**Good Governance Sector**

**Public Call for Project Proposals**

**(CFP-08 2019)**

**Support LSGs in Enhancing Overall Capacities for Improving e-Government**

## Background

The “Enhancing Good Governance and Social Inclusion at Local Level in Serbia” Programme (Swiss PRO) will improve local capacities primarily **in 99 local self-governments** in Šumadija and Western Serbia, and South and Eastern Serbia regions[[1]](#footnote-1) to apply good governance (GG) principles in local policies and regulations and thus increase social cohesion. The Government of Switzerland has allocated USD 6.9 million for the Programme, with the United Nations Office for Project Services (UNOPS) responsible for its implementation, in cooperation with the Standing Conference of Towns and Municipalities (SCTM).

The Programme has to fulfil **two main goals:**

1. To contribute to the enhancement of organisations and officials’ knowledge and skills

2. To positively change the scope and quality of public services rendered to citizens, especially to those from excluded groups.

Both goals will lead to improved regulations, institutional, technical and human capacities for the enhancement of e-services. In addition, capacity building will be provided to local civil society organisations (CSOs) as well as institutions dealing with social inclusion and gender equality.

Overall, this will contribute to the improved rule of law at the local level, increased accountability, transparency and efficiency and effectiveness of the local governments (LSGs), and ultimately improvement of quality of life of citizens, especially excluded citizens.

The Programme will coordinate its activities with the key line-national-level institutions, while observing the national strategies, laws and relevant development documents, which will contribute to sustainability, ensure national ownership and develop national capacities. The content and the scope of the Programme will significantly complement the European Union Support to Municipal Development – EU PRO Programme.

## Introduction to the Intervention

The drive to meet the set criteria and conditions for the EU accession, apart from resulting in a rather dynamic and positive legislative transformation and modernisation of the Country, also contributed to hardening the resolve of the Government to pursue more determined and focused endeavour in transforming the public sector as a whole, and specifically the public administration (Public Administration Reform - PAR[[2]](#footnote-2)), into a far more accountable, transparent, efficient and effective service to the citizens and the society.

To that end, for some time now, the introduction, development and functioning of eGovernment and eServices[[3]](#footnote-3), along with Single Administrative Point establishment, was seen as one of the crucial elements in that process, an element which, appropriately regulated and deployed, could rather swiftly bring tangible benefits to citizens and businesses, improving their quality of life and ease for doing business, respectively, through better public services delivery, which is to strive to becoming more accountable, transparent, efficient and less challenged by opportunities for corruption. The European Union (EU) in its 2018 Report for Serbia, made clear that it is aware of this commendable effort of the Government[[4]](#footnote-4).

For this on-going endeavour, the Government has prepared thoroughly by adopting and enacting the whole host of key legislative and policy documents[[5]](#footnote-5). The framework includes *Information Society Development Strategy 2020* and *Electronic Government Development Strategy[[6]](#footnote-6)*. In 2005, *The Guidelines for Website Design of the State Administration, Territorial Units and Local Self-Governments[[7]](#footnote-7)* were issued and replaced in December 2018 with the regulation defining conditions for creating and maintaining the website of the state bodies In 2014, the *List of Interoperability Standards* was issued (updated in 2018). In 2016, the *Employment and Social Reform Programme* (ESRP) states that “one of the priority measures [for administrative and institutional reforms] … will [be] further development of e-government, as well as the completion of the legal framework and procedures for e-government development”.

In 2017, an information system for official records data electronic exchange (e-ZUP) was introduced, as an important step forward in PAR implementation. In the same year, the Law on Electronic Document, Electronic Identification and Trusted Services in e-Commerce was adopted. Finally, in 2018, the *Law on e-Government[[8]](#footnote-8)*was enacted. Importantly, in December 2018 a set of five crucial by-laws were adopted[[9]](#footnote-9).

The Action Plan for Implementation of the Initiative Partnership for Open Government (POG) (2018-2020) was adopted in December 2018, also, focuses on e-Government and open data exchange.

On the institutional side of the necessary capacities, the Government filled the gap by establishing the Office of IT and eGovernment (OITeG), as an overarching and designated technical and expertise Governmental institution. Director of OITeG is directly responsible to the Prime Minister. The OITeG and the line Ministry of Public Administration and Local Self-Governments (MPALSG) are reportedly started working on new programme for Developing eGovernment in Serbia for 2019-2022[[10]](#footnote-10) period.

However, despite all these legislative, institutional, technical & technological frameworks and capacities being developed and put in place in recent years, in a huge step forward, the fully-fledged digital age in providing public services (not only in Serbia though) is not just yet at hand, as it might seem. Still, there are examples of the good practices like introducing further electronic services: Local Tax Administration, "Baby, Welcome to the World - parental allowance", eKindergarten, Car registration, Construction permit, etc.

