

Call 2:

ACTIVE CITIZENS FUND IN CROATIA

Guidelines for applicants to call for large projects

CONCEPT NOTES. Deadline for submission May 11, 2020, 12:00 Croatian time

FULL PROJECT PROPOSALS. Indicative deadline for submission August 17, 2020, 12:00 Croatian time (or 1 month after applicants receive invitations to proceed with preparation and submission of full project proposals)

Note: This is an extract of the full document »Upute za prijavitelje na poziv za velike projekte«. The Croatian version is the official document, in case of differences between the two texts; the Croatian version is the valid one.

Table of contents

EEA AND NORWEGIAN FINANCIAL MECHANISMS 2014 – 2021	3
ABOUT THE ACTIVE CITIZENS FUND.....	3
OBJECTIVES AND EXPECTED OUTCOMES OF ACTIVE CITIZENS FUND IN CROATIA	3
MANAGEMENT OF ACTIVE CITIZENS FUND IN CROATIA.....	4
INDICATIVE BUDGET OF ACTIVE CITIZENS FUND IN CROATIA.....	4
PROVISIONS OF THE CALL FOR LARGE PROJECTS 2020	6
INDICATIVE BUDGET FOR LARGE PROJECTS CALL	6
ELIGIBILITY RULES	6
ELIGIBLE APPLICANTS.....	6
ELIGIBLE PARTNERS	8
FOCUS OF THE CALL	9
PRIORITY AREAS AND SPECIFICS OF THE CALL ...	9
ELIGIBILITY OF ACTIVITIES	25
FINANCIAL PROVISIONS OF THE CALL	26
GENERAL RULES	26
ELIGIBLE EXPENDITURE.....	27
INELIGIBLE EXPENDITURE	29
CALL DOCUMENTATION AND APPLICATION PROCEDURE	29
APPLICATION PROCESS	30
FIRST PHASE – PRESENTATION OF CONCEPT NOTE	30
SECOND PHASE – FULL PROJECT PROPOSAL....	34
PROVISIONS ON PROJECT IMPLEMENTATION	38
CONTRACT PROVISIONS.....	39
REPORTING AND PAYMENTS	40
INFORMING THE PUBLIC.....	41
INFORMATION CONCERNING THE PROCESSING OF PERSONAL DATA SUBMITTED BY PROJECT APPLICANTS TO THE ACTIVE CITIZENS FUND IN CROATIA	41
COMPLAINT MECHANISM	42
ADDITIONAL INFORMATION AND SUPPORT FOR THE APPLICANTS	42

EEA AND NORWEGIAN FINANCIAL MECHANISMS 2014 – 2021

ABOUT THE ACTIVE CITIZENS FUND

Support to civil society is a key priority for the EEA and Norwegian Financial Mechanisms (FMs) 2014 – 2021¹, funded by Iceland, Liechtenstein and Norway. Their aim is to contribute to the reduction of economic and social disparities in the European Economic Area and to strengthen bilateral relations between the Donor States and the Beneficiary States. They cooperate with 15 beneficiary countries, EU member states, one of which is Croatia.

Overall focus of Active Citizens Fund (ACF) 2014-2021 as a part of Civil society Programme of FMs is set to long-term sustainable development and capacity building of non-governmental sector. **Main objective of Active Citizens Fund is 'Civil society and active citizenship strengthened and vulnerable groups empowered'**. Programme aims at strengthening the role of non-governmental organisations in promotion of democracy, public inclusion in decision-making processes on national and local level and human rights protection. An important priority of the Programme is also strengthening of bilateral cooperation between civil society organisations from Croatia and organisations from donor countries - Iceland, Liechtenstein and Norway.

Active Citizens Fund priority areas of support are:

- Democracy, active citizenship, good governance and transparency,
- Human rights and equal treatment through combating any discrimination on the grounds of racial or ethnic origin, religion or belief, gender, disability, age, sexual orientation or gender identity,
- Social justice and inclusion of vulnerable groups,
- Gender equality and gender-based violence,
- Environment and climate change.

Programme is based on common values of respect for human dignity, freedom, democracy, equality, the rule of law and the respect for human rights including the rights of persons belonging to minorities.

OBJECTIVES AND EXPECTED OUTCOMES OF ACTIVE CITIZENS FUND IN CROATIA

Expected outcomes of the ACF in Croatia are:

- Strengthened civil society watchdog/advocacy role;
- Increased support for human rights, rule of law and good governance
- Strengthened democratic culture and civic awareness and engagement
- Enhanced capacity and sustainability of civil society (organisations and sector)
- Enhanced collaboration between Croatia and donor state entities involved in the Programme.
- Strengthened regional (cross-border) cooperation in the civil society sector.

To realise these goals and address challenges identified in common effort with CSOs in Croatia, Programme is set to:

- address funding gaps and provide targeted financing to CSOs performing a watchdog role, CSOs engaged in human rights protection, environmental protection and social inclusion of

¹ More on EEA and Norwegian Financial Mechanisms: www.eeagrants.org.

vulnerable groups and CSOs working in under-served geographic areas and with under-served target groups

- improve the financial sustainability and autonomy of CSOs, especially those working in the fields of democracy and human rights by improving their ability to fundraise and diversify income sources
- build resilience of human rights defenders and CSOs committed to the empowerment and the social inclusion of ethnic and sexual minorities
- foster a culture of collaboration and solidarity among CSOs in managing common resources and in addressing common problems through broader and effective cross-thematic and cross-sectoral collaboration, a common human rights approach to social development and closer relations with socially responsible business community, non-profit and independent media
- encourage development of innovative capacity building methods to improve transparent and accountable management/governance procedures as well as skills in monitoring and evaluation, fundraising and evidence-based advocacy
- support community outreach and innovative methods for civic engagement, including new approaches to empower vulnerable groups
- encourage youth inclusion across all priorities by encouraging CSOs to engage youth workers and volunteers in their activities and to target their projects to young people where such actions have the most impact and

foster results and impact-oriented bilateral activities through partnerships on thematic areas of particular interest for bilateral cooperation between Croatian CSOs and CSOs from donor countries. In addition, the Programme in Croatia shall address the following country-specific areas and concerns:

- Strengthen the capacity and sustainability of the civil society sector;
- Improve outreach to under-served geographic areas and target groups;
- Empowerment and inclusion of vulnerable groups, including Roma;
- Promote initiatives strengthening inter-cultural dialogue with special emphasis on national minorities,
- Promote initiatives aimed at intergenerational cooperation

Inter-generational cooperation and inter-cultural dialogue will be treated as horizontal priorities in all grant schemes and a key resource for peer knowledge transfers in the scope of capacity building.

MANAGEMENT OF ACTIVE CITIZENS FUND IN CROATIA

Active Citizens Fund is managed by Financial Mechanism Office – FMO, Brussels based secretariat for the three EEA Grants’ donor countries, Iceland, Liechtenstein and Norway.

Community Foundation Slagalica (hereafter: CF Slagalica), in consortium with SOLIDARNA - Foundation for Human Rights and Solidarity, Association for Civil Society Development SMART and CNVOS – Centre for Information Service, Co-operation and Development of CSOs were selected to operate Active Citizens Fund in Croatia.

INDICATIVE BUDGET OF ACTIVE CITIZENS FUND IN CROATIA

Total budget of ACF in Croatia is € 8.500.000, and out of that € 7.420.000 are intended for project co-financing.

The projects co-financing budget will be distributed via six public calls:

- Public call for large projects – with a budget of € 3.150.000, for expectedly about 21 projects.
- Public call for micro or »Ad-Hoc Action« projects – with a budget of €215.000, for expectedly around 43 projects.
- Public call for sectoral innovation projects – with a budget of €600.000, for expectedly 3 projects.
- Public call for medium projects – with a budget of €2.625.000, for expectedly around 44 projects.
- Two public calls for small projects – with a budget of €630.000, for expectedly around 42 projects.

In addition, ACF in Croatia includes co-financing budget for Fund for bilateral cooperation and Regional civil society initiatives as follows:

- Bilateral cooperation between Croatian and donor countries' CSOs - € 85.000,00 and
- Regional Civil Society Initiatives - € 115.000,00.

Indicative timeline of public calls:

- Public call for micro or »Ad-Hoc Action« projects: March 2020
- Public call for large projects: March 2020
- Public call for sectoral innovation projects: June 2020
- Public call for medium-sized projects: October 2021
- Public call for small projects: February 2021, April 2022

PROVISIONS OF THE CALL FOR LARGE PROJECTS 2020

INDICATIVE BUDGET FOR LARGE PROJECTS CALL

Total indicative budget of the call is € 3.150.000,00.

Expected outcome	Indicative budget in euros
1. Strengthened civil society watchdog/advocacy role	1.190.500,00
2. Increased support for human rights, rule of law and good governance	850.000,00
3. Strengthened democratic culture and civic awareness and engagement	700.000,00
4. Enhanced capacity and sustainability of civil society (organisations and sector)	409.500,00
Total	3.150.000,00

Each project must contribute to at least one of expected outcomes 1. - 3-. In case a project contributes to more than one outcome, a primary outcome to which the project contributes the most, must be clearly indicated in the application form. Each applicant has to allocate up to 13% of its budget for activities contributing to their organizational development or building capacity of actors in the civil society sector thus contributing to outcome 4.

Please note, that the application process is divided into two stages: in the first stage concept notes will be evaluated and only those with highest scoring will be invited to the second phase to submit full project application.

ELIGIBILITY RULES

ELIGIBLE APPLICANTS

Eligible applicants are civil society organisations (CSOs) established in Republic of Croatia if they meet following definition:

“A non-profit voluntary organization established as a legal entity, having a non-commercial purpose, independent of local, regional and central government, public entities, political parties and commercial organizations. Religious institutions and political parties are not considered NGOs”.

