

Contracting Authority:

United Nations Office for Project Services - UNOPS

Programme:

**The European Union Support to Social Housing and Active Inclusion Programme
- EU SHAI**

**Third Open Call for Proposals
for Social Housing and Active Inclusion Projects
Guidelines for Grant Applicants**

Reference: **CFP SHAI 02-2022**

Deadline for submission of full application: **15 April 2022**

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1. THE EUROPEAN UNION SUPPORT TO SOCIAL HOUSING AND ACTIVE INCLUSION PROGRAMME

1.1 Background for this Call for Proposals

The European Union Support to Social Housing and Active Inclusion Programme (SHAI) is designed to enhance implementation of the social inclusion policies in Serbia and provide sustainable housing solutions for the most vulnerable population. The European Union (EU) has allocated 27 million Euros through the Instrument for Pre-accession Assistance (IPA) 2018 for the implementation of the Programme during 36 months. The United Nations Office for Project Services (UNOPS) has been selected, after a call for expression of interest, as the implementing partner.

The Programme is based on the National Priorities for International Assistance in the Republic of Serbia 2014-2017, with projections until 2020 (NAD), significant for Serbia's EU accession process and socio-economic development. Implementation of this Programme will contribute to meeting the EU accession criteria under Chapters 19 that relate to social inclusion and Chapter 23 that covers fundamental rights. Consequently, the results of this Programme will bring the Republic of Serbia closer to EU standards and practice.

Its activities will be undertaken in partnership with the Government of the Republic of Serbia and in cooperation with national and local institutions, civil society organisations, while respecting the national strategies, relevant legal framework and development documents, in order to ensure national ownership and help develop national capacities. The Programme is implemented in partnership with the Ministry of Construction, Transport and Infrastructure and the Ministry of Labour, Employment, Veterans and Social Affairs, and in coordination with the Ministry of European Integration.

Calls for Proposals were designed to support the LSGs in providing adequate housing solutions to most vulnerable women and men, girls and boys with complementary social inclusion measures. Under the previous two calls for proposals projects from 21 LSGs were awarded a grant. This call is aimed at supporting additional number of LSGs and their local projects and reaching the goal of providing 500 vulnerable families with adequate support.

1.2 Justification

This Programme is contributing to the United Nations (UN) Sustainable Development Goals (SDGs) of ending poverty, zero hunger, good health and well-being, quality education, gender equality, decent work and economic growth, reduced inequalities and partnerships, among others.

The last two decades have been characterised by the absence of comprehensive social housing support measures in Serbia. The country has an underdeveloped model of social housing, characterised by a partial set up of the legal and institutional framework, the absence of financial mechanisms, weak human resources and missing mechanisms that would assist the most vulnerable in solving their housing needs. A gap between the laws and their effective implementation, the situation with the multiplicity of short-term donor funded projects also suggests a fragmented approach to housing and social inclusion without a long-term vision addressing the needs of all residents, as it was concluded by the Special Rapporteur for Adequate Housing in her Report¹, produced after the mission to Serbia in May 2015. When it comes to the local level, housing legislative, policy framework and existing measures reflect the shortages already recognised at the national level. The UN Special Rapporteur for Adequate Housing recommends that the Government of Serbia should ensure availability of social housing for those who require it; if the existing housing stock is insufficient, develop short and medium-term strategies to address the shortage.

¹<https://www.ohchr.org/EN/NewsEvents/Pages/DisplayNews.aspx?NewsID=16005&LangID=En>

The EC Annual Report 2020² states that the legislative and institutional framework for upholding fundamental rights is broadly in place. However, its consistent and efficient implementation still needs to be ensured. In particular, Serbia needs to: ensure a consistent implementation of legislation regarding individuals belonging to national minorities, including Roma leading to a tangible improvement in the effective exercise of their rights across the country that can be monitored through enhanced data collection. Transition from education to the labour market is especially challenging for young Roma people. Local mobile teams continued outreach activities, encouraging unemployed Roma people to register and participate in active employment measures. The low level of education remains a key barrier to employment. Informal employment is decreasing but continues to be high among the Roma population and the informality gap is the highest in the Western Balkans region. The adoption of a national housing strategy is pending. Many Roma households have no access to electricity, drinking water or a connection to the sewage system. The Report points out that Serbia is moderately prepared in the area of social policy and employment. Budget allocations for active labour market policies slightly increased in 2019 compared to 2018 but decreased again in 2020. They are by far too low to cover the number of jobseekers. In the area of social inclusion and social protection, in 2018, 7.1% of the population was considered to be living in absolute poverty (7.2% in 2017). Some 58.4% of the population is subjectively poor, i.e. they respond to the question on the possibility for a household to 'make ends meet' with 'difficulty' and 'great difficulty', positioning Serbia at the bottom of the list of European countries that conduct SILC surveys.

Assessment Report on Existing Capacities and Resources to Address Social Housing Needs and Active Social Inclusion Measures in 31 local self-governments in Serbia, funded by UNOPS in 2019, has shown that lack of steady budget lines for housing support in the local budgets, donor driven budgeting and programming, also result in developing ad hoc policy frameworks by LSGs. Although these strategies should be a foundation for local housing policy, only a small number of LSGs have or prepare them.

According to the 2011 Census 147,604 persons declared themselves as members of the Roma national minority. Within this number, 23,000 Roma are internally displaced persons (IDPs) as the most vulnerable sub-group, whose 92% of households cannot satisfy the basic nutritional needs, nor cover the utilities, health care, hygiene and education costs. Apart from 5,719 homeless Roma, findings from the OSCE research from 2015³, show that there are still significant differences between the living conditions of Roma and the general population. About 21% of Roma did not have adequate access to drinking water, compared to 4% of the total population. About 31% of Roma lived in an apartment without a toilet, whereas 6% of the total population face this issue. About 65% of Roma live in an overpopulated apartment, compared to 21% of the non-Roma population. The Roma Data, Key Indicators for Serbia in 2017, produced by the World Bank and United Nations Development Programme (UNDP), based on the UNDP-WB-EC Regional Roma Surveys (2011 and 2017)⁴ show that marginalised Roma face limited access to opportunities in virtually every aspect of human development, such as basic rights, health, education, housing, employment and standard of living.

