



This project is funded by the European Union  
Instrument for Pre-accession Assistance (IPA) Civil Society Facility (CSF)

## Triple A for citizens, access to information, advice and active help (Triple A)

### CALL FOR PROPOSALS (CFP)

Civil Society Organisations (CSOs) are invited to apply for up to 10,000 € to develop an Information, Advice, Active Help or Advocacy Service which is free and open to all members of the public

#### Project leader:



#### EU Partners:



#### WB & Turkey Partners:





## **Background to the Triple A Project**

The general objective of the project is to enhance “the role of civil society in giving citizens a voice and holding governments to account”. By enhancing the connection to citizens, the project will strengthen the role of civil society. Citizens’ information and legal advice services are able, by aggregating the complaints and evidence they receive, to influence government policy on key reforms and their implementation. The aim is to spread the Triple A concept to Western Balkans (Croatia, BiH, Serbia, Kosovo) and Turkey. In order to expand this concept the consortium of organisations implementing the Triple A projects are sub-granting a total of 100 000 € representing ten projects in total and two per country\*. Guidelines for the service which we would like to develop can be found on the [ECAS website](#). Activities under the sub-grant will need to be undertaken between 1<sup>st</sup> of December 2013 and 30<sup>th</sup> of November 2014.

## **Deadline for submission of proposals in response to this CFP is 21<sup>st</sup> of August 2013**

To be considered eligible for a sub-grant, your organisation must be registered in Serbia and willing to participate in the Triple A Project as a Pilot Organisation. Participation as a Pilot Organisation in the project will involve:

- Setting up an Information, Advice, Active help & Advocacy Service which is accessible to all or further developing an existing Information and Advice Service;
- Provision of an Information & Advice Service on a wide range of issues. This may include provision of free legal advice;
- Providing a service to advocate on behalf of final beneficiaries and make representations on their behalf to access their rights and entitlements. This may include providing legal aid within the legal framework of the beneficiary country;
- Collating information on policy issues which affect people using the service and highlighting these issues to relevant bodies;
- Commitment to the principles of independence, equality, impartiality and confidentiality in the provision of Information and Advice Services;

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\* With exception of Croatia, where up to 6 pilot-projects will be selected, with additional financial support by the *National Foundation for Civil Society Development*.



- Working with a Partner/Mentor with experience of developing and providing similar services;
- Undertaking a study visit to mentoring partners' countries. This will involve visits to London in the United Kingdom, Dublin in the Republic of Ireland, and Bucharest in Romania. The cost of the study visits will be paid for by the Triple A Project in addition to any grant awarded and it will take place in October and November 2013. As the study visits and mentoring will be conducted in English, those who will be directly involved in implementing the project are expected to have a high standard of English Language skills
- Willingness to provide monitoring information and data relating to the sub-grant and to comply with the terms and conditions of funding;
- Signature of a Partnership Agreement.

**Please confirm your organisation is willing to comply with the 9 points above**      **Yes**      **No**

Organisations that have the capacity to do so may be required to:

- Assist with the further development of other information, advice, active help & advocacy services within the beneficiary country
- Provide capacity building support to other information, advice, active help & advocacy services within the beneficiary country

**Is your organisation willing and able to provide such support?**      **Yes**      **No**

We have **set up a list of criteria that will be taken into account for the selection of pilot projects**. In addition to answering the questions in the form, **please ensure that you provide evidence in your answers which demonstrates how your proposed work addresses the following evaluation criteria:**

Demonstrates how the Aims and Mission of the organisation complies with the Triple A objectives
Provides evidence that the organisation is sustainable with sufficient funds; or if a completely new service is to be established, demonstrates a viable plan to maintain the service beyond the term of this grant
Provides evidence that the organisation has the necessary skills, experience and ability within the organisation to undertake the proposed work
Provides evidence that the organisation is accessible and targets those who are most in need
Provides evidence that the organisation believes in implementing equal opportunities and diversity both in terms of the services delivered and recruitment of staff and volunteers
Provides evidence that the organisation is willing to share best practices and learning with others and the organisation has a clear strategy for this.
Provides a viable budget for the pilot project