More specifically, eligible candidates must meet the following general conditions:

- 1) Are **non-profit** organizations that have not been created nor operate to generate personal profit. Although they may have paid staff and may engage in revenue-generating activities, they do not distribute profits to their members nor to their board. Where revenue-generating activities are undertaken, these should not represent the purpose of the NGO but should be solely a means to support its mission and values;
- 2) Have members who do not have any direct commercial interest in the outcome of the work of the organizations or of its commercial activities and should not pursue the commercial or professional interests of their members. This requirement therefore excludes trade and professional associations, where the aims and purposes of the association are to further the specific interests of its members only;
- 3) Are voluntary in nature, formed voluntarily by groups or individuals and usually involving an element of voluntary participation in the organization;

- 4) Act in the public arena and for the public good on concerns and issues related to the well-being of people, groups or society as a whole;
- 5) Have some degree of formal or institutional existence, unlike informal or ad hoc groups, involving formal statutes or other governing document(s) defining their mission, objectives and scope;
- 6) Have transparent structures and an elected chair / board, and are accountable to their members and donors;
- 7) Are independent of local, regional and national government and other public authorities;
- 8) Are independent of political parties and commercial organizations,
- 9) conducts transparent financial operations validated through Register of Nonprofit Organizations (RNO) with Croatian Ministry of Finance.²

Political parties, religious institutions, social partners or profit-distributing cooperatives are not considered CSOs.

Foundations and the Croatian Red Cross societies are considered eligible CSOs if they fulfil the above principles.

Faith-based organisations are eligible if they meet the principles identified above and if the funded activities do not directly or indirectly promote a religious doctrine, mission or proselytism related to the beliefs of a particular faith (beyond basic religious/cultural awareness raising).

Organisations that have not recovered amounts due, following a final court decision in connection with the CSO Programme 2009-2014 in Croatia, shall not be considered eligible applicants and/or partners.

All eligible applicants, partners and project proposals shall follow the principles of common values of respect for human dignity, freedom, democracy, equality, the rule of law, and the respect for human rights, including the rights of persons belonging to minorities³ (based on race or ethnicity, gender, disability, age, sexual orientation or identity). The applicants and partners will confirm this in the Applicant and Partner declarations of compliance accordingly. Selection Committee will have the authority and obligation to propose the rejection of the project application in case the aforementioned principles are not respected or disregarded.

Each individual applicant can submit only one project proposal in this call (valid for all Outcomes 1-3 projects). Same organization can participate in no more than two project proposals in a partner role.

² Applicants who are CSO by their legal status, by transparent financial operations, are considered to have submitted to the FINA, for the Croatian Ministry of Finance, an annual revenue and expenditure account from 1 January to 31 December 2019 and a balance sheet or annual financial statement of receipts and expenditures for 2019, in accordance with the accounting regulations of non-profit organizations, whereby the 2019 Annual Financial Report is visible in the Register of Nonprofit Organizations.

³ Article 1.2 of Protocol 38c on the EEA and Norwegian Financial Mechanisms (2014-2021)

ELIGIBLE PARTNERS

A project may be implemented in partnership with one or more project partners. If a project is implemented in such a partnership, the applicant shall sign a partnership agreement with each of the project partners. A model agreement is a part of the call documentation. In the application process, partners will have to sign a Partnership statement as part of the application.

A project partner is a public or private-law entity, commercial or non-commercial, as well as non-governmental organisation established as a legal person in any of the ACF donor countries – Iceland, Liechtenstein and Norway, any of the ACF beneficiary countries (beside Croatia, also Bulgaria, Cyprus, Czech Republic, Estonia, Greece, Hungary, Latvia, Lithuania, Malta, Romania, Slovakia, Slovenia, Poland, Portugal), and/or Countries outside the European Economic Area that have a common border with Croatia (Bosnia and Herzegovina, Montenegro and Serbia) or any inter-governmental organisation or a body thereof that is actively involved in, and effectively contributing to, the implementation of a project.

Eligible project partners are also informal groups under following conditions:

- informal group is not established for the purpose of personal gain;
- work for public good;
- are voluntary and non-discriminatory;
- are independent of local, regional and national authorities and other public institutions, political parties, religious communities, chambers and corporate entities.

Informal group shall be represented by a chosen individual as a signatory of partnership agreement. Informal group cannot be a direct beneficiary of project funding; their costs shall be carried by the project applicant organization.

Partnership is not obligatory. It is important that partnerships are based on quality and concrete challenges that are common to all organisations involved in the project. Partnership shall strive to address such challenges based on a long-term, mutual relationship reflected in common ownership of the project. All partners shall be included in preparation as well as actual and financial implementation of the project. In project proposal evaluation and selection process, capacity of the whole partnership will be considered. It is expected that partnerships will continue to exist also after the conclusion of the project.

A special emphasis is put on partnerships that are including partners from the donor countries. Projects including such partnerships shall be scored with up to 5 additional points in the 2nd stage selection process.

All partners are requested to sign a Partnership statement in the process of project submission. The form of Partnership statement is a part of the call documentation.

Support in finding partners

For easier search for partners from Donor states and beneficiary countries you can use a portal of Norwegian Helsinki committee: <https://ngonorway.org/>. Especially welcomed are the upgrades of already existing partnerships.

Recommendation: All applicant organisations interested in partnership with potential partners from the donor countries are recommended to prepare a short brief of the project idea consisting of its

objectives, main activities, and proposed task and obligations of the partner, including indicative budget distribution. A model for project brief can be found in call documentation.

FOCUS OF THE CALL

Active Citizens Fund follows a common results-based framework, based on which fund operators in each beneficiary country in cooperation with FMO and with help of public consultation identify and set their outcomes and outputs that shall contribute to realisation of the expected results on the level of the Programme.

PRIORITY AREAS AND SPECIFICS OF THE CALL

Project proposals must address one of the priority areas:

- Democracy, active citizenship, good governance and transparency,
- Human rights and equal treatment through combating any discrimination on the grounds of racial or ethnic origin, religion or belief, gender, disability, age, sexual orientation or gender identity,
- Social justice and inclusion of vulnerable groups,
- Gender equality and gender-based violence,
- Environment and climate change.

In addition, applicants must also take into account:

- **Protection of the environment and climate change** will **only** be supported as part of measures to promote civic participation, advocacy, social innovation and active citizenship.
- In the field of **social justice and inclusion of vulnerable groups, provision of welfare and basic services** will **only** be supported as part of wider actions addressing awareness-raising, advocacy, empowerment and reform initiatives.
- **Youth inclusion** will be an important part of the projects (e.g. in civic education and civic mobilisation) and organisational development (leadership succession, rejuvenation of staff, etc.) and young people will be highlighted as a target group. For the activities targeted at youth, entering partnership with youth organisations is advisable.

The call addresses the following **country-specific concerns** through following measures:

1. **Capacity and sustainability of the civil society sector** shall be supported through an allocation of mandatory 13% of awarded grants for capacity building based on individual organisational needs
2. **Projects targeting under-served regions**⁴ (Bjelovarsko-bilogorska County, Brodsko-posavska County, Ličko-senjska County, Sisačko-moslavačka County, Virovitičko-podravska County, Vukovarsko-srijemska County, Karlovačka County, Koprivničko-križevačka County, Krapinsko-zagorska County, Osječko-baranjska County, Požeško-slavonska County and Šibensko-kninska County) will be awarded additional 2 points during the evaluation of full project proposal in the second phase of the application process if the project is evaluated by external experts as beneficial and relevant for one of the under-served counties.

⁴ In accordance to the document "Values of Development Index and Indicators for Calculating Development Index for Regional Self Government", source: <https://razvoj.gov.hr/o-ministarstvu/regionalni-razvoj/indeks-razvijenosti/112>"

3. **Projects targeting under-served groups** (such as: persons belonging to minorities⁵ (based on race or ethnicity, gender, disability, age, sexual orientation or identity), Roma, refugees/migrants, domestic violence survivors, children at risk, etc.) will be awarded 3 additional points during the evaluation of full project proposal in the second phase of the application process if the project is evaluated by external experts as beneficial and relevant for targeted vulnerable group

4. **Inter-generational cooperation and inter-cultural dialogue** will be treated as horizontal priorities of the call. The cooperation and dialogue will concern specific issues in improving societal conditions, social cohesion, knowledge transfer and learning, promoting human rights, equality and building peace and tolerance. Inter-generational cooperation refers to **continuing participation, interdependence, intergenerational solidarity, as permanent learning among generations that should be enhanced**. Inter-cultural dialogue is, as a horizontal issue, a tool for the prevention and resolution of conflicts by enhancing the respect for human rights, democracy and the rule of law.

The project orientation towards these horizontal priorities should be demonstrated through the formulation of the specific project outcomes, the choice of project methodology, and selection of target groups and communities in which project operates. Project proposals including activities and/or partnerships clearly oriented towards either of these two horizontal priorities will be awarded up to additional 5 points in total during the evaluation of full project proposal in the second phase of the application process

TARGET GROUPS

The main direct target group shall be CSOs and their networks, while other key groups working with the end beneficiaries (see table below) will also be of great relevance. The priority group of end beneficiaries are youth, up to 30 year olds as education and mobilisation of youth to an active citizenship (including volunteers' promotion) and to the defence of human rights, while also addressing the vulnerabilities of those at risk, are Programme goals toward bringing a better society with more aware and active citizens in the future. Other end beneficiaries include victims of domestic violence or other human rights violations, ethnic minorities (such as Roma), migrants, etc.; people living in vulnerable contexts; and CSOs involved in capacity building projects.

Outcome	Direct target groups	End beneficiaries
Outcome 1: Strengthened civil society watchdog/advocacy role		
Outcome 2: Increased support for human rights	Roma and other ethnic minorities, refugees/migrants, domestic violence survivors, children at risk, LGBTI, the elderly, etc.	General population, public stakeholders, professional staff, the media, the academia
Outcome 3: Strengthened democratic culture and civic awareness	Trainers, teachers, politicians, public administration officials, media, local communities, vulnerable groups	General population, and in particular, the youth, volunteers and activists Roma and other ethnic minorities, refugees/migrants, domestic violence survivors, children at risk, LGBTI, the

⁵ Article 1.2 of Protocol 38c on the EEA and Norwegian Financial Mechanisms (2014-2021)

Outcome	Direct target groups	End beneficiaries
		elderly, etc
Outcome 4: Enhanced capacity and sustainability of civil society (organisations and the sector)	CSOs in general, with emphasis on those with more limited technical, financial and organisational capacities	CSOs

EXPECTED PROGRAMME OUTCOMES

In the tables below, expected outcomes and respective indicators on the level of the ACF in Croatia are presented. **Presented information should serve as a guide in development of project ideas as only projects contributing to at least one of these outcomes shall be considered for financial support of ACF.** In the reporting process, the Fund Operator shall pay notice also to the additional impact, i.e. achievements of projects that do not contribute to Programme outcomes but are nevertheless very important.

