

CALL FOR PROPOSALS FOR SPECIFIC 116 000 HOTLINE OPERATING GRANTS

JUST/2012/DAP/SOG/116

UNDER THE DAPHNE III PROGRAMME

1. INTRODUCTION

Legal Basis

By decision No.779/2007/EC of 20 June 2007 the European Parliament and the Council established the Daphne III programme for the period 2007 to 2013. This specific programme forms part of the 'Fundamental rights and Justice' programme and aims at preventing and combating violence against children, young people and women and protecting victims and groups at risk.

The annual work programme for the implementation of the Daphne III Programme in 2012 envisages a specific call for 116 000 hotline operating grants. This document lays down detailed conditions for this call.

The 116 000 hotline

The 116 000 hotline has been designed to report missing children and provide social support services for children and families when a child goes missing.

EU Member States, national regulators, telecom operators and organisations wishing to provide this service must each make a strong commitment to ensure the number 116 000 is operational. In February 2007, the Commission adopted a Decision¹ requiring EU Member States to reserve the six-digit number range starting with 116 for services of social value in the EU. 116 000 was the first telephone number reserved in all EU Member States as a hotline to report missing children.

The revised Universal Service Directive², adopted in 2009, introduced new obligations for the EU Member States concerning the 116 000 hotline. It adds a specific obligation for the EU Member States to "make every effort to ensure that citizens have access to the 116 000 hotline service". The deadline for implementing these obligations expired on 25 May 2011.

In November 2010 the Commission adopted a Communication 'Dial 116 000: The European hotline for missing children'³. Its objective is: to encourage EU Member States to implement the missing children hotline as a matter of priority; to ensure the same high quality of service throughout the EU.

Aim of the call

At present the 116 000 hotline is operational in only 17 Member States. A survey carried out by the Commission in 2010⁴ revealed that two key issues appear to be delaying the implementation of the missing children hotline in every EU Member State: the lack of

1 2007/116/EC <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2007:049:0030:0030:en:PDF>

2 2009/136/EC <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:337:0011:0036:EN:PDF>

3 COM(2010) 674 final <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:0674:FIN:EN:PDF>

4 http://circa.europa.eu/Public/irc/info/cocom1/library?l=/public_documents_2010/cocom10-30_116pdf/ EN_1.0_&a=d

information about the number and the services provided by the hotline, as well as the cost of both running the hotline and calling the hotline.

In an effort to provide practical support to the EU Member States that have not yet implemented the hotline, the Commission has brought to light the problems identified so far and has facilitated the exchange of best practices.

With this call, the Commission is stepping up its support to the Member States by providing the financial co-funding in order to help overcome the key obstacles in setting up the national hotline numbers and in running them, as well as to improve the services provided by existing hotlines.

This call for proposals is exclusively aimed at supporting non-governmental organisations (NGOs) or other entities mandated by the national authorities in setting up and/or running 116000 hotlines for missing children.

In presenting their proposals, applicants must demonstrate their ability to set up and implement the 116 000, describing the timeline, methodology and protocols that will be used and following the best practices and minimum standards identified in the 'Dial 116 000: The European hotline for missing children'⁵ Communication. The "practical guide for hotline operators"⁶ produced by "Missing Children Europe", should also be taken into account in this respect.

Procedure for submission of applications

This call is managed via **PRIAMOS**, an on-line system for the submission of the applications, which requires applicants to fill in a *Grant Application Form* and to attach to it all required annexes.

In order to access the system applicants **first need to register** (this involves applicants providing some basic data about themselves and their organisations). It should be done as soon as a decision is taken to participate in this call. Subsequently, they shall receive a password to be used to access the system.

Applications must be submitted, in their entirety, through PRIAMOS. No applications (partial or entire) submitted on paper, fax or e-mail will be considered.

Please note that although the PRIAMOS system is able to deal with a lot of applications at the same time, it is advisable NOT to wait until the last moment to register on the system and submit your application.

If the applicant submits more than one version of the grant application form or any annex, only the latest version of such document(s) will be taken into consideration for the evaluation.