**Please complete all sections of this proposal:**

- All text should be **Calibri - font size 12**
- **Your outline (three following sections + narrative) should not exceed 10 pages (not including CVs of key staff members), with the template format unchanged. Pages in excess of this limit will be discounted**



## Section 1: About Your Organisation

1.	Name and Address of Civil Society Organisation (CSO).
2.	Contact person within your organisation regarding this CFP <i>(please include full contact details)</i>
3.	Please list the mission and values of your organisation
4.	How many people are employed by your organisation and what are their working positions? What is the percentage of voluntary work in your organisation? How many of the employees/volunteers are dealing with the information, advice, active help and advocacy services you are providing (if any)?
5.	Where does your current funding come from? What does it cover? <i>(please list the main financial sources by their sort and the percentage of the total amount, including any existing self-financing)</i>
6.	Please give the total amount of Income and Expenditure of your organisation in the past three years? <i>(if your organisation has not been in existence for three years, please give the number of years and any Income and Expenditure in those years. If you are a completely new organisation please state this in the box below.)</i>



## Section 2: About your Current Services

7.	Briefly in your own words tell us about your organisation's experience in the area of information and advice services, stating <b>what services you provide</b> , <b>how long</b> you have been providing them, <b>why</b> you provide them, <b>what you want to achieve</b> by providing such services, <b>how many people benefit</b> from each of these and <b>what social impact</b> (the outcomes) these activities have made.
8.	What are the main geographical areas and what social groups does your organisation provide services to? Do you have any experience in establishing coordination with other organisations active in providing similar or closely related services in your region/any other regions - please describe. Do you have branch offices in other cities/regions?

## Section 3: Experience in Providing Similar Services

9.	Please summarise your most recent (organisational) achievements in the area of information and advice services
10.	Please provide an outline of the qualifications and experience of Key Staff members in your organisation, to include Director or Chief Executive. Please include the CV of the individual who would be directly involved in implementing this project. The CVs should be attached as an Appendix to this form.