According to the Ministry of Justice of the Republic of Serbia⁵, there were 15,933 women victims of domestic violence in 2019 and 7,924 from January to July 2020. In the same period the courts have brought 10,620 decisions of urgent measures against the offenders. The Report of the Public Health Institute of the Republic of Serbia "Dr Milan Jovanović Batut" evidenced 4,105 women victims of domestic violence treated in health care institutions during 2019. Over the past decade more than 320 women were murdered in domestic or partner violence. Housing is one of the basic living needs that directly affects the ability of women to become independent and leave a violent relationship. Current capacities for

² <https://t.co/idzKdhE7se?amp=1>

³ <https://www.osce.org/files/f/documents/c/9/159711.pdf> General Characteristics of Substandard Roma Settlements in Serbia and a Proposal for Further Development Initiatives for the Improvement of the Living Conditions of the Roma Community

⁴ https://www.undp.org/content/dam/rbec/docs/Factsheet_SERBIA_Roma.pdf Roma Data - Serbia, Key Indicators, 2017

⁵ Source: <https://iskljucinasilje.rs> as accessed on 22 October 2020

sheltering these women in Serbia are scarce; temporary stays in the Safe House, as a licenced service for providing support to the victims, do not offer long-term solutions. The fact that women exposed to domestic violence usually experience multiple vulnerabilities indicate the need for long-term support measures, especially in the areas of housing and economic empowerment.

Persons with disabilities make 8% of the total population in Serbia and have been recognised by the State as one of the group most vulnerable to discrimination and unfavourable position in the society. The Census conducted in 2011 in Serbia showed that there were 571,780 people with disabilities, along with 119,482 people whose status was not familiar. The average age of persons with disabilities is about 67, and 71% of them meet at least one more criterion of vulnerability. As the EC Annual Report 2019⁶ states, social inclusion of people with disabilities is at an extremely low level, with no progress made on the rights of the disabled when compared to the previous year. There is a lack of funding for the development of community-based services, licensed service providers and social services, so additionally affecting social exclusion of persons with disabilities. Access to the labour market remains particularly difficult for the Roma and persons with disabilities. The EC Annual Report 2020 confirmed the previous, while emphasizing that according to the Equality Commissioner's annual report, the largest number of complaints relate to discrimination on grounds of disability, age and gender.

The data of the Ministry of Labour, Employment, Veteran and Social Affairs show there are approximately 6000 children and youth without parental care placed in foster, kinship or residential care. Approximately 500 children and youth exit the care annually. Being most frequently unprepared for independent lives, without proper housing and jobs, children and youth exiting foster, kinship or residential care are at risk of failing to integrate into society. The risk is significantly higher for children and youth with disabilities, making around 17% of the total number of children placed in foster care, predominantly accommodated in residential institutions rather than with foster families. Transition to independence requires a range of supporting measures, primarily focused on housing and employment.

1.3 Objectives of the Call for Proposals

The **overall objective** of this Call for Proposals is to contribute to increased social inclusion of the women and men, girls and boys experiencing poverty and social exclusion enabling them to live in dignity and take an active part in the society.

The **specific objective** of this Call for Proposals is to improve living conditions for the most vulnerable women and men, girls and boys in a sustainable and accountable manner through construction of multi-family buildings, provision of individual houses/apartments and reconstruction of private houses complemented with active social inclusion measures.

1.4 Priority Issues

1.4.1 Scope

The Programme will directly benefit local self-governments through the provision of grants for resolving housing and inclusion issues of the resident vulnerable population. It will also benefit national and local institutions, service providers and CSOs in equitable public service delivery related to housing and active inclusion.

These interventions are expected to provide sustainable housing solutions for 500 vulnerable families, with at least 1,500 family members, out of whom 1,000 will be supported with active inclusion measures.

The Programme will provide a comprehensive intervention of providing social housing solutions and tailor-made active inclusion measures, as listed under Section 2.1.2 Eligibility of the action.

⁶ <https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/20190529-serbia-report.pdf>

1.4.2 Target groups

The Programme is particularly targeting social groups that are suffering from poor housing conditions and social exclusion such as:

- Roma,
- women victims of domestic violence,
- children and youth without parental care exiting foster, kinship or residential care,
- persons with disabilities.

Targeting and combining of more than one target group is strongly encouraged through this CfP. Inclusion of the other poor population living in inadequate and insecure housing is acceptable, however limited to 10% of the total number of beneficiaries. The LSGs are obliged to avoid any possible segregation, ghettoization or exclusion of the single beneficiary group in one location.

1.5 Indicative allocation of funds

The overall indicative amount made available under this Call for Proposals is up to **3,600,000 US Dollars** (up to 2,700,000 US Dollars for provision of adequate housing solutions and up to 900,000 US Dollars for complementary active inclusion measures).

The Programme reserves the right not to award all available funds. The Programme might increase the indicative amount as well, pending on availability of funding.

Minimum and maximum amount of the Grant that can be awarded per Application are:

minimum amount	maximum amount
USD 160,000	USD 1,460,000

Minimum percentage of **co-funding is 15%** of the total eligible costs of the action.

The balance (i.e. the difference between the total cost of the action and the amount requested from the Programme) must be financed from sources **other than** the European Union.

2. RULES FOR THIS CALL FOR PROPOSALS

2.1 Eligibility criteria

There are three sets of eligibility criteria, relating to:

- (1) the actors:
 - the **applicant**, i.e. the entity submitting the application form (2.1.1),
- (2) the actions:
 - actions for which a grant may be awarded (2.1.2);
- (3) the costs:
 - types of cost that may be taken into account in setting the amount of the grant (2.1.3).