Crucially, it is because legislative basis, strategic framework and accompanying by-laws, decrees and regulations, institutions and organisations etc., are necessary, but unfortunately not sufficient cause for the needed positive change. There is a huge need for tackling and reforming the organisational structures of the public administration and other public entities; for introducing fully into practice good governance, its principles and the rule of law; for addressing internal work processes; for changing organisational culture in public sector, including change the understanding, behaviours and mind-sets of public officials in regard to their duties and responsibilities; and lastly bot not at the least, for acquiring new relevant knowledge and skills. Because, “(… the) Governments need to understand that becoming fully digital is no longer an option, but rather an imperative for their legitimacy as guardians of well-being and progress [of citizens and society]. This will in essence require the digital transformation of governments: a digital government is fundamental to serve digital societies and economies’ needs”[[11]](#footnote-11).

Fully understanding the all-important issue of the said, the Swiss PRO programme designated and developed a very important activity within its overall intervention, dedicated solely to supporting local self-governments (LSGs) in enhancing their technical/technological basis, improving their institutional and governance capacities, as well as addressing training needs for designated local personnel, for improved local eGovernment and delivery of eServices.

To that end, the Programme conducted from August to December 2018  **e-Government Assessment in 60 LSGs in Serbia[[12]](#footnote-12)** (the eGA), with the objectives to gauge current e-Government status at local level, which would then serve as a basis for the intervention that is the object of this Call for project proposals.

## Justification of the Intervention

The findings and recommendations coming from the eGA, are clearly supporting and justifying the activities planned in the Programme Document[[13]](#footnote-13). The 2018 Swiss PRO eGA had three sets of indicators:

1) Electronic Service Provision;

2) LSG’s Capacity and Readiness to deliver eServices, and

3) eGovernment Users’ IT Literacy, Perception and Satisfaction with eGovernment/eServices

Some key findings per each of the said set of indicators are as follows (*for full set of details, please refer to the Assessment at the Programme web site*):

* **Provision of eServices**

According to the information from the e-Government Portal, only 40% of LSGs have published any eService on the eGovernment Portal, but only few LSGs offer an actual delivery of an eService. Also, the quality and accuracy of many published eServices are questionable. None of the LSGs have ensured easy and user-friendly access to information and services to the People with Disabilities (PWDs).

The only e-Services offered on the LSGs’ websites refer to the Civic Registry and Citizenship Certificates.*Interoperability standards*need to be further pursued in all LSGs, in terms of improvement of network protocols, machine-readability of databases and, primarily, security of the system (e.g., SSL protection, authorization to access data, protection of publicly available data etc.).

None of the LSGs have published all relevant local budget-related documents and information. The instructions for local budget preparation, budget revisions, data on budget execution, capital investments, data on budget hearings are seldomly published. Budget revisions are published selectively or are not published at all[[14]](#footnote-14).

Website content and/or structure improvement is necessary in all LSGs (to greater or lesser extent) whereas 52% require substantial improvement and reorganisation of the municipal web site.

The best evaluated LSG scored 68% compliance with all set indicators (electronic service provision, web site quality, capacity to implement e-ZUP etc.), while LSG at the bottom of the list met barely 12% of the set standards.

* **LSG’s Capacity and Readiness to deliver eServices**

In general, there are no protocols, procedures and mechanisms which would govern all organisational units to use eGovernment, to deliver eServices or to use eZUP. There is no properly established adequate monitoring and control mechanisms of local eGovernment system. Internal back-office rules and regulations are practically non-existent, apart from the bear minimum for very basic eServices and eProcesses. Access to internal data is not regulated nor properly managed.

Documents available on the website are not presented in multiple machine-readable formats, as required by the by-law, nor that there are procedures who, what, when etc. is responsible for ensuring this requirement. E-ZUP is applied in all LSGs, but not at a full capacity, due to lack of internal procedures which would regulate this process.

At the time of the assessment, 35% LSGs haven’t adopted the *Internal Act on IT Security* within the legal deadline (February 2018).

Data management, generally, is not properly regulated at the organisational level. The assessment has shown that only approx. 20% LSGs have adopted some form of internal regulations, while the majority have only informal, or no agreement on steps and responsibilities for management of different sets of data.

In most municipalities only one or two persons actually use eZUP, while posting of eServices on the Portal is entirely left to IT administrators, who are not competent for regular updating of the substance.

Internal case/document management is not adequate.Use of an electronic registry/case management system has become mandatory by the *Decree on Electronic Case Management*, but its particular significance for e-Government is introduces by Article 10 of the newly adopted *Decree on Keeping Meta-Registry, Approval, Suspension and Cancellation of Access to the Central Government’s Server and e-Government Portal Functioning,* which explicitly states that electronic requests for placing e-services on the e-Government Portal is done through the electronic case management system.