All organisations interested to submit applications are strongly recommended to study the detailed terms and conditions as set out in this call for proposals and in the guide for applicants.

Information and guidance on how to register and submit your application via PRIAMOS can be found on the following website:

http://ec.europa.eu/justice/news/information_dossiers/priamos/index_en.htm

5 p.6.-10. COM(2010) 674 final <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:0674:FIN:EN:PDF>
6 http://www.hotline116000.eu/pdf/practical_guide_for_hotline_operators.pdf

Deadline for submission

The deadline for submitting proposals via the PRIAMOS system is **15 February 2012 12:00 CET**.

No changes to the submitted Grant Application Form can be made and no additional documents will be accepted following the deadline for submission. The Commission may contact the applicant should a need for clarification arise.

2. BUDGET AND FINANCIAL PROVISIONS

The indicative maximum amount allocated for the specific 116 000 Hotline operating grant call is EUR 3 000 000.

2.1. Financial provisions

- In Annex 2 (Budget) to the Grant Application Form the applicant will have to present both its *Annual Budget* and a *Forecast Operating Budget* for setting up and/or running the 116 000 hotline. The *Annual Budget* reflects the budget for the applicant's overall annual activities. The *Forecast Operating Budget* covers only the part of the annual budget necessary for the implementation of the activities related to the setting-up and/or running of the 116 000 hotline.
- The grant provided by the DAPHNE III Programme cannot cover the entire costs the applicant expects to incur in carrying out these activities. The EU contribution is limited to a maximum of 80% of the total eligible *Forecast Operating Budget* of the organisation and cannot be higher than EUR 150 000. The remaining part of the applicant's *Forecast Operating Budget* must be financed from sources different than the budget of the European Union.
- Costs incurred during the year must be reasonable and justified and in accordance with the principles sound financial management, particularly in terms of value for money and cost effectiveness; They must be incurred during the applicant's financial year starting in 2012 (i.e. an accounting period of 12 months starting in 2012 - with the exception of costs relating to final reports and certificates on the financial statements and underlying accounts)⁷.
- Contributions in kind cannot be included in the co-financing and are not taken into account in the calculation of EU co-financing.
- Only one operating grant per beneficiary per financial year may be awarded from the budget of the European Union.
- Organisations awarded both an operating and an action grant covering the financial year starting in 2012 must charge the general administrative expenditure (overheads) incurred by the organisation when carrying out the various activities to the operating grant. These overheads will not be an eligible cost under the action grant funding.
- The activities must be strictly non-profit making. If an organisation realizes a surplus balance on the operating budget, it may have to repay part of the grant paid to it by the Commission.
- The Commission may award a grant lower than the amount requested.
- Grants awarded shall be governed by a written agreement including the modalities for the reimbursement of a specified proportion of the eligible costs actually incurred. The

⁷ For the eligibility of costs please refer to the guide for applicants

agreement is a standard agreement, and its terms and conditions may not be altered or subject to negotiation.

3. SELECTION PROCEDURE

Proposals will be evaluated by an evaluation committee made up of Commission officials, possibly assisted by independent experts.

The assessment will be carried out on the basis of the exclusion, eligibility, selection and award criteria described here below. Each set of criteria is eliminatory.

3.1 Exclusion criteria

Potential applicants may not participate in this call for proposals or be awarded grants if they are in any of the situations referred to in Articles 93(1), 94 and 96(2)(a) of the Financial Regulation.

A full list of the exclusion criteria is included at the end of the Grant Application Form. By submission of an application via PRIAMOS, the applicants declare that they are not in one of the situations.

3.2 Eligibility criteria

Proposals will be declared ineligible if they do not respect one or more of the following criteria. If a grant application is declared ineligible, it will not be considered for further evaluation and a rejection letter to that effect will be sent to the applicant.