2.1.1 Eligibility of applicants

Applicant

In order to be eligible for a grant, the applicant **must be**:

- a local self-government (LSG) on the territory of Serbia - city or municipality, except for LSGs with active projects within the EU SHAI Programme (list of eligible LSGs is enclosed). In cases where local self-government has a city status, only the city is the eligible applicant. Departments or

authorities within local government are not deemed eligible applicants.

The applicant **must** meet following additional mandatory requirements:

- Must apply in **partnership** with at least one local institution and at least one civil society organisation in the role of **co-applicants** (eligibility list provided in the next subsection).
- Be directly responsible for the preparation and management of the action with the co-applicant(s) not acting as an intermediary. If awarded the Grant Contract, the applicant will become the Grant Beneficiary and the main interlocutor of the Contracting Authority.
- Demonstrate unequivocal readiness to lead the processes linked to the subject of the social housing and active inclusion project and provide written endorsement for its participation in the process.

Co-applicant(s)

Co-applicants participate in the design and implementation of the action.

Eligible co-applicants under this call for proposals are: local institutions, branches of national and regional institutions, excluding residential care institutions; national, regional or local organisations and service providers (e.g. educational/training, business support, CSOs), all above listed with a mandate in housing and social inclusion; city municipalities and profit making organisations under the conditions that actions in the project are not generating profit for them.

Co-applicants must satisfy mandatory criteria:

- to be registered in the Republic of Serbia
- to be registered at least three years before the release of this public call for proposals
- to be registered with a mandate and mission in line with the objectives of the Call
- to have expertise, organisational and financial capacities to successfully carry on implementation of proposed action
- to be represented with at least one member in the Project team

Co-applicants must sign the Partnership Statement (**Section III** of the Annex A Grant Application Form) and also enclose a separate Partnership Agreement, in free form, describing roles and responsibilities, to be submitted together with the Application.

The following are **not partners** and do not have to sign the Partnership Agreement:

- Associates

Other organisations may be involved in the action. Such associates play a real role (participate on workshops and/or study tours, report on the action, benefit from the action, etc.) in the action but may not receive funding from the grant with the exception of per diem or travel costs.

Associates do not have to meet the eligibility criteria referred to in section 2.1.1.

- Solicited contractors

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.

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

Number of applications and grants per applicant

The applicant **may not** submit more than **one (1) application** under this call for proposals.

The applicant **may not** be awarded more than one grant under this call for proposals.

A co-applicant **may not** be a co-applicant in more than **two (2) applications** under this call for proposals including active projects within the EU SHAI Programme.

2.1.2 Eligible actions: actions for which an application may be made

An action is composed of a set of activities.

Duration

The initial planned duration of an action **cannot be less than 12 months nor exceed 15 months for an action**. This includes initiation of activities, tendering, contracting for works and/or services and/or goods, implementation of works and/or services and handover of works and/or goods, where applicable.

Sectors or themes

Proposed actions must contribute to the EU SHAI objectives as outlined in section 1.3.

Location

All social housing actions proposed by the applicant, including purchasing of village houses have to be performed **on the territory** of the applicant local self-government.

All other actions must take place in the Republic of Serbia.

Types of action

Within the housing and social/economic inclusion sector, the specific eligible activities include provision of adequate housing solutions with **mandatory** complementary inclusion measures, which will benefit the same beneficiary group.

The following types of actions are eligible under this Call for Proposals:

Eligible social housing actions

Eligible actions refer to adequate housing support solutions as foreseen by the Law on Housing and Maintenance of Buildings⁷ and specifically by the Rulebook on Conditions and Standards for Planning and Design of Residential Buildings and Apartments in Housing Support Programs⁸, Law on Planning and Construction and their relevant by-laws.

Eligible types of housing solutions are:

- A.** construction of multi-family social apartment buildings or a group of houses (detached, semi-detached, terraced houses etc.) on public land; type A implies construction of minimum four housing units on a single building plot in one or more buildings;
- B.** construction of new housing units - family houses and installation of prefabricated houses on private or public land; type B implies construction on a single building plot of maximum two family houses with one to two housing units (maximum total number of housing units is 3);
- C.** purchasing of individual housing units: family houses, apartments, village houses and households on agricultural land, and, if necessary including reconstruction and improvement works of purchased properties in order to make them suitable for living

⁷ Law on Housing and Maintenance of Buildings (Official Gazette of the RS No 72/09 to 9/20)
<https://www.mgsi.gov.rs/cir/dokumenti/zakon-o-planiranju-i-izgradnji>

⁸ Rulebook on Conditions and Standards for Planning and Design of Residential Buildings and Apartments in Housing Support Programs (Official Gazette of the RS No 76/2017)
<https://www.mgsi.gov.rs/cir/dokumenti/pravilnik-o-uslovima-i-normativima-za-planiranje-i-projektovanje-stambenih-zgrada-i>

- D.** small-scale works on reconstruction of existing private houses and/or apartments and/or existing publicly owned apartments (works within the existing outline and volume of the house/apartment: structural interventions, improvement, repair and retrofitting works, capital maintenance, replacement of equipment and installations, roofing, improvement of energy efficiency characteristics, provision of building materials and equipment etc.).

The application/project proposal may include one or a combination of types of housing solutions.

For types C and D of housing solutions, legal status of the property must be resolved prior to submission of application. Properties whose legal/ownership status is not clear or are in the process of legalization are not eligible under this Call.

Permissible ownership mode

- Rental/tenancy of a publicly owned housing unit (apartments in multi-family buildings, individual houses on public land, purchased or reconstructed publicly owned apartments) under the conditions of non-profit lease or applying the model of social housing in a protective environment without the possibility of transfer of ownership. The building can be owned and managed by public institutions only.
- Private ownership with the limitation related to its further reselling in line with the Art.100 of the Law on Housing and Maintenance of the Buildings for purchased housing units and construction of new housing units or installation of prefabricated houses on private land.