Only a limited number of LSGs’ web sites offer some sort of two-way communication. Even these rare examples, in most cases, do not include feedback to citizens on the outcomes of their interaction with an LSG.

Roles and responsibilities for managing e-services are not clearly defined at the level of organisational units.This results in unreliable services and increases users’ dissatisfaction. This is, mainly, due to the fact that none of the assessed LSGs have a developed procedure for implementing e-Government at the organisational level.

Management of e-services is not included in the scope of work of organisational units and individual job descriptions.In line with the *Law on Employees in Autonomous Provinces and LSGs,* the Rulebook on Internal Organisation and Systematisation of Job Description provides a framework for organisational units’ scope of work and individual job description. Implementation of e-services is not commonly included as a mandatory part of job description.

* **eGovernement Users’ IT literacy, Perceptions and Satisfaction with eGovernment/eServices**

The majority of citizens and businesses are aware of the eGovernment Portal. However, only few have been able to complete an online form, upload the proof of payment and get the document to the home address. This indicates, a very low functionality of the current eGovernment system. One third of citizens polled however prefer online communication to face-to-face communication with a municipal official.

Many users reported Negative experience with LSGs’ e-services that include system errors, poor connection, and bugs in the system, only a limited number of offered services, complicated access and registration procedure etc. but also non-existent procedures for such cases.

The findings from the eGovernment Assessment – here presented in an abridged form – unequivocally point to the need for supporting the LSGs to improve their eGovernment, both in terms of organisational and technical capacities, but furthermost in terms of developing and setting up necessary local normative framework that will enable LSGs to deliver eServices as intended by the lawmakers. The Swiss PRO Programme will held regular consultations with the OITeG regarding the intervention and must be included in each correspondence between supported LSGs and the OITeG.

## Objectives of the Intervention

**Overall objective:** Contribute to improved citizens’ quality of life and to better doing-business environment through increased accountability, transparency and efficiency of local public administration by supporting local governments in introducing/upgrading local eGovernment and eServices

**Specific Objective:** Provide support to up to 40 local self-governments through grant-funding to upgrade their technical and technological base for eGovernment and eServices provision and delivery, and through technical assistance to develop and establish functional back-office governance structure and processes, in accordance to and requirements by the Law.

## The Scope of Intervention

This intervention will directly support:

1. **Up to 40** local self-governments to procure new IT equipment thus establishing or improving their technical and technological basis for advancing local eGovernment and provision of eServices.

These LSGs will be also provided with Technical Assistance to establish or advance their back-office governance structures and processes, necessary for functioning of local eGovernment system and delivery of eServices, e.g. relevant internal policy documents, regulations, protocols and procedures, internal organisational and functional rules pertained to eGovernment etc.

The Programme will be bearing all the costs for this Technical Assistance (TA) by engaging experts relevant to the objectives of the TA. This TA will be a mandatory process for all LAGs awarded with grants for procurement of IT equipment.

This Technical Assistance will be comprised of at least the following:

* Development of internal policy documents pertained to eGovernment in line with the requirements of the Law; development of internal protocols, procedures, regulations and other normative elements that will enable functioning of all elements of local eGovernment system;
* Application of interoperability standards according to the official list, including internal network protocols; development of a rulebook that would regulate collection, storing, accessing and publishing data[[15]](#footnote-15), as well as their transferring and regular updating into machine-readable format; support for putting in place cyber security requirements;
* Development of new or upgrade of existing eServices, in accordance to local needs;
* Improving application of eZUP processes and requirements by supporting an LSG to develop missing internal normative elements and close the skills gap that might exist among the local staff designated to work with eZUP system;
* Develop internal procedures for eManagement of cases and/or official documents (Electronic Case Management and Document Management System);
* Development and application of solutions for an LSG to be in concordance with the OITeG’s technical requirements for the LSGs website structure and contents predefined by the bylaw, thus contributing to the overall local governments’ transparency;
* Development of Rulebook on internal organization and staff’s terms of references which will be linked to tasks and responsibilities for functioning of local eGovernment, delivering eServices and functioning of eZUP; this will include also a training curriculum for the designated staff in order to capacitate them for the new duties. The Swiss PRO Programme will organise and coordinate any training needed by LSG and provided by the OITeG.

The TA must lead to either a significant improvement/operational functionality of an existing eService or to introduction of an operational new eService, accessible and fully functional at the relevant national eGovernment portal.