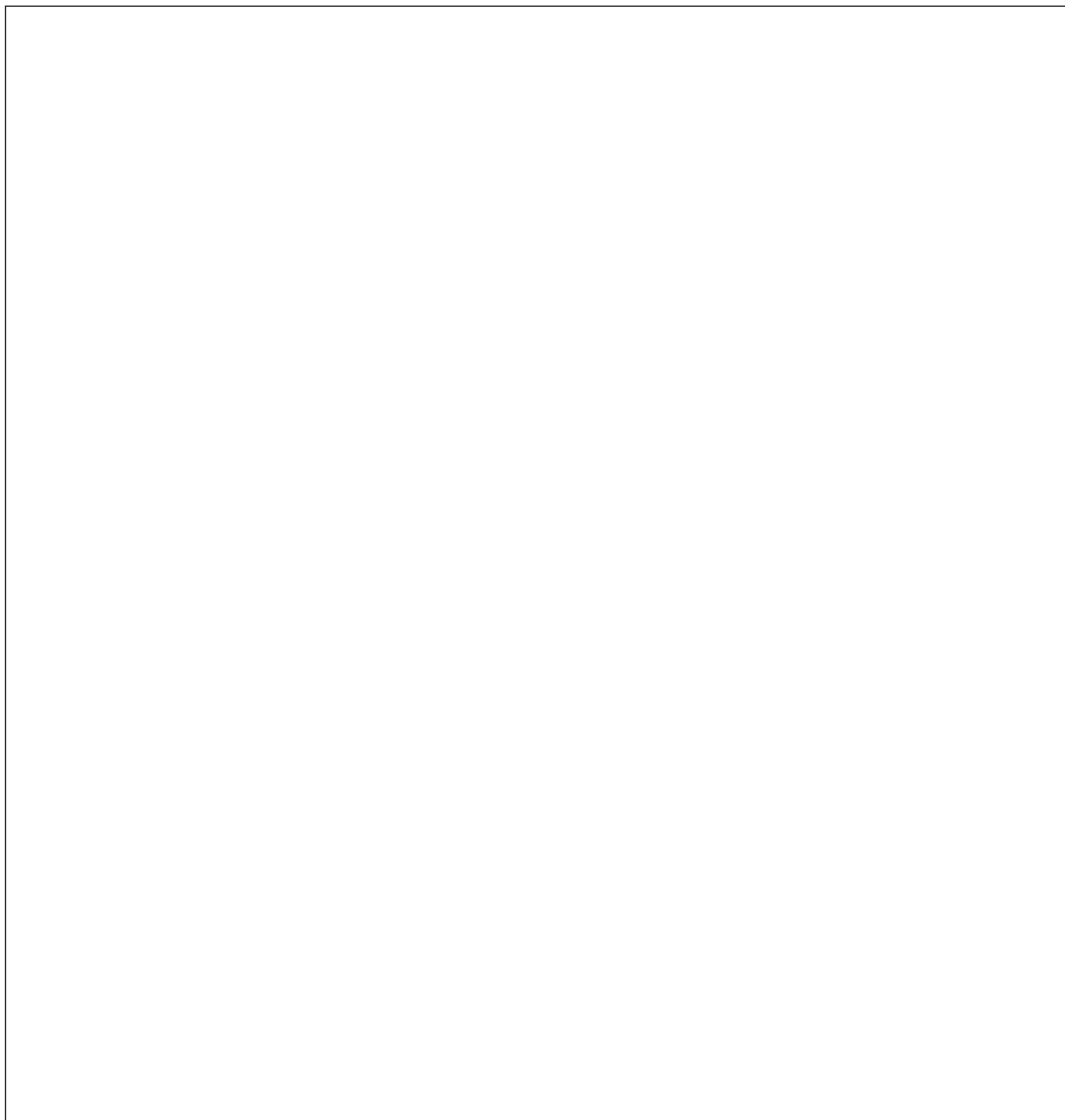
**Narrative part – please explain the initial proposal for the project you wish to implement should you receive the funds. Please find below some initial guidelines that you could follow for the proposal. Keep also in mind the evaluation criteria mentioned on the page 4 and make sure to incorporate these into your proposal.**