Each of the four outcomes has specific indicators, outputs and outputs' indicators set. Tables present the whole framework while also offering clarifications on individual indicators.

Programme outcome 1: Strengthened civil society watchdog/advocacy role

This outcome aims at increasing the number of **national laws and policies influenced by CSOs' advocacy** and **strategic litigation**, contributing to improved legislation and a more influential CSO sector. Through strengthening CSOs in evidence-based advocacy, monitoring of public and private decision-making and professional campaigning, the intention is to **build the public image of CSOs as experts**, hence the Fund Operator aim at increasing the number of media appearances where CSOs are invited to provide expert opinions on current societal issues.

In the area of democracy, the focus will be on developing sustainable Programmes for **monitoring of decision-making institutions** and innovative methods for **advocacy and campaigning**. Environmental CSOs will be encouraged to address the “democratic deficit” in their work, i.e. to build their constituency and involve more people in their advocacy activities.

Outcome/Output	Expected programme results	Indicator	Clarification
Outcome 1	Strengthened civil society watchdog/advocacy role	Number of national policies and laws influenced	<p><i>Indicator refers to the impact that CSOs have on the policy formulation and legislative process, through proposals of public policies and specific legislation that are being generated and placed in the public debate and the policy-making process, including the formal political decision-making and legislative procedure. Policies refer to strategies, Programmes, action plans, guidelines etc. adopted by the government, ministries or other public institutions on the national level. Regulations are laws, by-laws and other procedural acts that have been submitted into legislative procedure, adopted and/or enacted through legislative process at the national level, which also includes the public consultation process on legislative proposals. Indicator refers also to research work, evidence-based advocacy, monitoring of decision-making process or work of executive bodies and institutions (for instance, monitoring and collection of relevant data, development of monitoring methodologies and mechanisms for monitoring public policy decision-making or implementation). It refers also to monitoring and measuring of the effects of own (CSOs') services and activities, such as monitoring of impacts and changes reached by campaigns or services implemented by organisations.</i></p> <p><i>Impact on national policies and legislation can be achieved in various ways, for instance through direct cooperation with relevant public bodies, through stakeholder and public consultation, participation in legislative working groups, campaigning, advocacy initiatives, petitions and popular referenda etc.</i></p> <p><i>Above mentioned activities can also be implemented on the local level if they are intended to enforce national-level policy advocacy.</i></p>
		Number of media reports of CSOs' engagement in public policy	
Output 1.1	Strategic litigation supported	Number of strategic litigation cases supported	<p>Indicator is promoting development/introduction of CSO practice in the field of strategic litigation.</p> <p>Strategic litigation is the identification and pursuit of legal cases as part of a strategy to promote human rights with the focus on long-term legal, social,</p>

Outcome/Output	Expected programme results	Indicator	Clarification
			political and/or economic change fostered by the case. Successful strategic litigation will mobilise public opinion and citizens around the broader human rights and the rule of law agenda.
		Number of CSOs engaged in strategic litigation	Number of CSOs refers to the total number of CSOs (associations, foundations, private institutions, informal coalitions and civic initiatives) that have taken part in the preparation and implementation of the legal and/or advocacy components of a strategic litigation case supported by the ACF.
Output 1.2	Research conducted to inform public policymaking and debate	Number of CSOs using evidence/research to support their advocacy and policy work	The purpose of this indicator is to promote professional advocacy in CSOs. It refers to a total number of CSOs which can clearly demonstrate that they have generated evidence-based policy and advocacy initiatives. Evidence-based means that policy proposals promoted by CSOs are backed up by logical arguments that are grounded in qualitative and quantitative data, transparent sources of information, which can be validated by external review. In addition, research-based means that CSOs have taken into account the findings of more comprehensive research of the topic in the formulation of their policy proposal.
		Number of evidence-based policy submissions by CSOs	The purpose of this indicator is to promote professional advocacy in CSOs. It refers to evidence-based policy initiatives and proposals including concrete solutions for changes or amendments of policies and regulations, or even introduction of new policies and regulations. Evidence-based means that policy proposals are backed up by logical arguments that are grounded in qualitative and quantitative data and transparent sources of information, which can be validated by external review.
Output 1.3	Policy-monitoring and advocacy supported	Number of CSOs engaged in monitoring private/ public decision-making	This indicator includes development and/or implementation of diverse methodologies, web tools, Programmes and mechanisms for long-term monitoring of decision-making processes (for example, monitoring of public procurement, implementation of public services, decision-making in parliament or municipality, as well as decision-making processes in companies and institutions). Indicator refers also to CSOs that are being newly included in

Outcome/Output	Expected programme results	Indicator	Clarification
			existing monitoring mechanisms where CSOs had no representatives yet, in case of systemic solutions being introduced (for example, new regulation stipulates inclusion of at least one CSO representative into the monitoring mechanism).
Output 1.4	Network and coalition building supported	Number of CSO platforms, coalitions and networks supported	This indicator refers to network development among CSOs, i.e. continuous exchange of information and joint creation of new opportunities for collaboration among a fixed, yet open set of CSOs which share common values and interests and are focused on common objectives. Networks, platforms or coalitions can be formal (registered) or informal (self-regulated) and need to engage 3 or more CSOs.

Suggested and non-exhaustive list of activities supported under the **Outcome 1 “Strengthened civil society watchdog/advocacy role”**:

- Awareness raising and advocacy campaigns and initiatives to promote transparency, accountability and good governance;
- Activities aiming to increase the watchdog role of CSOs, particularly in relation to transparency and accountability of public institutions;
- Monitoring and watchdog activities, in relation to the public decision-making;
- Strategic litigation;
- Participation in decision-making processes;
- Creating and developing strategies for monitoring public institutions by CSOs;
- Developing and disseminating of digital tools and resources;
- Initiatives with the aim to influence local and/or national policies and laws;
- Research, analysis and studies to support CSO advocacy work and policy decision making;
- Advocacy initiatives/campaigns conducted in partnership with the media;
- Investigative journalism projects to promote transparency and accountability;
- Developing mechanisms to foster contact between citizens and public authorities;
- Generating or improving systems to promote the importance of CSOs in decision making processes;
- Producing reports / papers / legal documents on issues related to public policies on local, national level or international level;
- Awareness-raising and capacity building on environmental issues including climate change and adaptation;
- Activities that directly strengthen citizens' engagement in policy advocacy and decision-making.

Programme outcome 2: Increased support for human rights, rule of law and good governance

This outcome will contribute to an increased share of the target group showing concern for human rights and disapproving of public statements that express negative views or hatred against minorities. The Programme will enable CSOs to address the implementation gap between the legislation and practice through **monitoring and reporting violations of human rights**. Furthermore, the Programme also addresses the pressing need to resist populist rhetoric, hate speech and increased degradation of human rights based on race, ethnicity and gender in public discourse; the projects will foster **greater awareness of civic and human rights** by working with educational institutions and other public entities, such as courts and police.

Programme priority *Gender equality and gender-based violence* will also be covered under this outcome.

The end beneficiaries are different **vulnerable groups**, such as Roma, LGBTIQ, migrants, minorities, and victims of human rights violations and other victims of discrimination.

Outcome/Output	Expected programme results	Indicator	Clarification
Outcome 2	Increased support for human rights, rule of law and good governance	Share of people who disapprove of public statements that express negative views or hatred towards specific groups in society	<i>Indicator refers to increased number of individuals or groups disapproving of public statements that express negative views or hatred towards specific groups in society.</i> <i>The indicator will be measured by the FO through public survey (state of affairs at the beginning and at the end of the project).</i>
		Share of people who know it is a crime to incite hatred based on race, ethnicity and gender	<i>Indicator refers to increased number of individuals or groups who know it is a crime to incite hatred based on race, ethnicity and gender.</i> <i>The indicator will be measured by the FO through public survey (state of affairs at the beginning and at the end of the project).</i>
		Number of victims supported by CSOs	<i>Indicator refers to the number of individuals who have experienced HR violations and have been supported by PPs.</i> <i>The indicator will be measured by project promoters at their target groups (state of affairs at the beginning and at the end of the project).</i>
Output 2.1	Victims of human rights violations supported	Number of CSOs providing services to victims of human rights violations	<i>This indicator refers to CSOs providing legal, psycho-social services, education,</i>

Outcome/Output	Expected programme results	Indicator	Clarification
			<i>cultural engagement, humanitarian and advocacy support to victims of human rights violations in their full spectrum as defined by international human rights documents.</i>
Output 2.2	Intra and inter-sectoral collaboration and synergies supported	Number of joint initiatives conducted by CSOs in collaboration with other CSOs and/or private/public entities.	<i>This indicator refers to public actions (regardless of size and duration) that have been undertaken in close collaboration of multiple actors within civil society and/or across civil society and other sectors (at least 2 in total), including trade unions, business sector, local and regional government, academic community, public sector, state administration and government bodies, including independent institutions.</i>
Output 2.3	International human rights standards promoted	Number of CSOs engaged in advocacy and watchdog work on women's rights	<i>This indicator refers to CSOs that are actively engaged in public policy advocacy for protection and promotion of women's human rights, hence contributing to the promotion of international human rights standards. Civil society advocacy is critical for maintaining and enhancing public support and political commitment to international human rights standards and their implementation in the national context.</i>
		Number of public awareness-raising campaigns carried out	<i>Raising awareness is the key in achieving good results in all priority areas. The purpose of this indicator is to encourage CSOs to implement well-thought out and result-oriented campaigns (good problem understanding, clear definition of the objective, selection of methods based on the objective and target groups, etc.).</i>
		Number of CSOs engaged in advocacy work on human rights	<i>This indicator refers to CSOs that are actively engaged in public policy advocacy for protection and promotion of international human rights standards. Civil society advocacy is critical for maintaining and enhancing public support and political commitment to international human rights standards and their implementation in the national context.</i>

Outcome/Output	Expected programme results	Indicator	Clarification
		Number of people reached by campaigns	<i>Raising awareness is the key in achieving good results in all priority areas. The purpose of this indicator is to encourage CSOs to mobilize citizens in public campaigns by creating opportunities for live and online action and interaction and orient campaign messages towards broad public outreach. Number of people reached by campaigns will be based on evidence from CSO records of citizen reach through public events and media through audio/ video/ print/internet media outlets and social media.</i>

Suggested and non-exhaustive list of activities supported under the **Outcome 2: Increased support for human rights, rule of law and good governance**

- Advocacy campaigns related to the promotion of human rights and equal treatment;
- Watchdog initiatives for the defense of human rights;
- Awareness-raising campaigns to promote respect and understanding of human rights;
- Recording of human rights violations;
- Educational activities on human rights and equal treatment issues;
- Strategic litigation;
- Cultural activities on human rights and equal treatment issues;
- Independent legal, social and policy research on human rights, rule of law and good governance
- Partnerships between CSOs and media to raise awareness or tackle specific concerns around human rights and human rights violations;
- Development of digital tools and resources;
- Support to victims of human rights violations, especially of gender-based violence, aiming at empowering them and informing them about their rights;
- Countering hate speech, including support to networks working with hate crime victims;
- Activities promoting LGBTIQ rights, anti-discrimination activities.

