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**MENTORING PROGRAM**

**Assisting CSOs in acquirement of licences for provision of social services (fulfilment of quality standards) and Mentoring in overall strategic development of the CSO in question**

**Project title:**

**IRIS NETWORKing - CSOs for protection sensitive migration management**

**Deadline for submission of applications: 15 March 2019**

**GUIDELINES FOR APPLICANTS**

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**This project is funded by the European Union**

# 1. INTRODUCTION

Project *IRIS NETWORKing - CSOs for protection sensitive migration management*implemented by initiative for Development and Cooperation, in partnership with Arbeiter-Samariter-Bund, e.V. Germany (ASB), Local Initiative for Development Civil Society (LIR CD) from Bosnia and Herzegovina, SOS Telephone for women and children victims of violence (SOS Podgorica) from Montenegro, Open Gate Las Strada from Republic of North Macedonia and The Initiative for Social Change – ARSIS from Albania in period from December 2017 to April 2021. Project is financed by European Union in framework of *Consolidating Regional Thematic Networks of Civil Society Organizations.*

Since several target countries from SEE region have adopted quality standards for social services and introduced the licensing of social services, CSOs are faced with lack of resources to prepare documentation and fulfil standards in order to be able to use public funds for financing. Moreover, the state does not perceive CSOs as an equal partner if they are not able to fulfil the standards needed for licensing. This is influencing state-civil society dialogue at all levels and damages legitimacy, transparency and accountability of CSOs which are providing social services. Part of capacity building process will be engaging of experts for specific sectors in order to consult CSOs in preparation of required elaborates and reports. In Serbia, Albania and Montenegro the licensing of social service providers in regulated by legislation and Procedures. Therefore, CSOs service providers in these countries will be able to acquire necessary assistance for licensing through mentoring. In Bosnia and Herzegovina the Procedures for licensing of CSOs social service providers are still not adopted. While, in the Republic of North Macedonia the new Law on Social Protection is in the Parliament procedure and is expected to be adopted shortly.

**Overall objective** of the project is to empower CSOs to be effective and accountable independent actors and to improve their capacity to dialogue with governments influencing policy and decision-making processes.

**Specific objectives** of the project are:

a) to **enhance the impact of civil society** by strengthening **capacities of CSO service providers** foractively engaging in protection sensitive migration management,

b) to engage in structured civic dialogue with governments at all levels promoting **CSOs’ involvement in public decision-making** and reform processes in order to improve service delivery for migrant populations.

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# 2. ELIGIBILITY CRITERIA

Mentoring program is open only to IRIS national networks member organisations **from 5 countries: Albania, Montenegro, the Republic of North Macedonia, Serbia, and Bosnia and Herzegovina,** especially those who show initiative in active approach in implementing quality standards in their work.

**IRIS Member organisations fulfilling the following criteria are eligible to apply:**

* Be a publicly recognised, legal non-profit making entity under the relevant laws, where such laws exist;
* Are local organisations;
* Registered minimum 1 year before this Mentoring program is announced;
* Located and operating within the target countries;
* Working in the area of social inclusion and provision of social services on local level;
* Have a clearly defined focus for improvement of delivery of the services they are providing;
* Have clear decision-making mechanism independent from government;
* Have strategic determination towards acquiring state licence for provision of social services in targeted country;
* Are able to prove basic human, technical and institutional capacities for acquiring licence.

**Note: Individuals, political parties, international and foreign organizations, public institutions, religious communities do not have the right to participate in this contest.**

# 3. OBJECTIVES OF THE CALL

**3.1. Overall objective**: a) to **enhance the impact of civil society** by strengthening **capacities of CSO service providers** foractively engaging in protection sensitive migration management

**3.2. Specific objectives**:

**a)** to increase quality of social services provided to migrants through service licencing

**b)** to increase organizational capacity and contribute to institutional sustainability

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# 4. SECTORS AND THEMES OF THE CALL

Main output of this Call is: at least 20 CSOs initiated the licensing process or have developed strategic / action plan for specific services in accordance with CSO needs and required documentation for licencing process in accordance with standards for development of services.