In addition to this, the LSGs may apply for one the specific TAs that will be fully funded by the Programme as well, pending provided rationale, justification, means of verification for the needs expressed and availability of the Programme’s funds for the TAs described below. These TAs are optional and an LSG may apply for only one of the following:

1. TA for improving LSGs eGovernment and eServices-related electronic contents to the requirements of the *Law on Official Usage of the Language and Alphabet of the National Minorities*. Nine (9)[[16]](#footnote-16) municipalities are eligible to apply for this TA. A maximum of five (5) LSGs out of nine eligible, will be supported through this assistance.
2. TA to LSGs to develop and adopt relevant normative framework (decisions, procedures, protocols, etc.), if need be, based upon which they will introduce assistive technologies for PWDs, elderly and other similar vulnerable to enable their easier access to the municipal web site contents and eServices. The TA will also provide the relevant web-development expertise to embed the assistive technologies into existing and/or new LSGs web sites and/or eServices, as per need. A maximum of ten (10) LSGs will be supported through this assistance.
3. TA to LSGs to develop relevant normative framework (decisions, procedures, protocols, etc.) and set a functional eParticipation and ePublic Hearings dedicated sections of their web sites, thus enabling greater opportunities for citizens to voice their opinion and participate in relevant policies/decisions making processes, in accordance to the Law. A maximum of five (5) LSGs will supported through this assistance.

## Rules for Applying

There are several rules that an applicant needs to adhere to in order for its application to be considered:

1. An LSG that applies for IT equipment as described above under point I, at the same time by default must apply for the Technical Assistance (TA) as described above, and must provide necessary rationale and information in the Application Form that proves the relevance and justification for the expected support
2. An LSG may apply for one additional, specific TA, as described under II, III and IV, again by providing necessary rationale and information for justifying the expected TA. The main conditions for each of these specific TAs are given in the above respective parts of the Section 5 – The Scope of Intervention.

## Guidelines for the Applicants

**7.1. General Eligibility Criteria**

To be eligible for support, the applicant must fulfil the following criteria:

1. Be one of 96 local self-governments that are within the Region of Šumadija and Western Serbia and the Region of Southern and Eastern Serbia[[17]](#footnote-17) (*please see footnote 16 for LSGs eligible for TA related to official usage of national minority languages for eGovernement/eServices that an LSG is providing*).
2. An LSG that applied for IT equipment has assigned from its budget financial contribution of at least 20% of the value of the Programme’s grant amount.
3. The application/project proposal must be in line with relevant national and local legislative and/or policy documents (e.g. Laws, by-laws, Strategies, Action Plans etc.).
4. One applicant can submit only one project proposal. One applicant can be awarded with only one grant for IT equipment. If a sufficient number of approved applications provides for an opportunity to more cost-effective procurement (economy of scales), UNOPS retains the right to procure IT equipment directly and to deliver it to the municipalities in accordance to their needs as detailed in the project proposals.

#### 7.2. The Projects Selection

* The projects that will be awarded will be selected, evaluated and approved through **a competitive process.**
* The quality of a project proposal, meaning - the quality of the information provided in the Application Form, will be the only basis for the decision that the Programme Evaluation Commission will be making. Swiss PRO Programme does **not** have an obligation to spend all funds available for this activity and will fund **only** quality projects that meet specific criteria (*please, see below in Section 8 for the evaluation table and criteria*), based on their relevance, expected outcomes/impacts and sustainability of the proposed intervention.
* The project proposal will be dismissed if it was not submitted according to the requirements, or is incomplete, or is submitted after the deadline. This decision will be final.

#### 7.3. Duration of the Projects

The implementation of the awarded project activities will last for a **maximum of up to 12 (twelve) months**, and for a **minimum of 9 (nine) months**, from the day the grant contract is signed.

**7.4. The Grants Amount**

**The overall amount available under this Call for Proposals is USD 400,000. The minimum value of the grant for IT equipment per project is USD 8,000 while the maximum is USD 10,000. Potential Contracting will be conducted in USD and payment to grantee will be done in RSD.** The value of the Technical Assistance will be fully covered by the Programme. Since there will be no costs for TA to an awarded LSG, the TA will not be a subject of the applicant’s budget proposal and consequentially will not be cited in the contract.

**7.5 Sustainability**

The applicants are expected to demonstrate in the application in a clear and unequivocal way how the project will continue to function after the grant formally closes. The sustainability will weigh decisively during the project proposal evaluation.

**7.6 Eligible activities and expenditures (main list)**

1. Brand-name IT Equipment (e.g. server station, networking equipment, Wi-Fi equipment, working stations, equipment for digitalisation of analogue data, or other IT equipment for which an acceptable rationale has been provided). Please find an example of such specification, for guidance purpose only, in Annex 6.
2. Costs of procuring the licence for a mainstream Operating System (Windows 10 or Windows Server 2019)
3. Technical Assistance provided by the Programme is an eligible activity, that needs to be elaborated, but since the costs of the TA are fully covered by the Programme, an LSG will not attempt to value it in its budget proposal.