3.2.1 Eligibility of the applicant

To be eligible for an operating grant, organisations must fulfil all of the following requirements:

- the applicant organisation should have a legal personality, duly established in one of the Member States of the EU or the EEA States;
- the aims and objectives of the organisation declared in its statute, or other official documents establishing the organisation, should be in line with the objectives of the Daphne III Programme;
- the applicant organisation must be strictly non-profit making; and
- be an organisation that that has been attributed the 116 000 number by the relevant national authorities and is already mandated by the relevant national authorities to operate the 116 000 hotline for missing children at national level,

OR

- be an organisation, which has applied or is in the process of applying for a mandate to the relevant national authority to set up and run the 116 000 hotline for missing children at national level. In that case, an official declaration of the relevant national authority should be attached to the application, attesting that in case the organisation receives a grant under this call, the mandate to set up the 116 000 hotline will be provided before the Commission signs a grant agreement with this organisation (foreseen in March/April 2012).

3.2.2 Eligibility of the application

In order to be eligible proposals:

- must be submitted by the deadline set in the call for proposals using only the online application tool of Directorate General Justice and must be presented on the standard forms, accompanied by all compulsory documents and annexes;
- must seek co-financing for the costs to be incurred during the implementation of the annual work programme of the organisation approved for its financial year starting in 2012 and related to the setup and/or run of the hotline for missing children at national level.;
- must seek co-financing of maximum up to 80% of the total eligible cost; the EU grant applied for cannot be higher than EUR 150 000;
- must contain a balanced budget presenting the sources of co-financing other than budget of the EU.

3.3 Selection criteria

Applications which meet the eligibility criteria will be evaluated on the basis of the following selection criteria:

- (a) The applicant has sufficient operational and professional capacities to implement the proposed activities. For this purpose the applicant must present CVs of key staff and provide description of the organisation in the Grant Application Form.

The applicant will be eliminated if there is strong evidence that

- it has neither the capacity, experience nor the expertise necessary for a successful implementation of the proposed activities.

- (b) The applicant has sufficient financial capacity to implement its foreseen activities. For this purpose the applicant must present its certified annual statement of accounts for the two available preceding years. The applicant will be eliminated if there is strong evidence that:

- it does not possess the financial capacity to carry out the foreseen activities and participate in their funding.

3.4 Award criteria

Proposals that are eligible and meet the exclusion and selection criteria will be assessed and ranked by an evaluation committee on the basis of the following award criteria:

(a) Consistency and relevance to the general objective of the call

The ability of the applicant to set up and implement the 116 000 hotline, describing the timeline, methodology and protocols that will be used and following the best practices and minimum standards identified in the 'Dial 116 000: The European hotline for missing children'⁸ Communication. **10 points**

(b) Quality of the planned activities

The extent to which the planned activities will ensure provision of a high quality service, training of staff, language coverage and improved communication, tracking, reporting and follow-up on calls, etc. **40 points**

8 p.6.-10. COM(2010) 674 final <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:0674:FIN:EN:PDF>

(c) Likely multiplier effect on the public of the planned activities

The extent to which the foreseen activities will trigger greater awareness, ensure good relations with the authorities and bodies concerned, encourage sponsoring by telecom sector, or other benefactors, etc. **20 points**

(c) Citizen involvement in the organisation of the bodies concerned

The extent to which the applicant will mobilise and involve volunteers, local associations, youth organisations, schools and others in their activities such as awareness-raising.

10 points

(e) Cost effectiveness ratio of the activity proposed (Value for money)

The extent to which the funded activities will constitute an added value and result in tangible improvements and outputs. **20 points**

TOTAL

100 points

Proposals scoring below 70 points will not be selected for financing. Proposals scoring 70 points or more may be financed, subject to availability of funds. Once the evaluation procedure, the approval of the relevant Programme Committee and the adoption of the award decision are completed the Commission will inform each applicant of the final decision taken, including reasons for rejection, and of the next steps.

It is planned to finalise the process in the 1st quarter of 2012. The Commission will then set in motion the procedures necessary for preparation of the grant agreement (including dialogue with the applicant concerning any necessary technical and financial adjustments as well as procedures relating to expenditure commitments).