Programme outcome 3: Strengthened democratic culture and civic awareness and engagement

This outcome will contribute to an increased share of the target group showing civic awareness and to increase shares of empowered vulnerable individuals. The Programme will enable supported CSOs to engage more in civic and human rights education by working and partnering with educational institutions and other public entities in addressing gaps between the educational standards of civic education and practice existing in Croatia. In the scope of this outcome, we will prioritise **youth** as the main target group of civic education and awareness-raising campaigns to increase the concern for human rights.

The Programme will promote social inclusion by supporting CSOs to improve existing or pilot new participatory methods for involving vulnerable groups in the development of **new approaches for addressing of their needs**. The Programme will also support CSOs to enhance the capacities of vulnerable groups to advocate for their needs and the needs of their communities through **participatory advocacy methods** by consulting vulnerable groups on public policy decisions and **awareness raising campaigns**. These are the key activities and measures that will empower vulnerable groups, while special attention will be given to those with **multiple factors of vulnerability**, e.g. Roma and migrants (ethnicity combined with poverty), elderly living in poverty etc.

In the scope of this outcome, we will also foster **constituency building and mobilisation of citizens in civic activities**. The program will contribute to increasing the citizens' capacity to act at local and community levels and strengthening CSOs with volunteers and their support to CSOs. This is particularly important at the local level where CSOs will work on nurturing engagement of citizens to demand for their rights to be upheld, to volunteer, to embrace causes, and to hold governments accountable. This is especially important for growing social capital of active citizens and groups, as well as to make CSOs more constituencies based.

Outcome/Output	Expected programme results	Indicator	Clarification
Outcome 3	Strengthened democratic culture and civic awareness and engagement	Share of persons who show civic awareness	<i>Democratic political culture depends on the acceptance by both citizens and political elites of a shared system of democratic norms and values. These include tolerance of diversity, interpersonal trust, social capital and a sense of political efficacy on the part of individuals. A democratic political culture also requires that citizens have knowledge about their system of government. Civic awareness refers to citizens' attitudinal adherence to this system of democratic norms and values, evidenced by public opinion research, based on scientific studies of citizenship.</i>
		Number of vulnerable individuals reached by	<i>Empowerment measures refer to activities contributing to improvement of</i>

Outcome/Output	Expected programme results	Indicator	Clarification
		empowerment measures	<p><i>conditions and building of skills of individuals of the vulnerable groups to enact their rights and to enable them for active participation in social and economic life. Hence, this indicator refers only to individuals included in empowerment measures, not all individuals included in other project activities. Target of this indicator are new approaches to development of services for vulnerable groups, especially participatory methods for inclusion of vulnerable groups in service development aimed at their needs (development of services in collaboration with end users). Ensuring access of services for vulnerable groups can be one of the activities, if it represents a service in a wider awareness raising, advocacy, empowerment efforts, or as a part of reform and change initiatives, litigation. Addressing needs of vulnerable groups with multiple factors of vulnerability (such as, Roma and poverty, migrants and gender, asylum seekers and sexual orientation,) is encouraged.</i></p>
Output 3.1	Civic and human rights education supported	Number of CSOs (project promoters and project partners) engaged in civic education	<p><i>To enhance outreach and impact of civic and human rights education, active engagement of specialised CSOs in designing, delivering and promoting best practices in civic education is an instrumental catalyst of the education reform undertaken by the Government, and serves as a complementary incentive for innovation, quality and broader and deeper outreach to different target groups, among whom children and youth are of principal importance. Therefore, this indicator is intended to promote CSO work in designing and implementing of such education, viewed as the Programme's contribution to the public education reform objectives.</i></p>
		Number of public and educational institutions partnering with CSOs on civic and human rights education	<p><i>To enhance outreach and impact of civic and human rights education, cooperation between CSOs and public and educational institutions is necessary. Therefore, this indicator is intended to promote cross-sectoral partner work in designing and implementing of, viewed as the Programme's contribution to the public education reform objectives.</i></p>

Outcome/Output	Expected programme results	Indicator	Clarification
Output 3.2	Outreach to and empowerment of vulnerable groups supported	Number of new or improved methods developed to address the needs of vulnerable groups	<i>This indicator refers to identification of needs of vulnerable groups and development and implementation of new or upgraded methods, i.e. methods not being in use in the organisation before. The expression ‘vulnerable groups’ refers to women, ethnic, minorities, immigrants, and other disadvantaged groups, who in many countries have not been part of the traditional mainstream that has benefitted from economic growth. For this reason, these disenfranchised groups have tended not to participate in the political process, nor have they learned the advocacy or monitoring skills needed to represent or safeguard their own interests.</i>
		Number of CSO initiatives consulting vulnerable groups on public policy decisions	<i>Due to their disenfranchised and marginal position, citizens who are members of vulnerable groups have tended not to participate in the political process, nor have they learned the advocacy or monitoring skills needed to represent or safeguard their own interests. This indicator intends to document and affirm the CSOs' catalyst role in enhancing political participation and policy-making engagement of vulnerable groups.</i>
Output 3.3	Citizen mobilization and engagement promoted	Number of volunteers working in supported CSOs	<i>Democratic political culture depends on the acceptance by both citizens and political elites of a shared system of democratic norms and values. These include tolerance of diversity, interpersonal trust, social capital and a sense of political efficacy on the part of individuals. A democratic political culture also requires that citizens have knowledge about their system of government. Civic efficacy is demonstrated by civic collaborative action through volunteering through CSOs, on causes of common civic concern which regard the protection and promotion of the shared system of democratic norms.</i>

Suggested and non-exhaustive list of activities supported under the Outcome 3 “ Strengthened democratic culture and civic awareness and engagement ”:

- Training and mentoring vulnerable individuals to advocate for their needs and promote their social inclusion;
- Support for vulnerable groups to promote access to information about their rights and other relevant issues;
- Independent action, social and policy research on social inclusion and citizenship issues
- Educational activities to promote inclusion and equal opportunities;
- Support for vulnerable individuals to get involved in advocating for their rights;
- Cultural and media productions and activities to promote social inclusion, equal opportunities and active citizenship;
- Introducing social innovations;
- Initiatives for community development and activation;
- Inter-generational cooperation;
- Education in civic rights and democratic culture;
- Advocacy activities in formal and non-formal education;
- Revision of current attitudes and methodologies in teachers' education and the public including possible solutions;
- Sharing the best practices in media and civic education;
- Anti-discrimination and hate-speech campaigns;
- Community development and activation.

Provision of welfare and basic services shall only be supported as part of actions addressing awareness-raising, advocacy, empowerment, and reform initiatives.

Programme outcome 4: Enhanced capacity and sustainability of civil society (organisations and sector)

Overall objective of this area is to enhance the organisational capacities of applicant and partner organisations in order to improve transparency, accountability and management procedures in their organisations. The Programme will also support CSOs to develop **strategies for constituency building**, as this challenge was raised in the stakeholder consultation.

Outcome/Output	Expected programme results	Indicator	Clarification
Outcome 4	Enhanced capacity and sustainability of civil society (organisations and sector)	Number of CSOs that are members of civil society networks/platforms	<i>This indicator refers to network development among CSOs, i.e. continuous exchange of information and joint creation of new opportunities for collaboration among a fixed, yet open set of CSOs which share common values and interests and are focused on common objectives.</i>

Outcome/Output	Expected programme results	Indicator	Clarification
		Number of CSOs demonstrating diversification in funding sources	<i>This indicator refers to the structure of CSO funding, in respect to different sources (e.g. public, private, self-financing; local, national, international; corporate, citizen, public or non-profit) and is based on the assumption that greater diversification contributes to greater financial sustainability and programmatic autonomy of CSOs.</i>
		Number of CSOs with transparent and accountable governance procedure	<i>The indicator refers to measures for improvement of transparency and accountability assurance in organisation operation; including skills and capacity improvement for effective organisation management (decision-making, task delegation, work processes definition), financial and other resources management, publication of information, etc.</i>
		Number of CSOs that regularly disseminate information on their activities and results to the public	<i>This indicator refers to the CSOs' citizen orientation and capacities to reach out to the public via their own communication channels on a regular basis, through an established rhythm that enables CSOs to enhance public trust in their work and potentially mobilize more citizens for their causes.</i>
Output 4.1	Capacity-building provided to CSOs	Number of CSOs participating in learning initiatives supported by the programme ⁹	<i>Indicator refers to organisations participating in Fund Operator's activities (for example, communications workshop for applicants). Applicants can include time and travel expenses of their employees participating in workshops in project's financial plan.</i>
		Number of CSO leaders trained on leadership skills	<i>The indicator refers to increase in individual skills and practices regarding leadership (strategic thing, decision making etc.)</i>
		Number of supported CSOs with effective management procedures ¹⁰	<i>The indicator refers to improvement of management of organisations, including clearly defined organisational structure, clearly defined vision, mission and activities for reaching strategic objectives, description of work places, clear human resource management policies, etc.</i>
		Number of CSOs conducting an assessment of	<i>The indicator refers to improvement of learning-based resource management and</i>

Outcome/Output	Expected programme results	Indicator	Clarification
		their organisational capacity	<i>development in organisations, which is vital for sustained organisational development.</i>
Output 4.2	Partnerships between CSOs supported	Number of partnerships between established/strong and less established/weaker/smaller CSOs	<i>This indicator refers to expansion of CSO relationships that enable learning and empowerment of less developed CSO and at the same time enable more developed CSOs to understand local contexts better, enrich their alliances and demonstrate solidarity.</i>
Output 4.3	CSO's outreach to citizens and local communities supported	Number of CSO paid staff trained in public communications and community outreach	<i>This indicator refers to improvement in professional competences of CSOs in the vital area of public and community outreach which can enhance overall organizational competences as well as media literacy of CSO members.</i>
		Number of CSOs trained in public communications and community outreach	<i>This indicator refers to improvement in media literacy, public communication and community outreach competences of CSOs which is of vital importance for their organizational capacities to engage in successful civic engagement, resource mobilization, service provision and advocacy.</i>

To reach this outcome, applicants must allocate up to 13% of project budget for organisational development of their organisation or for strengthening of CSO sector (for example, for mentorship of smaller CSOs, functioning of networks, etc.).

