

Table 2 TECHNICAL CRITERIA	
Criteria evaluated based on scoring during the technical evaluation	Documents to establish compliance with the criteria
<p>The maximum number of technical points obtainable is detailed in Table 2.1: Parts of the technical proposal evaluation.</p> <p>To be technically compliant, applicants must obtain a minimum threshold of 70% of the total obtainable points.</p>	<ul style="list-style-type: none"> ● Proposal ● For Lot 1 - signed Partnership Agreement in Serbian ● For Lot 2 - signed Partnerships Agreement on IMC in Serbian

Table 2.1 Parts of the technical proposal evaluation		Obtainable points
1.	Applicant's capacity	15
2.	The relevance of the Action	25
3.	Design and Effectiveness of the Action	20
4.	Sustainability and Impact of the Action	30
Total technical proposal points		90

Table 2.1.1 Part 1: Applicant's Capacity			
	Criteria to be evaluated	Documents to establish compliance with the criteria (not exhaustive)	Obtainable points
1.1	Applicant's experience in donor or government funded social inclusion projects in the past five years: <ul style="list-style-type: none"> ▪ No social inclusion projects implemented (0 points) ▪ At least one social inclusion project successfully implemented (1 point) ▪ At least two social inclusion projects successfully implemented (2 points) ▪ At least three social inclusion projects successfully implemented out of which one is funded by the international donor (3 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	3
1.2	Whether the Applicant has recently improved the local normative framework related to provision of SPS: <ul style="list-style-type: none"> ▪ no improvement of relevant normative framework (0 point) ▪ improved relevant normative framework through inclusion of TA recommendations into local planning documents (1 point) ▪ improved relevant normative framework through development and adoption of one or more relevant local regulations (2 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal • Copy of adopted local regulations 	2
1.3	Whether the Applicant has recently improved monitoring and evaluation (M&E) of SPS besides that it is envisaged in planning document through: <ul style="list-style-type: none"> ▪ linkage of additional/specific activities to implementation of social protection services (1 point) ▪ establishment of separate M&E mechanism (additional 2 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal • Copy of relevant document on establishing M&E mechanism 	3
1.4	Whether Applicant has valid one or both crucial documents for SPS i.e. Strategy for development of social protection or Programme of social protection (2 points)	<ul style="list-style-type: none"> • Copy of local Decision on strategic document adoption 	2
Total points for Part 1			10

Table 2.1.2 Part 2: The Relevance of the Action

No.	Criteria to be evaluated	Documents to establish compliance with the criteria (not exhaustive)	Obtainable points
2.1	<p>How relevant is the proposal to the objectives and priorities of the CFP? Are the expected results of the action aligned with the objectives and priorities?</p> <ul style="list-style-type: none"> ▪ The proposal does not comply with the priorities and objectives of the CfP (0 points - eliminatory criterion) ▪ The proposal complies with the priorities and objectives of the CfP, demonstrates low results in the majority of defined indicators (1-3 points) ▪ The proposal complies with the priorities and objectives of the CfP, demonstrates average results within the majority of indicators (4-6 points) ▪ The proposal complies with the priorities and objectives of the CfP, demonstrates high results in the majority of defined indicators (7-8 points) ▪ The proposal completely complies with priorities and objectives of the CfP, demonstrates high results in reference to all defined indicators (9-10 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	10
2.2	<p>Whether the Applicant has recently conducted, mapping of the needs related to the target group of proposed service</p> <ul style="list-style-type: none"> ▪ No (0 points) ▪ Yes (3 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	3
2.3	<p>Have beneficiaries` needs been clearly defined and does the proposal address them adequately?</p> <ul style="list-style-type: none"> ▪ The beneficiaries have not clearly been defined and/or the proposal does not address their needs adequately with appropriate actions (0-2 points) ▪ The beneficiaries and their needs have been clearly defined and the proposal addresses them adequately with appropriate actions tailored to the needs of specific target group(s) (3-4 points) ▪ The beneficiaries and their needs are identified on the basis of qualitative and quantitative analysis and the proposal addresses the identified needs appropriately using a highly relevant methodological approach (5-6 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	6
2.4	<p>Does the proposal contain added-value elements related to the promotion of gender equality, equal opportunities, rights of minorities, rights of local population, innovation or replication of proven best practices relevant to this type of action?</p> <ul style="list-style-type: none"> ▪ No added value elements incorporated (0 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	3

	<ul style="list-style-type: none"> ▪ One added value element incorporated (1 point) ▪ Two added value elements incorporated (2 points) ▪ Three or more added value elements incorporated (3 points) 		
2.5.	<p>Have the interventions and obligations of involved local stakeholders been defined and relevant for the proposed action?</p> <ul style="list-style-type: none"> ▪ not all relevant stakeholder are included (0-2 points) ▪ all relevant stakeholders are included and their obligations defined (3-5 points) 	<ul style="list-style-type: none"> ● Annex 2: Proposal 	5
2.6	<p>* Applicable only for Lot 1</p> <p>Does the Applicant apply the integrated approach i.e. intersectoral approach in planning and implementation of proposed service?</p> <ul style="list-style-type: none"> ▪ No (0 point - eliminatory criterion) ▪ Yes (3 points) 	<ul style="list-style-type: none"> ● Annex 2: Proposal 	3
2.7.	<p>* Applicable only for Lot 2</p> <p>Does the proposal clearly identify and qualitatively elaborate the good governance objectives and measures that ensure they are met in IMC for joint service delivery?</p> <ul style="list-style-type: none"> ▪ Good governance principles missing or unclear (0-1 point) ▪ Good governance principles outlined (2 points) ▪ Good governance principles adequately elaborated and included into the IMC process of joint service delivery (3 points) 	<ul style="list-style-type: none"> ● Annex 2: Proposal 	3
Total points for Part 2			30