**7.7. Non-eligible activities and expenditures**

Following activities and expenditures will not be considered eligible for funding by the Programme:

1. Projects that do not explicitly tackle the topics listed above
2. Projects aimed at filling up any funding gaps from on-going activities
3. Activities that can be more appropriately funded from other funding sources
4. Activities where a substantial part of the budget covers recurrent costs and/or personnel costs
5. Travel, catering and/or conference services costs
6. Items from the budget, already funded by other sources (other projects, other organisations – public or civic, etc.)
7. All costs originating before the project beginning or accrued after project closure
8. **The Selection Criteria**

Technical evaluation of the received proposals will be conducted in line with the following selection criteria:

|  |  |
| --- | --- |
| **The Selection Criteria** | **Points** |
| **1 Current level of eGovernment** |  **25** |
| * 1. Does your LSG actively use eZUP?

*The applicant that has submitted proof for actively being using eZUP in 2019 will get 3 points* | 3 |
| * 1. Provision of eServices through national eGovernment portal?

*The applicant that has submitted proof for providing eServices through national eGovernment portal in 2019 will get 5 points* | 5 |
| * 1. Do you have full-time employed administrator for eGovernment portal?

*The applicant that has submitted proof for this for 2019 will get two (2) points* | 2 |
| * 1. Do you have three designated staffers that are authorised to attain official data from other governmental entities?

*If yes and with the proofs submitted, the Applicant gets three (3) points* | 3 |
| * 1. Do you have internal procedures, regulations etc. that are regulating the functioning of local eGovernment?

*If yes and with the proofs submitted, the Applicant gets two (2) points* | 2 |
| * 1. Do you have an adopted strategy and / or an action plan that envisages the long-term development and functioning of eGovernment?

*Applicants who submit proof for this receive three (3) points.* | 3 |
| * 1. Did your LSGs used the relevant SCTM Municipal Support Package or did your staffers participated in the training on Good Governance and/or eGovernment?

*For the proof of using relevant MSP and for the proof on participation at the trainings, the Applicant gets 1 point per each.**The Maximum is 2 points*  | 2 |
| * 1. Is your LSG a beneficiary of the EU PRO GIS and improvement of business environment initiatives?

*For the proof on GIS the Applicant will get two (2) points; for the proof on improvement of business environment initiative will get one (1) point. The Maximum is 3 points* | 3 |
| * 1. Did your LSG implemented any project for improving local eGovernment in the last three years?

*If yes and with proofs, the Applicant gets two (2) points* | 2 |
| **2 Relevance of the Intervention** | **40** |
| * 1. How relevant is the proposal in relation to the objectives and priorities of the Public Call?
 | 4 |
| * 1. What is the level of development of eServices[[18]](#footnote-18) foreseen by the project?

*Three (3) points will be allocated for the introduction of the new service, while for each improvement in relation to the existing level one (1) point, a maximum of five (5) points.* | 5 |
| * 1. What degree of eService sophistication[[19]](#footnote-19) is foreseen by the project?

*Three (3) points will be allocated for the introduction of the new service, while for each improvement in relation to the existing sophistication one (1) points, a maximum of five (5) points.* | 5 |
| * 1. The eService proposed by the project is adapted for use via the "smart" mobile device
 | 3 |
| * 1. The project proposal develops and improves access to legitimate rights by law?
 | 3 |
| * 1. Does the project proposal considers one of the further optional topics:
* Develops and promote the right to participate in the decision-making process (e.g. introduction of eHearings); or
* Develops and improves eAccessibility for people with disabilities; or
* Develops and improves eServices for members of ethnic minorities?

*A project proposal that considers one of the optional topics will be awarded with fifteen (15) points.* | 15 |
| * 1. How clearly are defined and strategically selected participants (final beneficiaries, target groups)? Are their needs clearly defined and is the proposal appropriate to them?
 | 5 |
| **3 Effectiveness and Feasibility of the Intervention** | **15** |
| * 1. Are the proposed activities adequate, practical and in line with the objectives and expected results?
 | 5 |
| * 1. Is the action plan clear and feasible?
 | 5 |
| * 1. Does the proposal contain objectively verifiable indicators of direct result and outcome of the intervention?
 | 5 |
| **4 Impact of the Intervention** | **10** |
| 4.1. What is the number of people that is expected to benefit from introduced eService? *The project proposal with at least 5% of users regarding the population group targeted will get five (5) points.* *(Eg. The total number of target group youth in LSG is 2,000, 5% of beneficiaries envisaged are 100 young people.)* | 5 |
| 4.2. What is expected increase in number of new users of the proposed eService in comparison to the current status? *Project with at least 15% increase will get five (5) points.*  | 5 |
| **5 Budget and Cost-effectiveness of the Action** | **10** |
| 5.1 Are the activities appropriately reflected in the budget? | 5 |
| 5.2 Is the ratio between projected costs and expected results satisfactory? | 5 |
| **Total** | **100** |

Only applications that have been given a minimum total score of 60 points will be considered for selection.