Eligible active inclusion actions

Eligible activities include (the list is not exhaustive):

- Range of tailored **employment, income generation and self-employment** support through active labour market programmes: entrepreneurship (social entrepreneurship, cooperatives, entrepreneurship in agriculture and other business forms) and start-up support, public works, training for known employers with subsequent employment, support to employers for opening new working places, seasonal employment, employment in enterprises for professional rehabilitation and employment of persons with disabilities in work centers, social enterprises and other innovative models of employment/self-employment and income generation might be supported through this action.

Eligible sub activities encompass assessment of individual capacities, needs and motivation; development of individual employment plan; mediation, coordination and facilitation of matching with employers; training with transportation and meal costs; provision of personal equipment for travel, training and employment, including safety and protective equipment; provision of tools and working kits; training of the employer and staff if necessary; provision of personal assistants for persons with disabilities; mentoring/coaching individual support in the initial period upon employment and other related supportive sub activities, to enable overcoming of identified obstacles and challenges in realization of employment.

- Range of tailored education and training support with the aim of **capacity building and raising employability** of the end beneficiaries through apprenticeships, internships, vocational training, diverse non-formal adult education training, vocational rehabilitation, functional adult education, career guidance and counselling, development of individual employment plans in participatory manners with the beneficiaries, mediation in employment, matching and linkage with employers, professional orientation and counselling, CV writing and participation in selection interviews training, awareness raising of employers, training of employers for employment of persons with disabilities, motivational trainings, coaching and mentorship support to learning.

Eligible sub activities encompass assessment of individual capacities, needs and motivation; development of individual career plans; transportation and meal costs for the activities; provision of personal equipment for travel, training and activities, including safety and protective

equipment; accommodation during training activities outside the place of residence; provision of tools and training kits; provision of personal assistants for persons with disabilities; mentoring/coaching during the activities and other related supportive sub activities, to enable overcoming of identified obstacles and challenges in realization of capacity building and raising employability.

- **Activities supporting overcoming challenges in active inclusion**, such as facilitation of independent living and social skills, organisation of in-house care and assistance, organisation and operation of day care centres or clubs or other activities aimed at assisting family members with family care obligations, social business initiatives, peer-to-peer support and other innovative supportive activities, tailored to the needs and challenges of the target groups.
- Activities aiming to **improve availability and access to public services** (health, education and social welfare) through removing any barriers and issues that need to be addressed, notably, illness or regular health checks, child support in education, support in social protection areas, etc.
- Mandatory provision of family-specific **household assets/utility items** (e.g. basic furniture and household utilities) not exceeding 20% of the grant value of active inclusion measures per family.

Combination of all types of active inclusion measures is eligible and highly recommended.

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/rule of law, transparency, participation, non-discrimination and equality, and efficiency and effectiveness.

The use of the Methodologies for Consultation Process⁹ developed and tested in implemented UNOPS Roma housing projects and the Methodology for Host Community Consultations¹⁰ as a reference document for meaningful and transparent consultation and decision making processes with the affected communities, comes highly recommended and valued. This way the consistent application of principles of participation and non-discrimination will be enabled, with a special emphasis on creating a sincere dialogue, thus ensuring that all persons fully practice their human rights and fundamental freedoms without discrimination on any grounds.

The guidelines that facilitate the application of good governance principles and examples are elaborated in the “Making Good Governance Tangible” publication.¹¹

Implementation of good governance principles in selection of the direct beneficiaries is mandatory, including implementation of a transparent and non-discriminative public call, aligned with previously developed and adopted Rulebook.

Good governance principles of participatory approaches must be embedded in the action methodology, including planning and selection of the type of housing support and planning of active inclusion measures. Exception of this principle is the case where the LSG is providing support to a target group, previously defined within local Decisions and Programmes for resettlement.

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, including shared ownership or tenancy rights in provided housing assistance, secured through the signed contracts/agreements with direct beneficiaries. Gender

⁹ http://www.sagradimodom.org/dokumenti/sr/26_123552_metodologija-za-konsultativni-proces.pdf

¹⁰ http://www.sagradimodom.org/dokumenti/sr/26_501768_metodologija-za-konsultacije-sa-primajucom-zajednicom.pdf

¹¹ http://www.euprogres.org/dokumenti/en/8_46_Making_Good_Governance_Tangible.pdf

disaggregated reporting is an integral part of project reporting.

The applicants are strongly encouraged by this Programme to include female members and direct representatives of the target groups in the Project team, thus respecting the gender equality and anti-discrimination principles.

Environment

Use of local, environmentally-friendly, and easy to maintain materials, along with sustainable building practices, are supported by this Programme.

Responsible use of resources should be promoted and consistently applied during the course of the action. Provision of housing support and active inclusion measures must comply with the national framework on environmental protection and prevent potential impact on climate change.

Visibility

The applicants must take all necessary steps to publicise the fact that the European Union has financed or co-financed the action. As far as possible, actions that are wholly or partially funded by the European Union (EU) must incorporate information and communication activities designed to raise the awareness of specific or general audiences of the reasons for the action and the EU support for the action in the country or region concerned, as well as the results and the impact of this support.

Applicants must comply with the objectives and priorities and guarantee the visibility of the EU financing¹².

2.1.3 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'.

The eligible costs must be based on actual costs incurred by the Beneficiary (ies) presented in the form of:

- **unit costs:** covering all or certain specific categories of eligible costs which are clearly identified in advance by reference to an amount per unit.
- **lump sums:** covering in global terms all or certain specific categories of eligible costs which are clearly identified in advance.

Eligible direct costs

To be eligible under the Call for Proposals, costs must refer only to activities specified in the section 2.1.2.