In the first phase of project proposal application process applicants and partner organisations only have to think about improvements they need in their organisations. Examples of such improvements are:

- Development/upgrade of strategic plan;
- Development/upgrade of transparency and good governance of organisation;
- Development/upgrade of human resources management (including staff training)
- Development/upgrade of volunteers' management (including volunteer training)
- Development/upgrade of networking and consultation with target groups and other stakeholders of organisation;
- Development/upgrade of sustainability and financial stability of organisation;
- Capacity building in advocacy, communications and other skills;

- Strengthening of cooperation/networking with other organisations;
- Support for smaller organisations;
- Development/upgrade of organisation’s overall management processes;
- Development/upgrade of organisation’s communications processes
- Development/upgrade of organisation’s fundraising processes
- Development/upgrade of capacity to provide support to smaller organisations⁶
- Strengthening of inter-sectoral cooperation with public sector, academia, trade-unions and businesses

In the second phase of the project proposal application, applicants will have to define activities for organisational development, along with their outputs, outcomes and indicators. For all organisations selected for the second phase, Fund Operator’s expert support in planning and developing activities will be available.

ELIGIBILITY OF ACTIVITIES

The list of activities are non-exhaustive and the applications may propose additional activities relevant for the implementation of the project.

Approval of support to the project does not automatically mean approval of all proposed activities. The final scope of the project is to be agreed in the project contract between the FO and the applicant.

⁶ Organizations that have indicated interest in supporting and mentoring smaller CSOs will receive additional training from the FO during the project implementation period.

FINANCIAL PROVISIONS OF THE CALL

GENERAL RULES

Budget for large projects: € 3.150.000,00.

The grant requested must be between following minimum and maximum amounts:

- Minimum: € 90.000,00,
- Maximum: € 150.000,00.

Project grant rate

The maximum project grant rate indicated in the application may not exceed 90% of the total eligible project costs. The applicant shall provide the remaining co-financing (at least 10%) in the form of cash and/or in-kind contribution as voluntary work. The in-kind contribution may constitute up to 50% of the required co-financing. For the calculation of the in-kind contribution, the price for each hour of voluntary work shall be set in a range from the minimum gross hourly wage (€3,01) to the average net wage published by the Croatian Bureau of Statistic (Državni zavod za statistiku) and documented in accordance with The Law on Voluntarism. Calculation of the in-kind contribution for voluntary work shall be included in the Financial plan form under heading "Volunteers expenses" in the second phase of the application process.

Organisational development budget

Each applicant has to allocate up to 13% of its budget for activities contributing to their organisational development or building capacity of actors in the civil society. For applications that include a Financial plan with organizational development component of less than 13% of their total budget, the maximum requested grant is therefore reduced accordingly.

Project duration

Project duration is limited to minimum 24 and maximum 36 months. In the case of objective and justifiable reasons that affected timely implementation of the project, the project promoter can ask for a prolongation for a period of up to 3 months, even if the project was planned to take 36 months. The project must still be completed within the approved grant. Application for prolongation is considered and decided upon by the fund operator.

Value added tax

Value added tax (VAT) is eligible cost only in case the applicant is not entitled for recoverable VAT. Applicants shall be aware of this rule when preparing their financial plan for the projects, and consider only those VAT costs that are non-recoverable by the state.

Applicants whose project proposals will be selected for the grant will be asked to provide a statement on non-recoverable VAT.

Changes to the financial structure during project implementation period

General principle regarding possible reallocation between cost headings is: reallocation of budget between cost headings of up to 15% of total heading amount are possible without consent of the grant officer on the side of the Fund Operator; for reallocation of budget between cost headings higher than 15% of total heading amount project promoter will have to get Fund Operator's grant officer's approval and an annex to the contract will be signed.

Procurement rules

National and European Union law on public procurement shall be complied with at any level in the implementation of the projects.

Notwithstanding provisions of national law that exempt CSOs from public procurement, any procurement procedures related to amounts above the European Union thresholds for procurement shall be undertaken in accordance with the applicable laws on procurement without regard for such an exemption.

In cases where contracts concluded as part of the implementation of the projects fall below the national or European Union thresholds set for public procurement or outside the scope of the applicable public procurement laws, the awarding of such contracts (including the procedures prior to the awarding) and the terms and conditions of such contracts shall comply with best economic practices, including accountability, allow a full and fair competition between potential providers, for example by way of effective price comparison, and ensure the optimal use of resources from the ACF in Croatia. To this end, and in the absence of stricter national laws, in cases of procurement related to an amount of € 5,000 or higher but below the relevant European Union thresholds, the project applicant shall invite at least three suppliers/service providers to submit offers.

The highest ethical standards shall be observed during the procurement and execution of contracts. The project applicant shall ensure the application of adequate and effective means to prevent illegal or corrupt practices. No offer, gifts, payments or benefit of any kind, which would or could, either directly or indirectly, be construed as an illegal or corrupt practice, e.g. as an inducement or reward for the award or execution of procurement contracts, shall be accepted.

ELIGIBLE EXPENDITURE

Eligible expenditures of projects are those actually incurred by the project applicant or the project partner, which meet the following criteria:

- they are incurred between the first and final dates of eligibility of a project as specified in the project contract;
- they are connected with the subject of the project contract and they are indicated in the detailed budget of the project;
- they are proportionate and necessary for the implementation of the project;
- they are used for the sole purpose of achieving the objective of the project and its expected outcome(s), in a manner consistent with the principles of economy, efficiency and effectiveness;
- they are identifiable and verifiable, in particular through being recorded in the accounting records of the project promoter and determined according to the applicable accounting standards and generally accepted accounting principles; and
- they comply with the requirements of applicable tax and social legislation.

Expenditures are considered to have been incurred when the cost has been invoiced, paid and the subject matter delivered (in case of goods) or performed (in case of services and works). Exceptionally, costs in respect of which an invoice has been issued in the final month of eligibility are also deemed to be incurred within the dates of eligibility if the costs are paid within 30 days of the final date of eligibility. Indirect costs and depreciation of equipment are considered to have been incurred when they are recorded on the accounts of the project promoter.

The internal accounting and auditing procedures must permit direct reconciliation of the expenditures and revenues declared with the corresponding accounting statements and supporting documents.

Project promoters and partners are obliged to keep a separate account card for the project.

Definition of eligible expenditure categories

Direct expenditure

- the cost of personnel assigned to the project (employments contracts, civil law contracts, private entrepreneurs, who are part of the project team), comprising actual salaries plus social security charges provided that this corresponds to the project promoter's and project partner's usual policy on remuneration;
- travel and subsistence allowances for staff taking part in the project, provided that they are in line with the project promoter's and project partner's usual practices on travel costs;
- cost of new or second hand equipment provided that it is depreciated in accordance with generally accepted accounting principles applicable to the project promoter and generally accepted for items of the same kind. Only the portion of the depreciation corresponding to the duration of the project and the rate of actual use for the purposes of the project may be taken into account by the Fund Operator. In case the Fund Operator determines that the equipment is an integral and necessary component for achieving the outcomes of the project, the entire purchase price of that equipment may be eligible⁷;
- costs of consumables and supplies, provided that they are identifiable and assigned to the project;
- costs entailed by other contracts awarded by a project applicant for the purposes of carrying out the project, provided that the awarding complies with the applicable rules on public procurement;
- costs arising directly from requirements imposed by the project contract for each project (e.g. dissemination of information, specific evaluation of the action, audits, translations, reproduction), including the costs of any financial services (especially the cost of financial guarantees) and
- reconstruction, renovation or refurbishment of a real estate up to 50% of the eligible direct cost of the project.

Indirect costs

Indirect costs incurred in carrying out the project may be eligible for flat-rate funding, but the total must not exceed **15 % of the estimated total eligible personnel costs**. Indirect costs do not have to be proven or evidenced in the separate account evidence of the project. The rate of indirect costs applies to the whole partnership; however, the rate can differ between partner organisations.

⁷ Where the entire purchase price of equipment is eligible in accordance with this paragraph, the project promoter shall: a) keep the equipment under its ownership for a period of at least five years following the completion of the project and continues to use the equipment for the benefit of the overall objectives of the project for the same period; b) keep the equipment properly insured against losses such as fire, theft or other normally insurable incidents both during project implementation and for at least five years following the completion of the project; and c) set aside appropriate resources for the maintenance of the equipment for at least five years following the completion of the project. The specific means for the implementation of this obligation shall be specified in the project contract.

Project promoters have to be able to demonstrate that indirect costs of the project are proportionate to total administrative costs of their organisation.

In case beneficiaries are international organisations or bodies or agencies thereof, indirect costs can be identified in accordance with existing rules of such organisation.

INELIGIBLE EXPENDITURE

The following costs shall not be considered eligible:

- Costs related to preparation of project application;
- Costs of construction work, i.e. construction of new buildings, facilities, objects;
- Costs for purchasing of equipment, which is not necessary for implementation of the project;
- Fees for regular work of civil servants or other public officials engaged in project implementation;
- Costs of debt, interest on debt, debt service charges and late payment charges;
- Charges for financial transactions and other purely financial costs, except costs related to accounts required the contract with Fund Operator;
- Costs related to purchase of land or real estate;
- Provisions for losses or potential future liabilities;
- Exchange losses;
- Recoverable VAT;
- Costs that are covered by other sources;
- Fines, penalties and costs of litigation, except they are an integral and necessary component for achievement of project objectives;
- Excessive or reckless expenditure;
- Scholarships,
- Re-granting.