The eligibility costs verification based on the supporting documents requested by the Programme, will only be performed for the applications that have been selected according to their score (equal or above 60 points) and within the available funds.

## Application Procedure

####

#### 9.1. Application forms and supporting documents

The applicant has to submit the following application forms either **in Serbian or English language[[20]](#footnote-20):**

* **The Application Submission Form** **(Annex 1)**
* **The Project Proposal Application Form (Annex 2)**
* The Detailed **project budget proposal** in a table format **(Annex 3).** *Please note*, that all purchases that are to be made by Swiss PRO funds must be budgeted **without** VAT, i.e. – please list the amounts in the budget accordingly. Please note that your contributions to the project realisation must include VAT.
* **Logical Framework** **(Annex 4)**
* **The Work Plan**, including the period of equipment procurement, realisation of technical support, availability of human resources, etc. **(Annex 5)**
* **Specification - A list of the technical specifications for the equipment to be procured (Annex 6)**
* Additional documentation that may be submitted with the application files: relevant existing local official documents (e.g. policies, regulations, rulebooks etc.) and other, as per need or request
* The project proposal can be submitted in Serbian. If the Evaluation Commission approves the project proposal, the applicant should translate all relevant application documents into English, as it becomes part of the UNOPS / Swiss PRO contract, and according to UN rules, such documentation must also be in English.
* After approval of project proposals, where it will be assessed whether the budget is acceptable and whether the costs are real, budget adjustments can be made at the request of UNOPS in order to comply with the project proposal.
* If sufficient number of approved project proposals permit more cost-effective procurement (economies of scale), UNOPS reserves the right to directly procure IT equipment and deliver it to users in accordance with their needs stated in project proposals.

#### 9.2 Where and how to send the application

* The Application Form must be **submitted via e-mail in PDF format (signed, stamped and scanned)** and in original editable format, in Word and Excel files. The signed, stamped and scanned versions must contain exactly the same application documents as the electronic versions in original editable format. In case of discrepancies, signed, stamped and scanned version will prevail.
* The total email size of the application should **not exceed 15 MB**, as that is the maximum allowed email message size by the UNOPS server. If the application is larger than 15 MB, documents should be sent in series of e-mails, with each e-mail not exceeding 15 MB size thresholds. Each part of the application should be numbered in the e-mail subject field (e-mail subject/number).
* **Applications must be submitted to an e-mail address** below:

rsoc.applications@unops.org

Automatic notification of the delivery would follow upon successful submission of email application.

* The email application must be sent with the **e-mail subject** consist of the reference number and the title of the call for proposals (e.g. CFP 08-2019 – Support LSGs in Enhancing Overall Capacities for Improving eGovernment) including the name of the applicant.
* **Requests for clarification** should be submitted not later than ten days before the deadline for submission of applications (9 August 2019) to the e-mail address below:

rsoc.cfp.clarifications@unops.org. The answers will be published no later than seven days (12 August 2019) prior the deadline for submitting the application.

* The **deadline for the submission of Applications is 19 August 2019.**
* Applications **must be received before midnight-local time** on the closing date of the Call for Proposal. Applicants are kindly advised to timely submit the application as late deliveries due to slow internet connection or other network/hardware/software related problems may lead to disqualification of application. Only application received by UNOPS mail server would be accepted.
* Applicants must verify that their Application is complete using the Checklist. **Incomplete applications may be rejected.**
* Applications sent by any other means (e.g. by fax or by post or by hand delivery) or delivered to other e-mails different from the stated in CFP will be rejected. **Hand-written applications will not be accepted.**
* UNOPS reserves the right to inquire original versions of submitted documents from applicants where/when original documentation is required, or any specific document required by Evaluation team.
1. **Branding and Visibility**

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

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

1. **Monitoring, reporting and evaluation**

The grantees must monitor their own projects and prepare relevant records, including photos, which must be included in all reports.

The following reports will be expected from the grantee:

* Monthly progress reports (after the first month and on every 5th of the next month)
* The milestone report after 80% of the first tranche spent, including financial aspect, and must be produced in English
* The final report assessing and analysing implemented project, its outputs and outcomes, submitted 30 days after finalisation of the project. The Final report include narrative and financial aspects, including photos, and must be produced in English. These reports will be considered public information.