Eligible costs include:

- salaries for team members
- local office and travel costs
- preparation of technical specifications for all types of (re)construction works (i.e. project execution plan, bill of quantities, demolition plan etc.)
- (re)construction costs
- infrastructure network connections construction costs
- infrastructure network connection fees (co-funding only)

¹² Communication and Visibility Manual for EU external actions specified and published by the European Commission at http://ec.europa.eu/europeaid/funding/communication-and-visibility-manual-eu-external-actions_en

- costs for technical supervision and commissioning
- costs of permit of use (co-funding only)
- purchase of housing units
- purchase of building materials
- contracting services
- notary fees (co-funding only)
- land development tax (co-funding only)
- property taxes and fees (transfer of ownership rights, cadastre, etc.) (co-funding only)
- bank commission charges (co-funding only)
- tender/procurement preparation and advertising costs
- active inclusion costs

All costs and expenses included in the value of co-funding have to be duly substantiated and incurred after the signing of the Grant Support Agreement.

Ineligible costs

The following costs are not eligible:

- in-kind contributions
- all costs incurred prior to the signing of Grant Support Agreement
- 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;
- construction of infrastructure network and facilities **not exclusively required for the project** ;
- purchases of land;
- development of housing strategies;
- accounting and bookkeeping services;
- currency exchange losses;
- credit to third parties.

2.2 How to apply and the procedures to follow

2.2.1 Where and how to send the Applications

Each Applicant is expected to announce its participation in the CfP through submission of the Letter of Intent (available in Annexes - Documents to be completed - Letter of Intent) not later than 30 days upon publication of the CfP. The Letter of Intent, signed and stamped by the legal representative of the Applicant must be submitted to the mail address rsoc.applications@unops.org. Automatic notification of the delivery would follow upon successful submission of the Letter of Intent.

The Application Form together with its relating Checklist and Declaration by the applicant (to be found in **Section IV and V** of the Annex A Grant Application Form) must be submitted in the following manner:

- The Application Form 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 application 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 application forms, including Partnership Agreement and CV of the Grant Manager **in English language**. The limitations in the length of sections listed in the Application Form must be respected. The content of pages exceeding these limitations will not be taken into account. The total email size of the application should not exceed 15 MB, as that is the maximum allowed email message size by the UNOPS server. If the application is larger than 15 MB, documents should be sent in a series of emails, with each email not exceeding 15 MB size thresholds. Each part of the application should be numbered in the email subject field (email subject/number).
- Applications must be submitted to the email address below:
rsoc.applications@unops.org
Automatic notification of the delivery would follow upon successful receipt of the email application.
- When sending the application, the email subject field must contain the reference number of the Call and the title of the Call for Proposals (CFP SHAI 02-2022 - Social Housing and Active Inclusion Projects) including the name of the applicant.
- Requests for clarification should be submitted to the email address below:
rsoc.cfp.clarifications@unops.org
- **The deadline for the submission of applications is 15 April 2021.**
Any application submitted after the deadline will be rejected.
- Applications must be received before midnight local time on the closing date of the Call for Proposal. Applicants are kindly advised to submit the application timely, as late deliveries due to slow internet connection or other network/hardware/software related problems may lead to disqualification of the application. Only bids received by UNOPS mail server before the deadline would be accepted.
- Applicants must verify that their Application is complete using the Checklist. Incomplete applications may be rejected.
- Applications sent by any other means (e.g. by fax or by post or by hand delivery) or delivered to emails different from the one stated in the CFP or via file transfer service links will be rejected. Hand-written applications will not be accepted.
- UNOPS reserves the right to request the original versions of submitted documents from applicants where/when original documentation is required by the Evaluation Team.

2.2.2 Evaluation and selection of application

STEP 1: OPENING AND ADMINISTRATIVE CHECKS AND VERIFICATION OF ELIGIBILITY OF THE APPLICANTS

Firstly, the following will be assessed:

- Compliance with the submission deadline. If the deadline has not been met, the application will automatically be rejected.
- The full application form satisfies all the criteria specified in points 1-23 of the Checklist (**Section IV** of Annex A Grant Application Form). If any of the requested information is missing or incorrect,

the application may be rejected on that **sole** basis and the application will not be evaluated further.

The eligibility verification, based on the supporting documents requested by the Programme (see Section 2.3) is performed prior to the evaluation of applications:

- The Declaration by the applicant (**Section V** of Annex A Grant Application Form) will be cross-checked with the supporting documents provided by the applicant. Any missing supporting document or any incoherence between the Declaration by the applicant and the supporting documents may lead to the rejection of the application on that sole basis.
- The eligibility of applicants and the action will be verified according to the criteria set out in Sections 2.1.1, 2.1.2 and 2.1.3.

The Contracting Authority 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.

Any rejected application will be replaced by the next best placed application on the reserve list that falls within the available funds.

STEP 2: EVALUATION OF FULL APPLICATIONS

The quality of the applications, including the proposed budget and capacity of the applicants will be evaluated using the evaluation criteria in the evaluation grid below.

The evaluation criteria help to:

- evaluate the applicant(s)'s operational capacities in relation to the management capacity, professional experience, competencies and qualifications required to successfully complete the proposed action
- evaluate the quality of applications in relation to the relevance of the action, its consistency with the objectives of the Call for Proposals, quality, expected impact, sustainability and cost-effectiveness
- select applications which the Programme can be confident will comply with its objectives and priorities
- award grants to projects which maximise the overall effectiveness of the Call for Proposals.

Scoring:

The evaluation grid is divided into sections and subsections. Each subsection will be given a score between 0 and 5 as follows: 0 = deficient; 1 = very poor; 2 = poor; 3 = adequate; 4 = good; 5 = very good, except in subsections where the score is specifically defined.