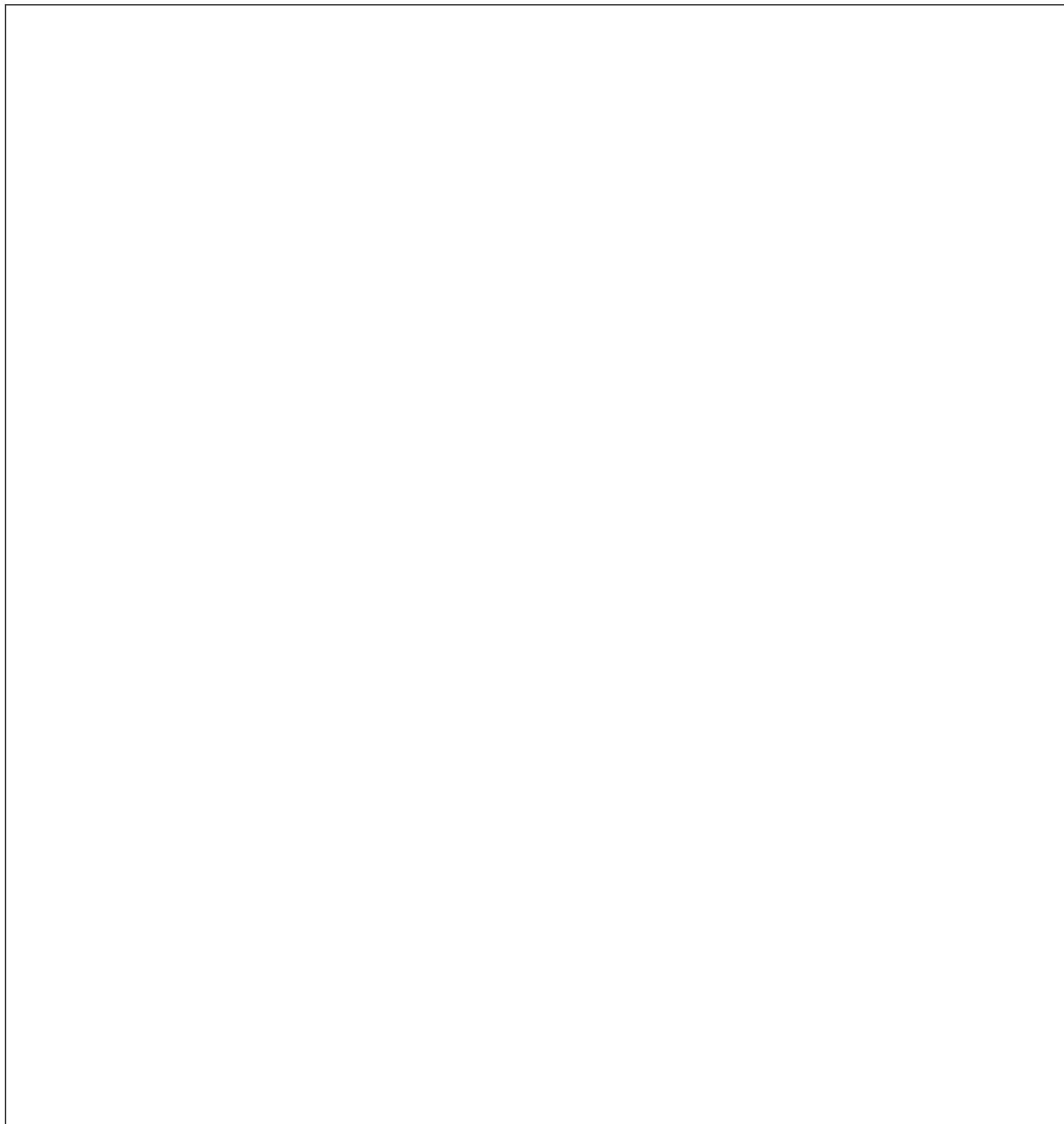
Proposed structure:

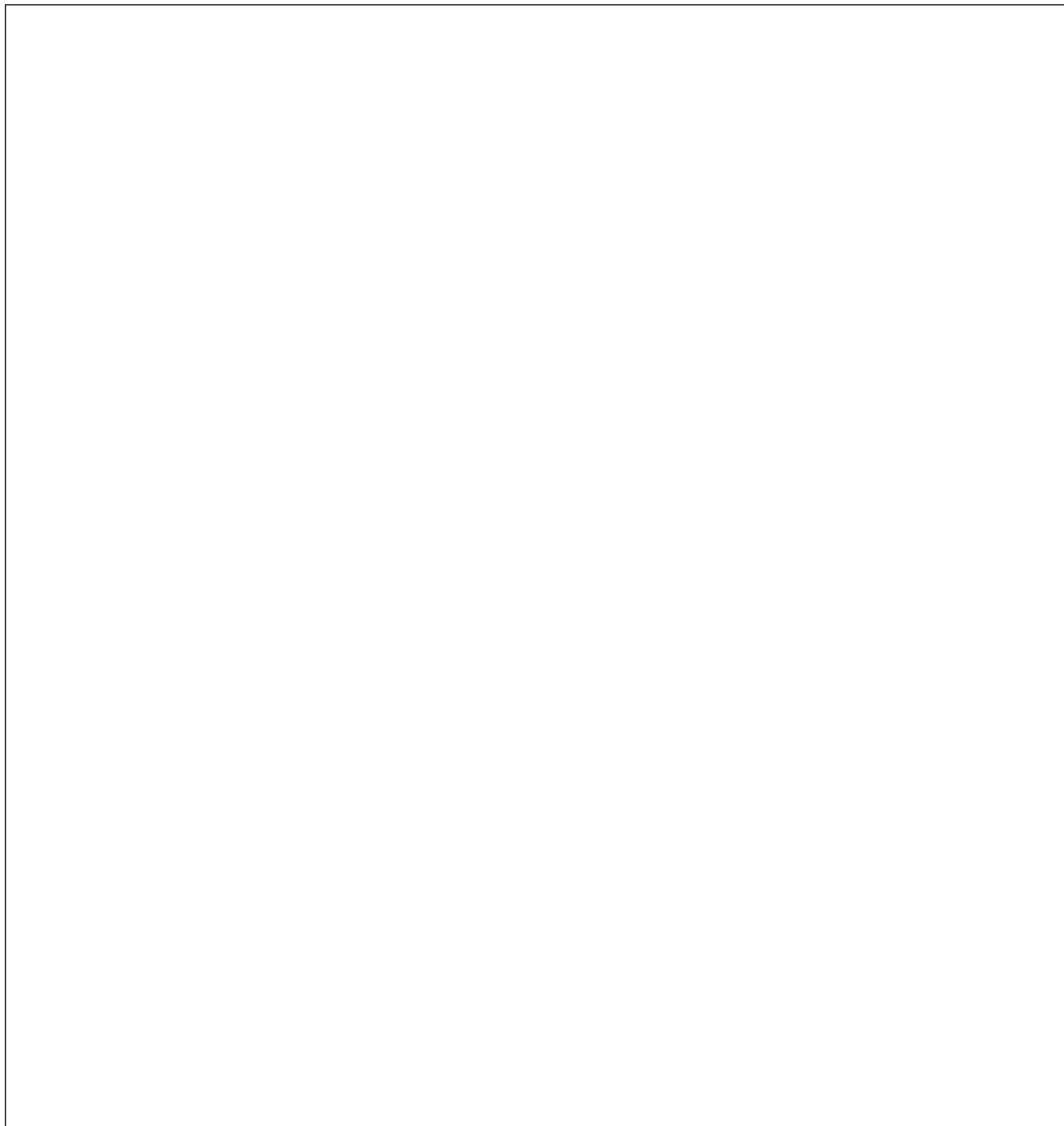
- Why is your organisation interested in setting up/further developing an Information, Advice, Active Help and/or Advocacy service? What evidence do you have that the service is needed?
- Briefly explain what you would spend the grant on and how you would set up / further develop an Information, Advice, Active Help and/or Advocacy service
- Would your organisation be willing to undertake the development of, and support, to a network of Information and Advice services? *[If yes please state any experience either your organisation or an individual within it has of development or support to other organisations]*
- What are the outcomes you expect from this project, e.g. how many people seen, complaints processed, percentage of positively resolved cases, etc?
- How do you plan to make the service sustainable after the term of this funding, i.e. find other sources of funding and/or try to make income from the service itself?
- Who is your target audience, and how do you plan to promote the service to this audience, making the service as visible as possible?
- What kind of added value or innovation you can achieve with this pilot-project?
- Please complete the Grant Budget in Annex A to this CFP