Swiss PRO will monitor implementation and will audit grantees. The grantee can be evaluated at any time during the project implementation and subsequent actions may be taken according to the assessment’s findings. The payment schedule will be linked to the project milestones and findings from the Programme’s verifications visits.

1. **Additional consideration**

Successful project proposals **must** **demonstrate** awareness of good governance requirements and sensitivity to gender through its internal criteria for the beneficiaries as well as reporting a gender disaggregated data. The applicant **must** clearly indicate how vulnerable and marginalised groups will be involved in and/or benefit from the project.

####  Indicative timeframe

|  |  |
| --- | --- |
| **Activity** | **Timeframe/ Deadline** |
| **Launching of the Public Call** | 5 July2019  |
| **Info Sessions for the Call** | 11 – 22 July 2019 |
| **Deadline for Submission of Applications** | 19 August 2019  |
| **Information on the Evaluation Results**  | October 2019  |
| **Signing of Agreement** | November 2019 |

1. **List of Annexes**

**DOCUMENTS TO BE COMPLETED[[21]](#footnote-21):**

Annex 1: Submission Form (Word format)

Annex 2: Project Proposal Application Form (Word format)

Annex 3: Budget (Excel format)

Annex 4: Logical Framework (Excel format)

Annex 5: Work Plan

Annex 6: Technical specification list

**DOCUMENTS FOR INFORMATION:**

Annex 7: Application Checklist

Annex 8: UNOPS Grant Support Agreement with General Conditions (template)

Annex 9: Swiss PRO Grant Narrative Report (template)

Annex 10: Swiss PRO Grant Financial Report (template)

1. Programme Area of Responsibility: Aleksandrovac, Aleksinac, Aranđelovac, Arilje, Babušnica, Bajina Bašta, Batočina, Bela Palanka, Blace, Bogatić, Bojnik, Boljevac, Bor, Bosilegrad, Brus, Bujanovac, Crna Trava, Čačak, Čajetina, Ćićevac, Ćuprija, Despotovac, Dimitrovgrad, Doljevac, Gadžin Han, Golubac, Gornji Milanovac, Ivanjica, Jagodina, Kladovo, Knić, Knjaževac, Koceljeva, Kosjerić, Kragujevac, Kraljevo, Krupanj, Kruševac, Kučevo, Kuršumlija, Lajkovac, Lapovo, Lebane, Leskovac, Loznica, Lučani, Ljig, Ljubovija, Majdanpek, Mali Zvornik, Malo Crniće, Medveđa, Merošina, Mionica, Negotin, Niš, Nova Varoš, Novi Pazar, Osečina, Paraćin, Petrovac na Mlavi, Pirot, Požarevac, Požega, Preševo, Priboj, Prijepolje, Prokuplje, Rača, Raška, Ražanj, Rekovac, Sjenica, Smederevo, Smederevska Palanka, Sokobanja, Surdulica, Svilajnac, Svrljig, Šabac, Topola, Trgovište, Trstenik, Tutin, Ub, Užice, Valjevo, Varvarin, Velika Plana, Veliko Gradište, Vladimirci, Vladičin Han, Vlasotince, Vranje, Vrnjačka Banja, Zaječar, Žabari, Žagubica, Žitorađa. [↑](#footnote-ref-1)
2. <http://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/vlada/strategija/2014/9/1/reg> [↑](#footnote-ref-2)
3. As defined in the Law on Electronic Government, “an electronic service means implementation of electronic administrative procedures and electronic communication with users” . Electronic servicing includes certain activities of public entities at the national, provincial and local level, in line with their authority, which enable physical and legal entities and other public entities (G2C, G2B, G2G ) to exercise their rights, under strictly defined procedures. [↑](#footnote-ref-3)
4. [https://ec.europa.eu/neighbourhood‐enlargement/sites/near/files/20180417‐serbia‐report.pdf](https://ec.europa.eu/neighbourhood%E2%80%90enlargement/sites/near/files/20180417%E2%80%90serbia%E2%80%90report.pdf) [↑](#footnote-ref-4)
5. The whole list of relevant legislation is available @ <https://www.ite.gov.rs/tekst/130/zakon-o-elektronskoj-upravi-i-podzakonska-akta.php>