Evaluation Grid

Section	Maximum Score
1. Operational capacity	10
1.1 Does the applicant have an institutionalised agency/department/legal entity that is primarily responsible for housing support? <ul style="list-style-type: none">- an agency/department/legal entity for housing support does not exist and there is no employee that is primarily responsible for housing support (0 points)- an agency/department/legal entity for housing support does not exist but there is at least one employee within the LSG administration that is primarily	2

<p>responsible for housing support (1 point)¹³</p> <ul style="list-style-type: none"> - an agency/department/legal entity for housing support institutionalised and has at least three full time employees (2 points) 	
<p>1.2 *Does the applicant with institutional partners have sufficient professional expertise (especially knowledge of the issues to be addressed)?</p> <p>Mandatory composition of the Grant Management Team (GMT) includes a minimum of four professional profiles: Grant Manager (GM) with experience in implementation of donor funded projects, engineer, social services professional and public procurement officer. It is obligatory for GMT to include representatives of each proposed partner organisation. Members of CSO partners are considered as outsourced.</p> <ul style="list-style-type: none"> - The GMT is not composed in line with mandatory requirements (0 points - elimination criteria) - Composition of the GMT meets mandatory requirements with the GM outsourced (1 points) - Composition of the GMT meets mandatory requirements with two members outsourced, excluding the GM (2 points) - Composition of the GMT meets mandatory requirements with only one member outsourced, excluding the GM (3 points) - Composition of the GMT meets mandatory requirements with all four professional profiles employed in local self-government and local partner institutions (4 points) <p><u>Additional Point</u></p> <ul style="list-style-type: none"> - The Grant Management Team includes in house or external expert(s) that have expertise and specialised skills specifically related to the proposal (e.g. social housing expert, social inclusion coordinator) (1 point) 	5
<p>1.3 Applicant's experience in donor or government funded housing and/or social inclusion projects in the past five years:</p> <ul style="list-style-type: none"> - no projects implemented (0 points) - at least one project successfully implemented whose budget is less than half of the requested grant amount (1 point) - at least two projects successfully implemented, of which budget of at least one equals or exceeds the requested grant amount (2 points) - at least three projects successfully implemented, of which budget of at least one equals or exceeds the requested grant amount and at least one was funded by the European Union (3 points) 	3
2. Relevance of the action	30
<p>2.1 What is the level of the proposal's contribution to relevant strategies and policies?</p> <ul style="list-style-type: none"> - The proposal indirectly contributes to relevant local strategies' objectives (1 point) - The proposal directly relates to implementation of specific measure/activity from the relevant local strategies (2 points) <p><u>Additional points</u></p> <ul style="list-style-type: none"> - The proposal is complementary to other ongoing or planned projects and initiatives in the LSG (1 point) - The proposal contributes to implementation of other local policies (e.g. 	5

¹³ Please provide description of main responsibilities of legal entity in relation to housing support
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<p>sustainable development, youth, employment, local economic development) (1 point)</p> <ul style="list-style-type: none"> - The proposal contributes to implementation of national and/or regional development policies and strategies (1 point) 	
<p>2.2* How relevant is the proposal to the objectives and priorities of the Call for Proposals defined in section 1.3? 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 - elimination criteria) - 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) 	10
<p>2.3 Does the proposal clearly identify the beneficiaries? Have their needs been clearly defined and does the proposal address them adequately? Does the proposal contain a qualitative problem analysis and elaborates which conditions and services will be improved through this action?</p> <ul style="list-style-type: none"> - The proposal clearly identifies the beneficiaries, foresees a combination of beneficiaries from different target groups (1-2 points) - The beneficiaries' needs have been clearly defined and the proposal addresses them adequately with appropriate housing and inclusion measures tailored to the needs of specific target groups (1-2 points) - The beneficiaries and their needs are identified on the basis of qualitative and quantitative analysis and the proposal addresses the identified needs appropriately (1 point) 	5
<p>2.4 Does the proposal clearly identify and qualitatively elaborate the good governance objectives and measures that ensure they are met?</p> <ul style="list-style-type: none"> - Good governance principles not clearly justified in the processes and procedures (1 point) - Good governance principles outlined only in several processes and procedures (2 points) - Good governance principles adequately elaborated for all relevant procedures (3 points) - Good governance principles well elaborated in all relevant procedures (4 points) - Good governance principles completely and very well elaborated to be applied in participatory consultations with the beneficiaries and receiving community, selection of beneficiaries, transparency of project and budget management etc. and measures that ensure they are met clearly outlined (5 points) 	5
<p>2.5 Does the proposal contain added-value elements related to the environment, 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"> - One added value element incorporated (1 points) - Two added value elements incorporated (2 points) 	5

<ul style="list-style-type: none"> - Three added value elements incorporated (3 points) - Four added value elements incorporated (4 points) - Five or more added value elements incorporated (5 points) 	
3. Design of the action	15
3.1 Applicable to social housing activity A. <ul style="list-style-type: none"> - Site suitability has been taken into account (e.g. size, zone vulnerability, landslide, pollution or proximity of any environmental threats, road access, infrastructural equipment, distance to public transport and school, accessibility of other public services, safety for women and children, host community hostilities etc.)? (2 points) - Design in compliance with social housing standards and norms (apartment size, layout and facilities, access for persons with disabilities) (1 point) - Inclusion measures from minimum three inclusion sections included (1 point) - Long-term effective education and employment support included (2 points) - None of the criteria fulfilled (0 points) 	6
3.2 Applicable to social housing activities B, C, D. <ul style="list-style-type: none"> - The proposed methodology for implementing housing activities clearly listed and elaborated in detail (2 points) - The choice of types of housing solutions in relation to housing needs and beneficiary preferences addressed adequately (ie. matching the beneficiaries with purchased houses) (1 point) - Inclusion measures from minimum three inclusion sections included (1 point) - Long-term effective education and employment support included (2 points) 	6
3.3 Has the project proposal considered relevant secondary/supporting activities (eligible sub-activities) and local conditions in order to provide sustainable housing and social inclusion solutions? <ul style="list-style-type: none"> - Proposed activities include support in the beneficiaries' relocation (transport of belongings and moving services) to a new housing unit, appointment of a host family for multiple social housing units, etc)? (1 point) - Considerations regarding specific local real estate and availability of properties have been made and how they may affect proposed activities? (1 point) - Consideration regarding specific local employment and inclusion capacities have been made and how they affect proposed activities (1 point) 	3
4. Efficiency and cost effectiveness	20
4.1 Is the action plan for implementing the action clear and feasible? Is the timeline realistic? Have risks been identified and assessed, and mitigation measures planned? Does the proposal include an effective and efficient monitoring system? <ul style="list-style-type: none"> - The action plan is clear and feasible, and timeline realistic (3 points) - The risks are well identified and assessed, and mitigation measures identified (1-2 points) - The proposal defines approaches to monitoring and reporting (1-2 points) 	7
4.2 Are the activities appropriately reflected in the budget? <ul style="list-style-type: none"> - At least half of envisaged activities adequately reflected in the budget (1-2 points) - At least 2/3 of envisaged activities adequately reflected in the budget (3-5 points) - All activities appropriately reflected in the budget (6 points) 	6