CALL DOCUMENTATION AND APPLICATION PROCEDURE

All of the call documentation can be found at: <https://acfcroatia.hr/>

Call documentation consist of:

- Call for large projects (pdf)
- Guidelines for applicants to the call for large projects (pdf)
- Application form:
 - 1st phase: concept note (presentation of project idea rationale, including financial estimate of project total cost) (word)
 - 2nd phase: full project proposal (argumentation, content, action plan, timeline, expected outcomes and outputs, etc.) (word)
- Financial plan_2nd phase_large project (excel)
- Applicant's statement
- Partner's statement
- Template for presentation of project idea to partners (in Croatian and English language)
- Contract sample
- Partnership agreement sample

APPLICATION PROCESS

Application process of this call is divided into two phases: in the first phase, concept notes prepared and submitted by applicants will be evaluated by external evaluators. Based on the evaluation, the Selection committee will select those with highest scoring to be invited to the second phase of the application process – preparation and submission of full project proposals. The final decision is on the fund operator.

FIRST PHASE – PRESENTATION OF CONCEPT NOTE

Applicants submit the concept note on a designated form in accordance with the instructions. In the form, applicants will also have to indicate total value of the project, primary outcomes addressed by the project (Strengthened Civil Society Watchdog/Advocacy Role; Increased support for Human Rights, Rule of Law And Good Governance; Strengthened Democratic Culture And Civic Engagement) and primary Programme areas addressed by the project (democracy, human rights, social inclusion, gender equality, environment and climate change).

Please note: total value of the project, primary priority area and program outcome addressed by the project are final and cannot be changed in the second phase of the application process. However, primary priority area and program outcome addressed by the project can be changed by the Selection committee if the project, according to their opinion, actually belongs to another priority area or addresses other program outcome.

In addition to the Concept note, applicants will also have to submit Applicant statement, Partner statement (in case of submission of partnership project), and current statute or the founding act of the applicant, if such a document is not available in an on-line public register.

Please note: in the second phase of the application process, changes of existing partnership are possible only exceptionally. In case a change is inevitable due to objective reasons, partner shall be replaced with another partner of similar nature and characteristics (for instance, if the partner that needs to be replaced was a municipality, it can be replaced only by another municipality or another appropriate public institution of the municipality; it cannot, for instance, be replaced by an CSO). Reasons for change will have to be explained in the application form. Nevertheless, expansions of partnerships are welcomed (for example, in cases when applicant did not manage to set a partnership by the time of submission of the concept note, this can be done in the second phase).

Deadline and submission process for the first phase

Complete application of the concept note consists of:

- A completed Concept note for the first phase of the application process,
- A scan of signed and stamped Applicant statement,
- A scan of signed and stamped Partner statement,
- A scan of a current statute or the founding act of the applicant if the document is not available in electronic public register.

The Concept note application shall be submitted **only in electronic form** to the following e-mail address: prijava.veliki@acfcroatia.hr (this e-mail is intended exclusively for submission of applications

for this call and will therefore not be checked before the deadline for submission of project proposals. In case you have questions regarding the call, Fund, etc., please contact us at: podrska@acfroatia.hr.
The subject of the submitting e-mail shall be: **Application to call for large projects**

Please note: The concept note applications submitted in any other form or way (for example via fax, regular mail, etc.) or to any other e-mail, shall be rejected without possibility of re-submission.

The Concept note applications must **be delivered** to the e-mail provided above by **12 May 2020 before 12 p.m. (noon)**, Croatian noon. Concept note applications delivered to the respective e-mail past the deadline will be rejected. Date and time of the arrival of the e-mail with a complete application and all necessary attachments will be considered based on the records of the Fund Operator's server, regardless of the date and time of when it was sent and regardless of the date and time of sending recorded by the sending server. Fund Operator assumes no responsibility for any delays in the delivery of application e-mail (for example, due to large attachments and server occupancy or network disruption, etc.). Therefore, applicants are recommended to not delay the submission of their applications until the last day.

Applicants will receive an automatic response on the delivery of their e-mail to the sending e-mail address. In case such response does not arrive to applicant's e-mail inbox or spam within two (2) hours after sending the application e-mail, please contact the Fund Operator at 031 213 255 during working hours, so the Fund Operator can check the status of your application on its side.

Concept note assessment procedure and criteria

After delivery of Concept notes, Fund Operator will check their eligibility based on the administrative compliance criteria. Fund Operator can request additional information or clarifications referring to administrative compliance criteria.

Application administrative criteria

Criteria	Meeting the criteria		Notes (If NO)
Application is submitted as instructed to the designated e-mail address.	YES	NO	rejection
Application is submitted within the deadline.	YES	NO	rejection
Applicant statement, signed and stamped is attached	YES	NO	request for supplementation
Primary program outcome and priority area of the application are clearly indicated.	YES	NO	request for supplementation
Application is completed in Croatian language.	YES	NO	rejection
Partner statement, signed and stamped, for each partner is attached.	YES	NO	request for supplementation
Project duration is between 24 and 36 months.	YES	NO	rejection

Application eligibility criteria

Criteria	Meeting the criteria		Notes (If NO)
Applicant is an eligible civil society organization.	YES	NO	rejection
Partner organisation(s) is (are) eligible.	YES	NO	rejection
Project duration is between 24 and 36 months.	YES	NO	rejection

Grant amount corresponds to determined frame of 90.000 € and 150.000 €.	YES	NO	rejection
Grant rate does not exceed 90% of total eligible project budget.	YES	NO	rejection
Applicant is registered at RNO and conducts transparent financial operations ⁸	YES	NO	rejection
Applicant submitted only one concept note to the call (in the role of the applicant).	YES	NO	Only the first delivered CN may remain in the process of assessment, while other are rejected as ineligible.
Applicant (and partner organizations - if applicable) have no unrecovered amounts due, following a final court decision in connection with the CSO Programme 2009-2014 in Croatia	YES	NO	rejection

In case the concept note application will miss certain parts (documents or information) that can be supplemented according to the above criteria applicants will be invited to provide respective missing parts within 5 working days. An invitation to provide the missing parts of the application will be sent to the e-mail address of the applicant listed in the application form (e-mail address of the contact person).

After the administrative eligibility assessment process is completed, ineligible applicants will be notified of the rejection of their project proposals from further evaluation. Applicants of ineligible project proposals will have 8 calendar days available for appeal against the eligibility decision. Appeals will be considered by the Complaints Committee. The decision of the Committee is final. Appeal can be submitted at: prigovori@acfcroatia.hr.

Application quality assessment

Each concept note application that meets the administrative and eligibility criteria shall be evaluated by two impartial external experts according to the evaluation criteria set below. For the purposes of ranking the concept note applications, the average of the scores awarded by the experts shall be used.

If the difference between the scores given by the two experts will be higher than 30 % of the highest score, a third expert will score the project independently. In such cases the average score of the two closest scores shall be used for ranking the project. The latter shall not be used in cases where scoring of the third evaluator does not, in any way, contribute to granting the project proposal.

After the conclusion of expert evaluation of all eligible project proposals, the Fund Operator will prepare the ranking list of applications based on received scoring by. Proposed ranking list will be examined by the Selection Committee, who will make recommendations to the Fund Operator on which concept notes shall enter the second phase of the application process. The Fund Operator may

⁸ Applicants who are CSO by their legal status, by transparent financial operations, are considered to have submitted to the FINA, for the Croatian Ministry of Finance, an annual revenue and expenditure account from 1 January to 31 December 2019 and a balance sheet or annual financial statement of receipts and expenditures for 2019, in accordance with the accounting regulations of non-profit organizations, whereby the 2019 Annual Financial Report is visible in the Register of Nonprofit Organizations.

modify the recommendations of the Selection Committee in justified cases. If such a modification results in a rejection of a project that would otherwise have been approved, the applicant in question shall be informed in writing about the justification for the modification. Final decision is made by the Fund Operator.

Concept note adequacy criteria (max. total points: 100)

Relevance of the concept note (45 points)		
Criteria	Description of criteria	Score
Justification of problem and its relevance to the target group	<i>To what extent are the target groups and their needs defined? To what extent is the addressed problem relevant to the target group?</i>	/ 10
Project's relevance for the objectives, expected outcomes and outputs of the ACF Programme	<i>To what extent will the project contribute to selected objectives and expected outcomes of the ACF Programme? To what extent will the proposed project contribute to selected outputs of ACF Programme?</i>	/ 15
Added value of the project	<i>To what extent does the project provide innovative solutions or upgrades to existing solutions to the detected problem? To what extent does the project provide sustainable solutions with a potential to contribute to a problem solution in the long-term?</i>	/10
Relevance of the applicant or partnership for proposed solution to the problem	<i>To what extent the project team has experience and capacities in the performance of activities similar to those foreseen in the project?</i>	/ 10
		/ 45
Project implementation (30 points)		
Criteria	Description of criteria	Score
Project objectives adequacy in relation to addressed problem	<i>To what extent are project objectives relevant to the addressed problem and the needs of target group?</i>	/ 10
Adequacy and feasibility of proposed activities, and feasibility of proposed outcomes	<i>To what extent is a clear logical link between proposed activities, expected results, timetable for implementation and specific objective of project? To what extent are the activities of the project adequate and feasible? To what extent expected results/outputs are realistically planned?</i>	/ 10
Sustainability of the organisation	<i>To what extent are the needs in the field of organisational development identified? To what extent will the project contribute to capacity building of the organisation?</i>	/10
		/ 30
Financial efficiency (15 points)		
Criteria	Description of criteria	Score
Cost efficiency	<i>To what extent is the proposed project idea cost efficient («value for money»)?</i>	/ 15

	<i>To what extent is the value of the project adequate to project objectives (are project objectives achievable with the indicated budget)?</i>	
Project implementation capacities (10 points)		
Criteria	Description of criteria	Score
Project implementation capacities	<i>To what extent is the applicant (and partners) adequately qualified for the successful implementation of the project? Do they have relevant experience?</i>	/ 10
		/ 10

Threshold for inclusion of the concept note into the next phase of application process is 60 out of 100 possible points.

Selection committee will select around 35 best scored project proposals to enter the second phase of application process.

Notification on selection

Applicants will be notified on the selection of their project proposals to enter the second phase of the application process via e-mail indicated in application form, in July 2020.

SECOND PHASE – FULL PROJECT PROPOSAL

Applicants invited to submit full project proposals in the second phase of the application process shall prepare and fill in the form »Cjelovita projektna prijava« (Full Application Form) in accordance with instructions. Full proposal shall be based on the concept note submitted in the first phase of the application process.