Successful applicants will receive mentoring support and guidance through the process of initiating licensing of social service they provide or assistance in development of strategic / action plan for specific services in accordance with CSO needs and required documentation for licencing process in accordance with standards for development of services.

Mentor will assist CSOs to prepare for the successful service licensing process or assistance in development of strategic / action plan for specific services in accordance with CSO needs and required documentation for licencing process in accordance with standards for development of services.

Under this call, IRIS Network will provide relevant mentor fee for the support of the CSOs. Facilities, working material, communication and other costs, in necessary, are to be CSOs contribution.

**Applications must focus on:**

1. Improving capacities of the CSOs for licensing by the respective state institutions;
2. Adopting quality standards for social services and introduced the licensing of social services;
3. Focusing on services that are subject of licensing process;
4. Have clear plan of social service provision after completing licensing process;

# 5. FINANCIAL ASPECTS OF THE CALL

**Successful applicants will be assigned to the mentors who will charge no costs for the respective CSOs. Other costs of the licensing process that may be occurred are not responsibility of the contracting authority.**

Support will be given to at least 20 CSOs in from the eligible countries. Assistance will be distributed in based on the principle of equality between 5 participating countries, depending on quality of the applications.

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# 6. RULES FOR THIS CALL

**6.1. Partnerships/Co-applicants**

Partnerships are **not allowed or eligible**. Each Applicant must act individually.

**6.2. Location**

Location of the mentoring program realization must be one of the countries covered by the project: Albania, Montenegro, the Republic of North Macedonia, Serbia, and Bosnia and Herzegovina.

**6.3. Project duration**

**Implementation of mentoring program awarded by this Call should last no longer 31th December 2019. There is a possibility to extend the duration based specific country needs.**

**6.4. How to apply and procedure to follow?**

Applications should be written **in English language**. Applicant must submit filled **Application form**.

With application documents, Applicants must send following **additional documentation** (scanned):

* Scanned copy of Registration of organization;
* Scanned copy of Statute of organization;

All documents should be submitted in electronic format, with scanned pages where signature and stamp is needed.

Incomplete applications, applications submitted by any other means and/or forms than provided in this document will not be taken in consideration.

**6.5. Deadline for submission of applications**

**Applications should be sent to email address** [masa.mitrovic@asb-see.org](mailto:masa.mitrovic@asb-see.org)  **and Cc: iris@iris-see.eu no later than March 15, 2019 noon (12:00 a.m.), with email subject stating “Mentoring program – CSOs”.**

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Any applications sent after the deadline will be automatically rejected. Evidence of the application submission will be time of e-mail reception.

**6.6. Further information for the application**

In case of additional information required, questions may be sent by email [masa.mitrovic@asb-see.org](mailto:masa.mitrovic@asb-see.org) **and Cc: iris@iris-see.eu** no later than **05.03.2019** with email subject **“Questions on the Mentoring program –CSOs”.**

Questions that may be relevant to other applicants, together with the answers, will be published on web site of the Network [www.iris-see.eu](http://www.iris-see.eu).

# 7. EVALUATION AND SELECTION OF THE APPLICATIONS

The assessment criteria will include: organisational performance; comprehensiveness of information including relevance of the plan of social service provision; capacity of the applicant to achieve defined objectives; the intended impact of the project and future sustainability.

# 8. INDICATIVE TIME TABLE

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| --- | --- | --- |
|  | Date\* | Time |
| Deadline for requests for any clarifications | 05.03.2019. | - |
| Deadline for submission of the applications | **15.03.2019.** | 12.00 |
| Publishing the list of selected applicants on [www.iris-see.eu](http://www.iris-see.eu) | 25.03.2019. | - |
| Contract signature and beginning of the implementation | 01.04.2019. | - |

\***Note: this schedule may be changed during the call for applications procedure. In case of that, updated version will be posted on the IRIS Network website** [www.iris-see.org](http://www.iris-see.org).

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