<p>4.3 Is the ratio between the estimated costs and the expected results satisfactory?</p> <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 (3 points) - Ratio between the costs and expected results maximally effective (5 points) <p><u>Additional points:</u></p> <ul style="list-style-type: none"> - Co-funding between 16-30% of the overall cost of the project (1 point) - Co-funding exceeding 30% of the overall cost of the project (2 points) 	7
5. Sustainability, outcomes and impact of the action	25
<p>5.1 Will the project results have a positive impact on its target groups and the neighbouring communities? Is the action likely to contribute to more efficient service provision and better living conditions?</p> <ul style="list-style-type: none"> - Impact on target groups not demonstrated and questionable, active inclusion measures planned in very limited scope and for small number of beneficiaries, neighbouring communities not targeted, service provision scarce (1 point) - Impact on target groups limited, active inclusion measures planned in limited scope, neighbouring communities not appropriately targeted (2-4 points) - Impact on target groups adequate: included minimum two beneficiaries from each assisted family in active inclusion measures, neighbouring communities appropriately targeted, service provision distinctive and intersectorial (5-6 points) - Impact on target groups positive: better living conditions enabled for the target groups and neighbouring communities with more efficient service provision (7-8 points) - Impact on target groups highly positive: improvement of living conditions, all family members with needs included in provision of adequate services, services for all involved target groups planned (9-10 points) 	10
<p>5.2 Will the proposal generate positive socio-economic impacts for the LSGs, beyond the level of immediate users?</p> <ul style="list-style-type: none"> - The project will likely generate significant number of jobs and opening of new businesses (1 points) - The Project will trigger enhancement of public or social services (1 points) - The Project will enable introduction of innovative social services (1 point) 	3
<p>5.3 Are the expected results of the proposed action sustainable?</p> <ul style="list-style-type: none"> - Environmentally (Will the action result in positive/negative impacts on the environment? Does the proposal include responsible use of natural resources?) (2 points) - At 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? (2 points) - Financially (how will the follow-up activities, operating and maintenance costs and continuation of active inclusion services be funded after the project?) (4 points) - Institutionally (which institutions and/or structures will sustain the results of the project upon its completion? Will the roles and responsibilities of these institutions be defined? Does the proposal define how will the commitment of 	12

institutions be ensured in both sectors of social housing and active inclusion (4 points)	
Maximum total score	100

***eliminary criterion** - due to the overall significance of the criterion, scoring zero points will result in rejection of the application

Note: If the total score is less than 60 points, the application will be rejected.

Provisional selection:

After the evaluation, a table will be drawn up listing the applications 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.

2.3 Submission of the Application and supporting documents

It is required to supply the following documents in order to allow the Programme to verify the eligibility of the applicant, the co-applicant(s) and the eligibility and quality of the action:

- Application form completely filled out in English language (Annex A)
- Budget of the action (Annex B)
- Statement of co-funding
- Proof of funds available for project financial contribution (Copy of the extract from municipal budget with marked exact budget line which will be used for the proposed action)
- Partnership Agreement in English signed and stamped by all partners, in free form, containing data of the roles and responsibilities of each partner
- Statute of the partner CSO
- Excerpt from the Business Register Agency (APR in Serbian) for the partner CSO not older than six months
- Curriculum Vitae (CV) of the Grant Manager in English
- Proof that the project is part of relevant national/regional/local strategies and/or action plans or capital investment plans with appropriate sections marked (<https://> links are also acceptable)
- Valid Building permit issued by the relevant authority, for applications proposing the construction of multi-family building or family/prefabricated houses on public land (applicable to Activities A and B) with Location Conditions attached
- Valid Building permit/Approval for execution of works pertinent to the type of works as prescribed by the Law on Planning and Construction¹⁴ and relevant by-law or official statement by the relevant authority that no permit/approval is required for proposed works, for applications proposing the reconstruction of publicly owned apartments (applicable to Activity D)

NOTE: ALL supporting documents must be submitted together with the Application.

2.3.1 Additional considerations and recommendations

Cost of the action

Maximum requested grant value should be calculated on the basis of maximum eligible amounts per type of housing solution and active inclusion support, as presented in the table below.

¹⁴ <https://www.mgsi.gov.rs/lat/dokumenti/zakon-o-planiranju-i-izgradnji>

Housing and active inclusion support	Maximum eligible amount per Housing Unit/ Family in US Dollars
Type A and B. Construction of new housing unit (apartment, family or prefabricated house)	29,000 ¹⁵
Type C. Purchase of a family house or village household	19,000 ¹⁶
Type D. Reconstruction works on the existing housing unit	8,500 ¹⁷
Total active inclusion support per assisted family/housing unit ¹⁸	7,500 ¹⁹

The calculation of the total project budget needs to be based on: requested grant value (eligible amount per housing solution presented in the table above x number of housing units + eligible active inclusion budget x number of families/housing units) + co-funding of min 15%. The total project budget should be distributed to all project related costs.

Difference between eligible amounts and actual/budgeted costs has to be covered by Applicant's contribution (co-funding).

Minimum number of families, to be supported with social housing and active inclusion measures per local self-government is ten. Minimum number of individual beneficiaries to be supported through active inclusion measures should be double the number of families assisted through housing support (ie. 20 supported beneficiaries from 10 assisted families). This number is determined as an average value considering the possible variety in family structures.