4. DOCUMENTS TO BE SUBMITTED

4.1. Grant Application Form

The Grant Application Form designed for the purposes of this call is available in the PRIAMOS environment. The applicant will be able to download it once it has registered in the PRIAMOS system.

The Budget form will be available in PRIAMOS as an attachment to the Grant Application Form. No mandatory templates are provided for the rest of the Annexes.

4.2. List of required annexes

Applicants must complete and attach all required annexes to the Grant Application Form through PRIAMOS before the submission is complete. The Commission will only consider as eligible those applications that have the all following annexes attached:

ANNEXES	
1. Annual work programme for 2012	The annual work programme of the applicant for the financial year starting in 2012 describing all planned activities (including any activities which are not directly related to the setting up or running 116 000 hotlines).

	Note that the Annual work programme must be sufficiently <u>detailed and accurate</u> , particularly in terms of the activities, results and means of delivery planned.
2. Budget	<p>The applicant must use the mandatory template and must fill out the worksheets: <i>ID Form, Forecast Operating Budget, Total Annual Budget</i>.</p> <p>The <i>Annual Budget</i> reflects the budget for the applicant's overall annual activities. The <i>Forecast Operating Budget</i> covers the part of the budget necessary for the implementation of the activities related to the setting up or running 116 000 hotlines⁹.</p>
3. Annual Budget forecast for 2012	Annual budget forecast of the applicant for the financial year starting in 2012 covering all planned activities for that year and approved by the competent body of the organisation.
4. Mandate or declaration	<p>A mandate issued by the relevant national authorities to operate the 116000 hotline for missing children at national level</p> <p>or</p> <p>a declaration issued by the relevant national authorities attesting that in case the organisation receives a grant under this call, a mandate to set up the 116 000 hotline will be provided before the Commission signs a grant agreement with this organisation.</p>
5. Certificate of legal registration of applicant organisation	These will allow verification of the applicant's legal status and that it is non-profit and properly constituted under the national law of one of the eligible countries as described under the eligibility criteria.
6. Articles of Association or Statutes	
7. Certified annual statements of accounts for the last 2 available years and audit report (if applicable)	<p>The certified annual statements of accounts are balance sheets and/or profit and loss accounts that allow verification of the applicant's financial capacity.</p> <p>In case of grants exceeding EUR 100 000, an audit report certifying the accounts for the last financial year available, produced by a certified external auditor.</p>
8. Annual report / work programme for the last 2 years	The available annual technical/narrative reports or programmes of the applicant organisation for the previous two years in order to verify the organisation's aim and activities.
9. Curriculum vitae	The curriculum vitae of key staff of the organisation performing the work in connection with the aim of this call to enable the verification of the organisation's operational capacity.

⁹ The *Annual Budget* forecast may thus include not only expenditure to finance the activities related to this call, but also among others: (1) costs, which are necessary for the implementation of the other activities included in the organization's work programme; (2) costs incurred while participating in projects financed by other EU programmes; (3) costs which are not eligible under the present call.

5. CONTACTS AND FURTHER INFORMATION

The JUST Programme websites:

http://ec.europa.eu/justice/grants/programmes/index_en.htm

Information regarding electronic submission in PRIAMOS:

http://ec.europa.eu/justice/grants/priamos/index_en.htm

Questions may be sent by e-mail to the following address indicating clearly the reference of the Call for proposals – operating grants **JUST/2012/DAP/SOG/116**:

Functional mail address: *JUST-DAPHNE@ec.europa.eu*

Questions will be answered as soon as possible and in any case not later than 15 working days from the receipt of the question.

6. APPROXIMATE TIMETABLE

The schedule of the call for proposals for operating grants is envisaged as follows:

Publication of the call for proposals on the Commission website:	Q4 2011
Deadline for submission of proposals:	15 February 2012. 12:00 CET
Eligibility verification and evaluation:	Q1 2012
Opinion of the Programme Committee:	Q 2 2012
Commission award decision:	Q 2 2012