and <https://www.ite.gov.rs/tekst/129/zakoni-i-akta-u-primeni.php> [↑](#footnote-ref-5)
6. <http://www.gs.gov.rs/english/strategije-vs.html> [↑](#footnote-ref-6)
7. <https://www.ite.gov.rs/> [↑](#footnote-ref-7)
8. <http://www.pravno-informacioni-sistem.rs/SlGlasnikPortal/eli/rep/sgrs/skupstina/zakon/2018/27/4/reg> [↑](#footnote-ref-8)
9. 1) Decree on Detailed Conditions for Design of Public Institution’s Websites, 2) Decree on Keeping Meta-Registry, Approval, Suspension and Cancellation of Access to the Central Government’s Server and e-Government Portal Functioning, 3) Decree on Organisational and Technical Standards for Maintenance of the Unified Information-Communication e-Government Portal and Connection of Public Entities to the Network, 4) Decree on Open Government Data Portal Functioning, 5) Decree on Detailed Conditions for the Establishment of Electronic Government. <https://www.ite.gov.rs/tekst/130/zakon-o-elektronskoj-upravi-i-podzakonska-akta.php> [↑](#footnote-ref-9)
10. [https://www.ite.gov.rs](https://www.ite.gov.rs/); <http://socijalnoukljucivanje.gov.rs/rs/pocinje-rad-na-izradi-programa-razvoja-elektronske-uprave-2019-2021/>; [↑](#footnote-ref-10)
11. OECD (2017), OECD Skills Outlook 2017: Skills and Global Value Chains, OECD Publishing, Paris; http://dx.doi.org/10.1787/9789264273351-en [↑](#footnote-ref-11)
12. <https://swisspro.org.rs/uploads/files/148-676-sp_rezime_procena_statusa_euprave_u_jls_final.pdf> [↑](#footnote-ref-12)
13. <https://swisspro.org.rs/en/biblioteka/programski-dokument> [↑](#footnote-ref-13)
14. For more information please visit: <http://rsjp.gov.rs/jls-baza/> [↑](#footnote-ref-14)
15. Particularly high-value datasets such as geo-spatial, meteorological or statistical data owned by local self-governments, as well as its organizations and companies, which would be provided free of charge and published on the LSG website and on the national open data portal (launched in October 2017): <https://data.gov.rs/en/> [↑](#footnote-ref-15)
16. Bujanovac, Presevo, Medvedja, Bosilegrad, Dimitrovgrad, Prijepolje, Sjenica, Tutin and Novi Pazar [↑](#footnote-ref-16)
17. Aleksandrovac, Aleksinac, Aranđelovac, Arilјe, Babušnica, Bajina Bašta, Batočina, Bela Palanka, Blace, Bogatić, Bojnik, Bolјevac, Bor, Bosilegrad, Brus, Bujanovac, Crna Trava, Čačak, Čajetina, Ćićevac, Ćuprija, Despotovac, Dimitrovgrad, Dolјevac, Gadžin Han, Golubac, Gornji Milanovac, Ivanjica, Jagodina, Kladovo, Knić, Knjaževac, Kocelјeva, Kosjerić, Kragujevac, Kralјevo, Krupanj, Kruševac, Kučevo, Kuršumlija, Lajkovac, Lapovo, Lebane, Leskovac, Loznica, Lučani, Ljig, Ljubovija, Majdanpek, Mali Zvornik, Malo Crniće, Medveđa, Merošina, Mionica, Negotin, Niš, Nova Varoš, Novi Pazar, Osečina, Paraćin, Petrovac na Mlavi, Pirot, Požarevac, Požega, Preševo, Priboj, Prijepolјe, Prokuplјe, Rača, Raška, Ražanj, Rekovac, Sjenica, Smederevo, Smederevska Palanka, Sokobanja, Surdulica, Svilajnac, Svrlјig, Šabac, Topola, Trstenik, Tutin, Ub, Užice, Valјevo, Varvarin, Velika Plana, Veliko Gradište, Vladimirci, Vlasotince, Vrnjačka Banja, Zaječar, Žabari, Žagubica, Žitorađa. [↑](#footnote-ref-17)
18. The development phase of the eService is assessed using the five phases of the development of electronic communications: 1) without eServices, 2) only information (text, instructions) in electronic form, 3) one-way communication, 4) two-way communication, and 5) eService fully delivered. [↑](#footnote-ref-18)
19. The level of sophistication of the proposed service is assessed in accordance with the following categorization: 1) without eServices, 2) information only about the service, 3) information with a template that can be downloaded in PDF or Word format, with the possibility of submitting a form, paying and downloading a document to the Centre 4) information with the electronic application form, with the possibility to attach proof of payment in PDF and download the document to the Citizens' Assistance Centre (at the counter), 5) information with the electronic application form, with the possibility to attach proof of payment to PDF or pay online, and the document is received at the home address of the service user, 6) information with the electronic application form, with the possibility of payment via the Internet and receipt of the document electronically at the user's e-mail address. [↑](#footnote-ref-19)
20. The Applicant may choose to submit all the required documents in English only, if it’s feasible at this stage of the process. [↑](#footnote-ref-20)
21. Section 9.1 of the Call for Proposals [↑](#footnote-ref-21)