Deadline and submission process for the second phase

Complete application in the second phase of the application process consists of:

- Complete application form for the second phase – Full project proposal (word),
- Complete form for project financial plan (excel),
- Scan of partner statement (signed and stamped) for those partners that have not been included in the first phase.

Application shall be submitted **only in electronical form** to the following e-mail address: prijava.veliki@acfcroatia.hr (this e-mail is intended exclusively for submission of applications for this call. In case you have questions regarding the call, Fund, etc., please contact us at: podrska@acfcroatia.hr).

The subject of the submitting e-mail shall be: Application to call for large projects – second phase.

Please note: Applications submitted in any other form or way (for example via fax, regular mail, etc.) or to any other e-mail, shall be rejected without possibility of re-submission.

Applications must **be delivered** to the e-mails provided above by the deadline indicated in the invitation for participation in the second phase of application process, which will be received by all applicants whose concept notes will be selected into the second phase.

Applications delivered to the respective e-mails after that deadline will be rejected. Date and time of the arrival of the e-mail with a complete application and all necessary attachments will be considered based on the records of the Fund Operator's server, regardless of the date and time of when it was sent and regardless of the date and time of sending recorded by the sending server. Fund Operator assumes no responsibility for any delays in the delivery of application e-mail (for example, due to large attachments and server occupancy or network disruption, etc.). Therefore, applicants are recommended to not delay the submission of their applications until the last day.

Applicants will receive an automatic response on the delivery of their e-mail to the sending e-mail address. In case such response does not arrive to applicant's e-mail inbox or spam within two (2) hours after sending the application by e-mail, please contact us at 031 213 255, so we can check the status of your application on our side.

Full project proposal assessment procedure and criteria

After the delivery of project proposals, Fund Operator will check their eligibility based on the administrative compliance criteria. Fund Operator can request for additional information or clarifications referring to administrative compliance criteria.

Administrative eligibility

Criteria	Meeting the criteria		Notes (if NO)
	YES	NO	
Application is submitted as instructed to the designated e-mail address.	YES	NO	rejection
Application is submitted within the deadline.	YES	NO	rejection
Application is completed in Croatian language.	YES	NO	rejection
Short brief on the project is prepared in English language.	YES	NO	request for supplementation
Financial plan form is attached and adequately completed in Euros.	YES	NO	rejection
Partner statement, signed and stamped, for each partner is attached (only for those partners that have not been included in the first phase of application process).	YES	NO	request for supplementation

In case the application will miss certain parts (documents or information) that can be supplemented according to the above criteria, applicants will be invited to provide respective missing parts within five (5) working days. An invitation to provide the missing parts of the application will be sent to the e-mail address of the applicant listed in the application form (e-mail address of the contact person).

After the administrative eligibility assessment process is completed, ineligible applicants will be notified of the rejection of their project proposals from further evaluation. Applicants of ineligible project proposals will have eight (8) calendar days available to appeal against the eligibility decision. The right to appeal may be exercised only once. Appeals will be considered by the Complaints Committee. The decision of the Committee is final. Appeal can be submitted at: prigovori@acfcroatia.hr.

Application quality assessment

Each concept note application that meets the administrative and eligibility criteria shall be evaluated by two impartial external experts according to the evaluation criteria set below. For the purposes of ranking the concept note applications, the average of the scores awarded by the experts shall be used.

If the difference between the scores given by the two experts will be higher than 30 % of the highest score, a third expert will score the project independently. In such cases the average score of the two closest scores shall be used for ranking the project. The latter shall not be used in cases where scoring of the third evaluator does not, in any way, contribute to granting the project proposal.

After the conclusion of expert evaluation of all project proposals, based on received scoring, the ranking list of applications will be prepared by the Fund Operator. Proposed ranking list will be examined by the Selection Committee, who will make recommendations to the Fund Operator on project proposals that shall be funded. Final decision is made by the Fund Operator.

Full project proposal adequacy criteria (max. total points: 100)

Relevance and importance of the project (25 points)		
Criteria	Description of criteria	Score
Project's relevance for the objectives, expected outcomes and outputs of the ACF Programme	<i>To what extent will the project contribute to objectives and expected outcomes of the ACF Programme?</i>	/ 10
	<i>To what extent will the proposed project contribute to outputs of ACF Programme?</i>	
Project's contribution to country specific priorities	<i>To what extent will the proposed project contribute to inter-generational cooperation and/or inter-cultural dialogue?</i>	/5
	<i>To what extent is the project beneficial and relevant for selected under-served areas?</i>	/2
	<i>To what extent is the project beneficial and relevant for selected under-served/vulnerable target groups</i>	/3
Relevance of the project for addressed problem solution	<i>To what extent are the target groups and their needs defined?</i> <i>To what extent will the project contribute to addressing the target group's needs?</i>	/ 5
		/ 25
Implementation methodology (20 points)		
Criteria	Description of criteria	Score
Logical interconnectedness of individual parts of project proposal	<i>To what extent are the objectives, activities, outputs and expected outcomes logically interconnected and coherent?</i>	/ 5
Action plan feasibility	<i>To what extent are planned activities adequate and feasible and lead to realisation of project outputs?</i> <i>Is project feasible within planned timeframe?</i> <i>To what extent is timeline and interdependency of individual (set of) activities considered?</i>	/ 5
Adequacy and objective	<i>To what extent are output and outcome indicators adequate and measurable?</i>	/ 10

verifiability of indicators	<i>Are planned target values of indicators adequate?</i>	
		/ 20
Financial efficiency (15 points)		
Criteria	Description of criteria	Score
Cost – action plan compliance	<i>To what extent are proposed costs compliant with action plan? Are costs presented sufficiently enough for detection of respective activities and outputs?</i>	/ 5
Adequacy of cost justification	<i>To what extent does cost justification make evident what the cost entails and at what price? To what extent are cost estimations based on realistic assumptions?</i>	/ 5
Financial efficiency of the project	<i>To what extent is financial plan cost efficient and depicts a reasonable value (outputs, outcomes) for money? To what extent are indicated costs needed for project implementation? To what extent is the value of the project adequate in regard to set objectives (are project objectives achievable with indicated project budget)?</i>	/ 5
		/ 15
Project team's project management experiences (10 points)		
Criteria	Description of criteria	Score
Organisational, expert and financial capacities of applicant and partner(s) for project implementation	<i>To what extent are regular activities and experiences of applicant (and partner) organisation relevant for the proposed project? To what extent is applicant (and partner) organisation adequately technically equipped/skilled for implementation of the proposed project? To what extent does applicant (and partner) organisation demonstrate financial capacity for implementation of proposed project?</i>	/ 5
Risk management	<i>To what extent are measures for financial and human resources risk reduction or elimination adequate? To what extent are identified other possible project implementation risks and respective risk reduction measures adequate?</i>	/ 5
		/ 10
Innovation of the proposed approaches (5 points)		
Criteria	Description of criteria	Score
Level of upgrade of existing services or development of new ones	<i>To what extent is the project innovative and represents added value to addressed problem or target group?</i>	/ 5
		/ 5
Impact and sustainability of the project (20 points)		
Criteria	Description of criteria	Score
Impact of the project on the target group	<i>To what extent will the project affect the positive change of the target group in regards to detected problem? Does the achievement of expected project outcomes enable positive project impact on target group?</i>	/ 5

Sustainability of the organisation	<i>To what extent are the needs of applicant organisation in the field of organisational development defined? To what extent will the project contribute to capacity building of organisation?</i>	/ 5
Sustainability of project outcomes and usability of project outputs after the conclusion of the project	<i>To what extent is made evident which activities and in what way are going to be continued after the project conclusion? Is it demonstrated how the project's outputs and outcomes will continue in financial or organisational sense after the conclusion of the project? To what extent does the project bring about more sustainable solutions for the target group and addressed problem?</i>	/ 10
		/20
Donor country organisation partnership (5 points)		
Criteria	Description of criteria	Score
Bilateral partnership priority	<i>Does the Project include a partnership with Donor states? To what extent will the project contribute to building a sustainable partnership?</i>	5
		/ 5

Project proposals scoring a minimum of 60 points in quality assessment will be recommended for funding. Only the highest scoring project proposals within individual Programme outcome will be awarded with ACF grant.

Acceptance of an application does not imply an obligation to award it up to the amount claimed by the applicant. The amount claimed may be decreased by the selection committee based on the evaluators' findings on the appropriateness of the financial plan. Based on the findings of the evaluators on the appropriateness of the activities for achieving the project objectives, the selection committee may reject financing of activities that do not contribute to the objectives.

Notification on selection and appeal procedure

Applicants will be notified on the selection of their project proposals via e-mail indicated in application form, in September 2020.

The decision of the Fund Operator to approve or disapprove support is final. Any organization that has participated in the application process for this Call may file a complaint with the Fund Operator Complaint Committee within 8 calendar days from the date of receipt of the notification of the results of the Call in the event that it has noticed any deficiencies in the implementation of the established procedure for assessing the quality of its application. Complaints must be submitted exclusively to the following e-mail address: prigovori@acfcroatia.hr. The Complaint Committee is obliged to respond to the complaint within 10 calendar days from the day of receipt. The right to appeal can be exercised once. The decision of the Complaint Committee is final.

PROVISIONS ON PROJECT IMPLEMENTATION

After final decision on selection of project for co-financing by ACF, the applicant will receive a project contract based on standard contract sample as presented in the call documentation. Before the signature of the contract, negotiations between applicants and Fund Operator to determine final definition of project activities and costs are possible.

CONTRACT PROVISIONS

For each approved project, a project implementation contract shall be concluded between the Community Foundation Slagalica and the project promoter setting out the terms and conditions of the grant, as well as the role and responsibilities of the parties. In case a delay in project implementation occurs due to objective reasons, beneficiary can request for a prolongation of the project for a maximum of 3 months. Request will be considered by the Fund Operator. Prolongation of the project does not impact financial plan of the project.