Table 2.1.3 Part 3: Design and Effectiveness of the Action

No.	Criteria to be evaluated	Documents to establish compliance with the criteria (not exhaustive)	Obtainable points
3.1	<p>Is the implementation plan for the action clear and feasible? Is the timeline realistic?</p> <ul style="list-style-type: none"> ▪ The implementation plan within the proposal not filled in (0 points) ▪ The implementation plan is unclear and/or timelines unrealistic (1-2 point) ▪ The implementation plan is mostly clear and the timeline mostly realistic (3-5 points) ▪ Both the implementation plan and the timeline are clear, feasible and realistic (6-8 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	8
3.2	<p>Have risks been identified and assessed, and mitigation measures planned?</p> <ul style="list-style-type: none"> ▪ The proposal does not identify potential risks (0 points) ▪ Only basic risks and/or mitigation measures identified (1 point) ▪ The risks are well identified and assessed, and mitigation measures envisaged (2 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	2
3.3.	<p>Does the proposal include an effective and efficient monitoring system?</p> <ul style="list-style-type: none"> ▪ The proposal does not envisage monitoring system (0 points) ▪ The proposal defines basic approaches to monitoring (3 point) ▪ The proposal defines effective and efficient monitoring system with gender segregated data (5 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	5
3.4.	<p>Does the proposal contain objectively verifiable indicators for the outputs and outcomes?</p>	<ul style="list-style-type: none"> • Annex 2: Proposal 	5
Total points for Part 3			20

Table 2.1.4 Part 4: Sustainability and Impact of the Action

No.	Criteria to be evaluated	Documents to establish compliance with the criteria (not exhaustive)	Obtainable points
4.1.	<p>Are the expected results of the proposed action sustainable?</p> <ul style="list-style-type: none"> ▪ Financially - How will the follow-up activities, operating and maintenance costs and continuation of service be funded after the project? (0-5 points) ▪ Relevance of the provision of service after completion of project - (0 - 2 points) ▪ Policy level - What will be the effect of the project on local regulations, procedures and processes? If policy changes are needed to facilitate sustainability of the project, have they been envisaged by the proposal? (0-3 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	10
4.2.	<p>Does this project contribute to the enhancement of institutional capacities for providing SPS and addressing SP issues?</p> <ul style="list-style-type: none"> ▪ Which institutions/organisations/structures will enhance its capacities and sustain the results of the project upon its completion? (0 - 3 points) ▪ Whether the roles and responsibilities of these bodies are well defined? (0-2 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	5
4.3.	<p>Will the project results have a positive impact on its target group(s)?</p> <ul style="list-style-type: none"> ▪ Impact on target group(s) not demonstrated and questionable: service planned in very limited scope and for small number of beneficiaries (1 point) ▪ Impact on target group(s) limited: provision of service planned in limited scope (2-4 points) ▪ Impact on target group(s) adequate: service provision and intersectoral or IMC intervention planned adequately (5-7 points) ▪ Impact on target group(s) positive: services very well planned including the scope of beneficiaries (8 - 10 points) ▪ Impact on target group(s) highly positive: holistic approach in planning of services, including the scope of beneficiaries with a positive impact beyond the immediate beneficiaries (maximum 15 points) 	<ul style="list-style-type: none"> • Annex 2: Proposal 	15
Total points for Part 4			30

3.3. Financial evaluation

Table 3 FINANCIAL CRITERIA		
Criteria evaluated based on a cumulative analysis methodology during the financial evaluation	Documents to establish compliance with the criteria	Obtainable points
1. Are the activities appropriately reflected in the budget? <ul style="list-style-type: none"> ▪ Less than half of envisaged activities adequately reflected in the budget (0 points) ▪ At least half of envisaged activities adequately reflected in the budget (1 point) ▪ All activities adequately reflected in the budget (3 points) 	Annex 3: Financial proposal (Budget)	3
2. Is the ratio between the estimated costs and the expected results satisfactory? <ul style="list-style-type: none"> ▪ Costs significantly underestimated; effectiveness of results questionable (0 points) ▪ Cost-effectiveness ratio significantly exceeds the average costs defined within the CfP (1 point) ▪ Ratio between the costs and expected results in the range of average set within the CfP (2 points) ▪ Ratio between the costs and expected results maximally effective (3 points) 	Annex 3: Financial proposal (Budget)	3
3. * Applicable only for Lot 1 Co-funding of the Applicant more than 10% Co-funding of the Applicant of at least 20% - (2 points) Co-funding of the Applicant of at least 30% - (4 points)	Annex 3: Financial proposal (Budget)	4
4. *Applicable only for Lot 1 Co-funding of the Applicant more than 20% or co-funding of partner LG(s) <ul style="list-style-type: none"> ● Co-funding of the Applicant of at least of 30% OR co-funding of partner LG(s) of at least 10% - (2 points) ● Co-funding of the Applicant of at least 40% OR co-funding of partner LG(s) of at least 20% - (4 points) 	Annex 3: Financial proposal (Budget)	4
Total financial proposal points		10

Note: If the total score encompassing technical and financial proposal is less than 70 points, the application will be rejected.