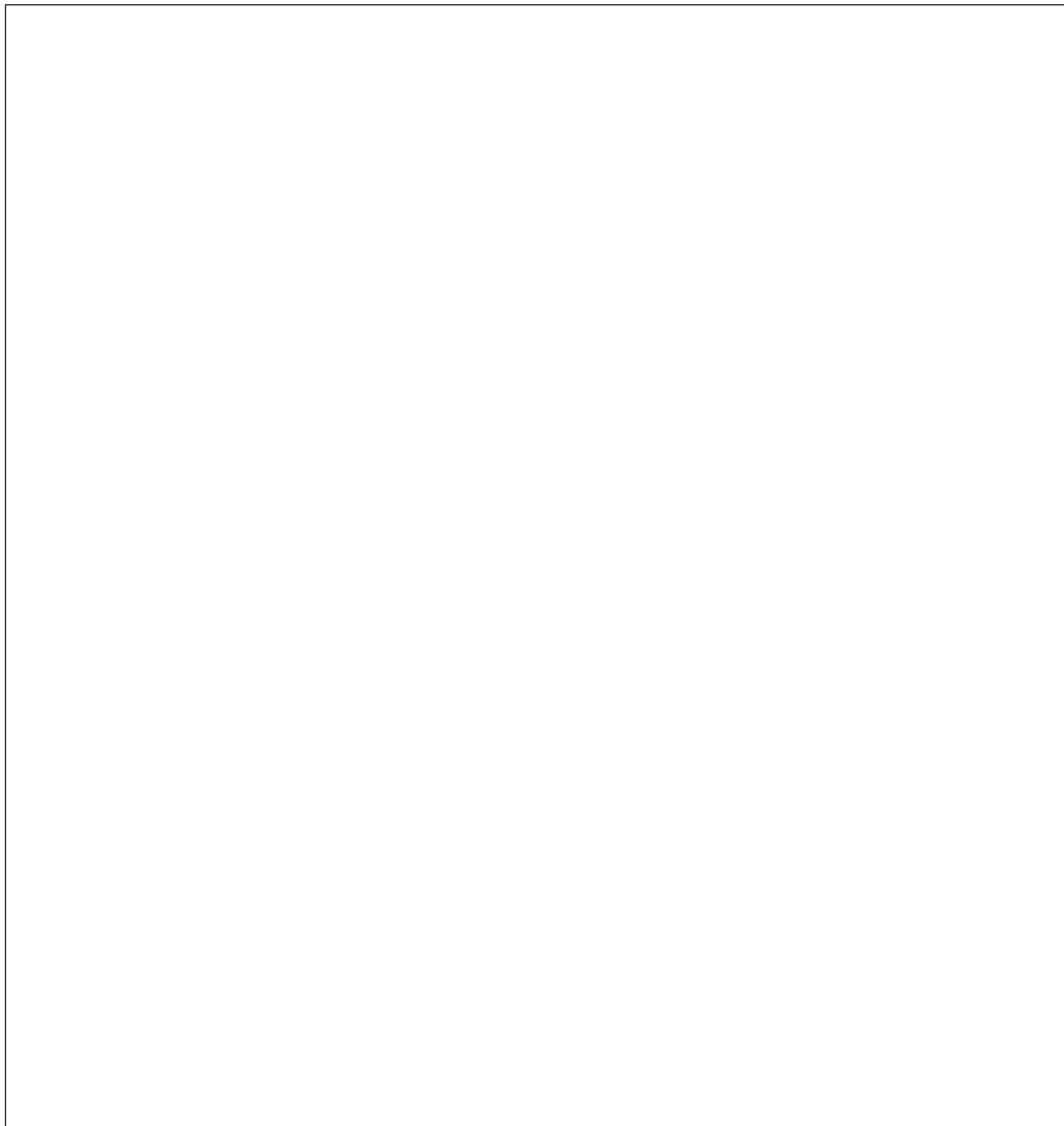




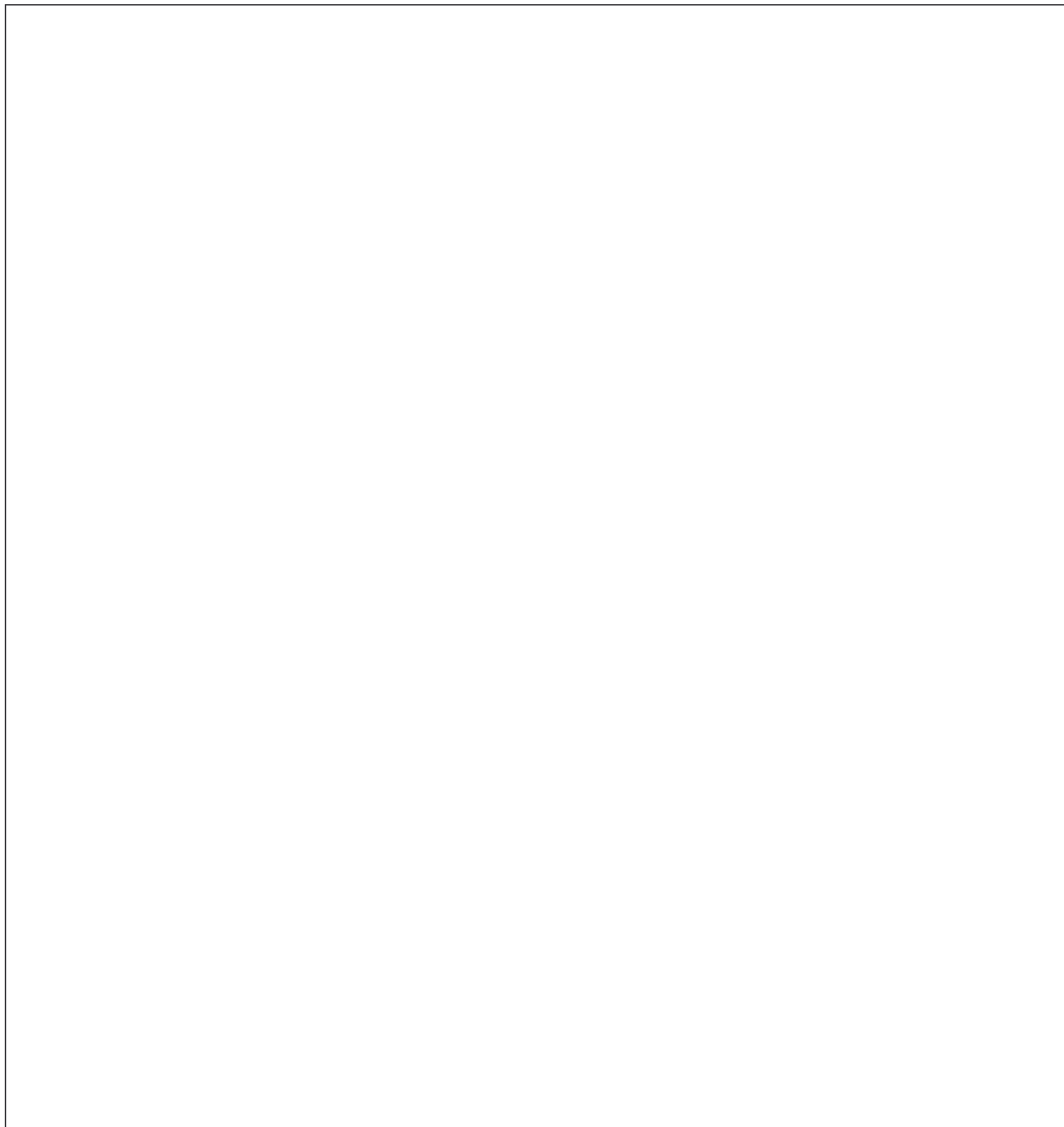
















**Name of Person Completing this Form:**

**Signature:**

**Date:**

**Position in the organisation (i.e Chief Executive, Director etc)**

**Please confirm you have the authority to submit this proposal on behalf of your organisation**

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**Thank you for responding to this CFP**

The completed form should be returned to:

Closing date, 5pm, 21<sup>st</sup> of August

An applicant can send only one application to this CFP.

All applications that would not be filled in accordance with the instructions given, sent after the closing date or fail to meet any other request stated in the application documents will be rejected.

Every applicant will receive an answer in a written form, with the information on the application status, as soon as the selection process ends.