The project contract shall contain, as a minimum, provisions on the following:

- Final grant amount – maximum grant amount and rate will be determined with the contract based on the financial plan of the project representing planned amount of costs. However, this amount will become final only after the conclusion of the project and after submission of the final financial statement of project account.
- Failure to meet project objectives – In case beneficiary will not realise project in accordance with project contract obligations and provisions, Fund Operator reserves the right to stop payments or terminate the contract. ACF contribution can be reduced and Fund Operator can demand total or partial refund of already paid contribution in case beneficiary does not comply with the contractual provisions.
- Changes to the project – In the event of significant changes to the project, an annex to the contract has to be prepared and signed, while with smaller-scale changes, prior approval of contract guardian is sufficient.
- Changes to the financial plan – Original amounts of the categories in the financial plan may change under the following conditions:
 - when the change does not impact the original purpose of the project; and
 - reallocation of budget between cost headings of up to 15 % of total heading amount are possible without consent of the grant officer on the side of the Fund Operator; for reallocation of budget between cost headings higher than 15 % of total heading amount project promoter will have to get Fund Operator's grant officer's approval and an annex to the contract will be signed..
- The description and the project budget
- The duration of the project
- The obligations on project reporting
- The eligibility and the supporting documents on expenditure
- The method of calculation of indirect costs and its maximum amount
- The first and final date of the eligible costs
- Approval of reports and payment of grant
- Provisions that ensure that access for monitoring, audits and evaluations is provided without delay
- Provisions to ensure obligations regarding publicity
- Obligations regarding participation in the capacity building activities
- The right of the Fund Operator and the Office of the EEA Financial Mechanism for monitoring project implementation
- The obligation of the promoter as regards record keeping of the project files

- Resolution of disputes and jurisdiction
- Provisions on equipment for which the entire purchase price is eligible
- A reference to partnership agreement(s) or letter(s) of intent, if relevant
- Provisions in case of termination of the project contract.

Waiver of responsibility

REPORTING AND PAYMENTS

The submission of narrative and financial reports is a mandatory condition for the execution of the interim and final payments. The number of project reports depends on the project size and duration. Reports have to be approved by the Fund Operator before payments are made. Fund Operator can request for additional information on implementation progress at any time.

Interim Monitoring Reports (includes narrative and financial part) have to be submitted by the project promoter within 30 calendar days in 12 month intervals.

The final narrative and financial report supporting the final payment claim shall be submitted by the project promoter within 45 calendar days after the completion of the project.

Payments of the project grant shall take the form of advance payment, interim payments and final payment. The level of advance payment to projects shall be set out in the project contract.

Grant size	Project implementation duration	Advance payment	Interim payment(s)	Final payment
Large projects: from €90,000 to €150,000	Min. 24 months Max. 36 months	Max. 40%	Max. 50%	Minimum 10% or the remaining balance

Advance payments are to be paid up to 15 working days from the start date of the project as stipulated in the Project Contract, or from the receipt of the project contract signed by the project promoter's statutory representative (if the latter executes after the start date of the project).

Interim payment(s) up to 50% of the grant, based on payment request upon approval of the Interim Monitoring Report of the project (includes narrative and financial part) submitted by the project promoter within required deadlines according to the Project Contract. The number of interim payments and its amount depends on the length of the project (i.e. number of interim monitoring reports submitted along with the payment request. A condition to prove incurred expenditures in amount of at least 50% of previous payment must be fulfilled concurrently. The transfer of interim payment is made in 15 working from the receipt of payment request signed by the promoter's entitled representative, following the approval of the individual report.

Final payment/payment of the final balance up to **10% of the grant**, or up to the maximum grant amount according to the actually utilised eligible project expenses, is based upon approval of the Final Monitoring Report and the final payment request.

The approval of project interim/final financial report shall take place within 30 calendar days from the submission of all required information.

Rights and obligations of the project promoter and the Fund Operator regarding the monitoring and control of the use of the grant funds are detailed in the Project contract.

The project promoter and partner(s) must allow the FO/FMO/EFTA Board of Auditors/Office of the Auditor General of Norway to carry out audits and on-the-spot verifications and to examine supporting documents, accounting documents and any other documents relevant to the financing of the project. The supporting documents and records must be kept available for inspections and audits for a three-year period following the FMO's approval of the Final Program Report.

If the project is implemented with a partner(s) from Donor states, exceptionally, with reference to expenditures incurred by project partners whose primary location is registered in one of the donor states or project partners that are international organisations or bodies or agencies thereof, the proof of expenditure may take a form of a report by an independent auditor, qualified to carry out statutory audits of accounting documents, certifying that the reported costs are incurred in accordance with the guidelines, bilateral cooperation initiative implementation agreement, the relevant law and national accounting practices. In such a case:

- The cost of the report is considered an eligible cost, providing that it complies with the eligibility rules defined in the guidelines, Project contract and it is included in the budget;
- Upon request by the FMO, EFTA Board of Auditors/The Office of the Auditor General of Norway a project promoter or project partner shall grant access to the supporting documents on the basis of which the report was issued;
- The certification process can be governed by the International Standard on Related Services (ISRS) 4400 "Engagements to perform agreed-upon procedures regarding financial information" as published by the IFAC (International Federation of Accountants).

The annually audited financial statement of an entity cannot replace the specific auditor's certificate confirming that the claimed costs are incurred in accordance with the guidelines, Project contract, the relevant law and national accounting practices.

INFORMING THE PUBLIC

Project promoters are obliged to inform the public on receiving a grant from ACF. In all written publications, communications and products, at publication of project products, public events, such as conferences, seminars, fairs or exhibitions, related to project activities, project promoters are obliged to make explicit and visible the support of the donor countries.

Guidelines for informing and communicating will be published before the beginning of project implementation period on the ACF Croatia web site: <https://acfcroatia.hr/> and sent to all project promoters. Project promoter will also have a wide pallet of communication support activities at their disposal.

INFORMATION CONCERNING THE PROCESSING OF PERSONAL DATA SUBMITTED BY PROJECT APPLICANTS TO THE ACTIVE CITIZENS FUND IN CROATIA

With personal data submitted (included) in application to public calls of the ACF in Croatia and reporting documentation by the applicants, CF Slagalica as Fund Operator and SOLIDARNA - Foundation for Human Rights and Solidarity, Association for Civil Society Development SMART and CNVOS – Centre for Information Service, Co-operation and Development of CSOs as partners and fund co-operators will be acquainted. Hence, fund operator and co-operators enter the role of common personal data controllers. Submitted personal data will be used for the purposes of implementation of public calls (application assessment, informing of applicants) and in applications rewarded with grants

also for preparation of grant agreements, for monitoring, control of co-financing and for related informing of beneficiaries or for other related business communication (request for additional information, informing on financial means) as well as for the purpose of proving of eligibility for funding.

Co-financing of selected project means establishing a contractual relation between CF Slagalica and the applicant in which CF Slagalica assumes the liability of co-financing party and has therefore, together with its partners, the right to monitor and control the implementation of the project. Such contractual relationship as well as submission of application to a public call (as a request for such contractual relationship) represent legal basis for all personal data processing by CF Slagalica, SOLIDARNA - Foundation for Human Rights and Solidarity, Association for Civil Society Development SMART and CNVOS – Centre for Information Service, Co-operation and Development of CSOs as noted in this information.

With whole application, including personal data submitted with it, also third persons can get acquainted, and that is Financial Mechanism Office (Financial Mechanism Office, Rue Joseph II 12-16, 1000 Brussels, Belgium), donor states and their authorized persons.

In accordance with GDPR and respective national legislation, individuals whose personal data is included in application to public call have the right to be acquainted with all of their personal data, to correction, in the case of conditions as laid down by applicable regulations also the right to deletion, restriction of processing and to their portability. Individuals concerned can address their requests or questions regarding their personal data processing to CF Slagalica.

Please note: At submission of project proposal application to public call of ACF Croatia, legal representative of applicant organisation is obliged to sign a statement that they are aware of and in agreement with processing of personal data included in project proposal and relevant parts thereof.

COMPLAINT MECHANISM

In accordance with the terms and conditions for the *Active Citizens Fund* in Croatia, the Fund Operator has established a Complaints Committee to review complaints regarding the potential irregularities regarding the implementation of the Programme, i.e. complaints about suspected non-compliance with the principles of good governance in relation to the implementation of the Programme. All complaints are first assessed by the Fund Operator. A complainant who is not satisfied with the conclusion made by the Fund Operator has the right to take the case to the Complaints Committee, which includes one member who is external to the Fund Operator and its Board and does not include programme staff responsible for assessing project applications. The complaints must be fully justified and submitted electronically to the following email: prigovori@acfcroatia.hr

ADDITIONAL INFORMATION AND SUPPORT FOR THE APPLICANTS

In the first phase of application process, applicants will have a wide range of support activities and services at their disposal: info workshops in March and April 2020, additional individual assistance organised on 4 different locations in under-served areas in April 2020, and brief counselling via phone or e-mail at podrska@acfcroatia.hr, until 4th May 2020. Answers to applicants' questions asked via phone or e-mail will also be updated and published weekly on the ACF in Croatia web site <https://acfcroatia.hr/>

For the second application stage (full application) individual personal assistance will be available upon request. Telephone and e-mail support will also be available until one week before the application deadline. All inquiries concerning the call for proposals should be directed to podrska@acfcroatia.hr. All questions and answers will be replied within one week and will be published on the Programme's website.

With brief questions applicants can turn to: Jelena-Gordana Zloić (+385 31 213255) or Renata Toić (+385 51 332750) or Petra Mađerčić (+ 385 1 5544 722).

Timetable of workshops:

Event	Main purpose	Date	Venue
Information workshop	Detailed presentation of the call for proposal, especially result framework	March 12, 2020 March 31, 2020 April 1, 2020 April 3, 2020	Osijek Rijeka Zagreb Zadar

PUBLIC CALL STEP BY STEP TIMELINE

Date	Step
March 10, 2020	Publication of Call for large projects
March 13 - May 4, 2020	Phone and e-mail counselling
March 12 March 31 April 1 April 3	Info workshops in Osijek, Rijeka, Zagreb, Zadar.
April 1 - May 4, 2020	Individual consultations in rural/under-served areas
May 11, 2020	Deadline for submission of concept note
May 13 - 22, 2020	Applicant and application eligibility check, supplementing applications
June 1 - 23, 2020	Concept note assessment
June 30, 2020	Selection Committee meeting
July 9, 2020	Preparation of decision argumentations
July 15, 2020	Notification of applicants and appeal consideration
July 16 - 31, 2020	Individual counselling
(Planned) - August 17, 2020	Deadline for submission of full project proposals
Beginning of September, 2020	Full project proposal assessment
Beginning of September, 2020	Selection Committee meeting
Middle of September, 2020	Preparation of decision argumentations
End of September 2020	Notification of applicants and appeal consideration