Indicators of results of proposed actions

In order to quantitatively measure the achievements of project's results, the following set of indicators should be presented in actual/estimated numbers:

- Number of apartments in newly constructed multi-family buildings
- Number of new family/ prefabricated houses constructed/ installed
- Number of improved existing family houses/ apartments by small-scale works on reconstruction/adaptation
- Number of purchased individual housing units (family houses/ apartments/ village houses or households)
- Overall number of families and family members provided with adequate housing support
- Number of families supported through active inclusion measures
- Number of family members supported through active inclusion measures disaggregated by gender
- Number of supported families belonging to the Roma national minority
- Number of supported persons with disabilities
- Number of supported women victims of domestic violence
- Number of supported youth exiting social care

¹⁵ Indicative average cost is equivalent to 26,500 Euros.

¹⁶ Indicative average cost is equivalent to 17,500 Euros.

¹⁷ Indicative average cost is equivalent to 8,000 Euros.

¹⁸ In case of provision of assisted housing services for persons with disabilities or youth leaving care the maximum eligible inclusion support budget is based on number of housing units.

¹⁹ Indicative average cost is equivalent to 7,000 Euros.

- Percentage of supported local vulnerable population
- Ratio of assisted families in comparison to total LSG population
- Ratio of assisted families per vulnerability criteria in regard to total number of each subpopulation per vulnerability criteria in LSG

2.4 Notification of the Programme's decision

2.4.1 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 complaint to the Contracting Authority within eight days upon receipt of the decision.

2.4.2 Indicative timetable

	DATE*	TIME*
Information meetings	22 March 2022	11.00 - 13.00
Deadline for requesting any clarifications from the Programme²⁰	1 April 2022	24.00
Last date on which clarifications are issued by the Programme	8 April 2022	24.00
Deadline for submission of Applications	15 April 2022	24.00
Information to applicants on opening, administrative and eligibility checks	25 April 2022	24.00
Notification of award (after completed evaluation)	18 May 2022	24.00
Contract signature	1 June 2022	12.00

*Provisional date/time

All times are in the time zone of Serbia. This indicative timetable may be updated by the Programme during the procedure. In such cases, the updated timetable will be published on the EU SHAI website: <http://social-housing.euzatebe.rs/en/open-calls>

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

Following the decision to award a grant, the Beneficiary (ies) will be offered a contract. By signing the application form (Annex A of these Guidelines), the applicants agree, if awarded a grant, to accept the contractual conditions of the standard grant contract.

²⁰ Requests for clarifications send to: rsoc.cfp.clarifications@unops.org

The Programme would predominantly use grant methodology for implementation of the approved projects. In cases where complexity and/or duration of the approved project is such that implementation through the grant methodology could endanger completion of the project, the Programme may change the methodology and engage the companies that would perform construction/reconstruction works in accordance with UNOPS procurement rules and regulations as this approach will provide higher efficiency.

Financial implementation

A separate sub-account of the municipal budget **must** be opened for the implementation of the project in cooperation with the EU SHAI 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 without the possibility of transfer of funds to the partner organisations except for salaries and running (utilities, phone bills etc.) costs which will be done on a monthly basis.

Applicant's co-funding can be paid in two instalments. The first instalment of 30% of the co-funding will be transferred to the sub-account not later than 30 days upon signing of the Grant contract. The second instalment of 70% of the co-funding will be transferred to the sub-account not later than 15 days before the payment of the second instalment of the Grant.

Mandatory methodologies (requirements and procedures) during implementation

For beneficiary local self-governments awarded a grant for project/s proposing social housing activities **B and/or C and/or D involving privately owned land or property** (purchase of family/village houses, construction/installation of family/prefabricated houses, reconstruction of houses/apartments), following requirements and procedures will be mandatory, upon the signing of the Grant Support Agreement:

- The Statement/Report by the Court Appointed Expert in Architecture/Civil Engineering or Licensed Engineer, that housing unit proposed for purchase is suitable for family living, and that it meets the minimal requirements prescribed by Art 90 of the Law on housing and maintenance of the buildings (spatial standards per family member, outfitting with basic installations, structural safety and security, protection from external climatic influences and basic hygienic living conditions) (applicable to Activity C)
- Property Valuation Report by the licensed valuer for the housing unit proposed for purchase (applicable to Activity C)
- Valid real estate cadastre sheet/ title deed free of title disputes/encumbrances and proof of settled utility bills, for housing units proposed for purchase and/or reconstruction (applicable to Activities C and D)
- Valid building permit for the construction of family house or installation of prefabricated house (applicable to Activity B)
- Valid Building permit/Approval for execution of works pertinent to the type of works as prescribed by the Law on Planning and Construction and relevant by-law or official statement by the relevant authority that no permit/approval is required for proposed works, for the reconstruction of privately owned housing units (applicable to Activity D)
- Purchase of building materials and/or equipment activities have to incorporate contractor services for performance of works (applicable to Activity D)
- Adopted LSG Decision and Programme for resettlement in case of resettlement is planned for implementation
- Implementation of a public call procedure for applications and selection of direct beneficiaries aligned with good governance practices: adopted Rulebook, established selection Committee, opened public call, selection aligned with the Rulebook.

Data Protection

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

3. LIST OF ANNEXES

DOCUMENTS TO BE COMPLETED

- Annex A: Grant Application Form (Word format)
- Annex B: Budget (Excel format)
- Statement of co-funding
- Partnership Agreement
- Letter of Intent
- Eligibility Declaration

DOCUMENTS FOR INFORMATION

- UNOPS Standard Grant Support Agreement with General Conditions
- Annex C: Report Templates
 - D.1.a Milestone Report Template
 - D.1.b Final Report Template
 - D.2 Financial Report Template
 - Monthly Monitoring Report Template
- The list of eligible LSGs in the Programme Area