EEA FINANCIAL MECHANISM 2014-2021

GREECE

PROGRAMME II: ASYLUM & MIGRATION

OPEN CALL FOR PROPOSALS

Open accommodation facilities for vulnerable asylum seekers

User Guide

On-line Application Platform

Fund Operated By:

Table of contents

1 Purpose

The purpose of this document is to provide detailed instructions on the operation and use of the Online Application Platform (OAP) which facilitates the submission of proposals under the Open Call of "Asylum and Migration” Programme. Applicants are requested to complete and submit the Application Form (AF) via the online system. It is therefore highly recommended to read this document carefully before starting to use it.

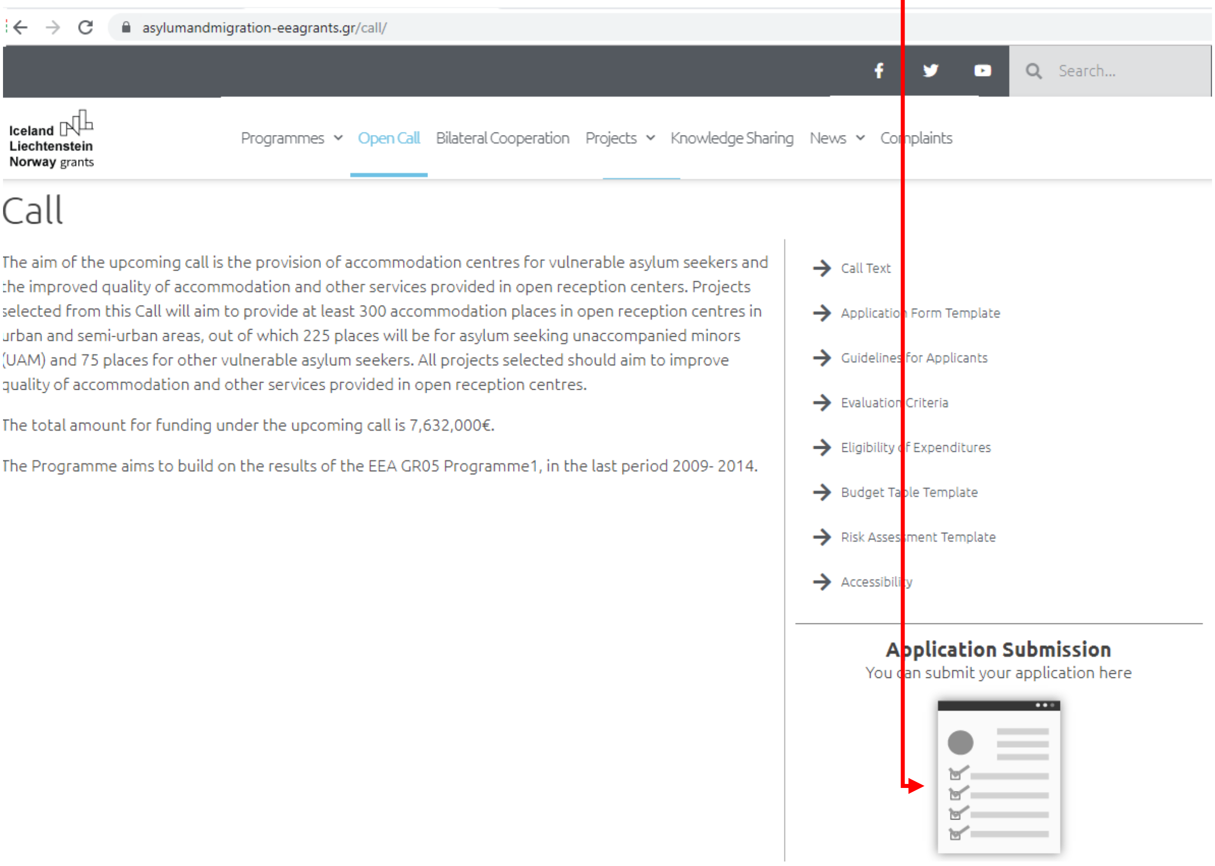
2 Technical information and system requirements

The online Application Platform (OAP) is a web application which can be accessed with recent versions of most common web browsers (e.g. Firefox, Chrome, Edge, Internet Explorer, etc.).

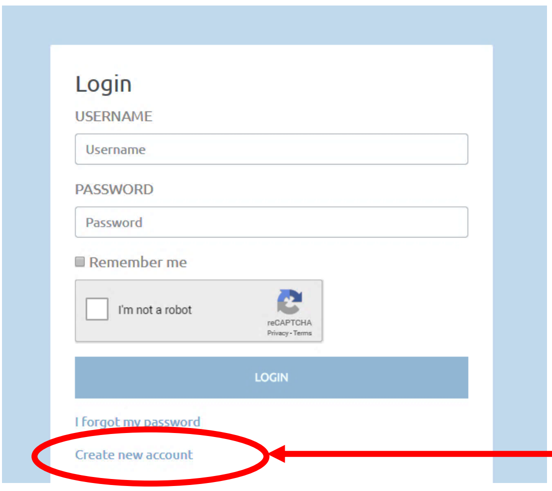
The functionality of the system follows the common standards of web applications for entering and submitting data.

3 Access and registration

To access the online application platform, click on the Application Submission icon on the Programme website http://www.asylumandmigration-eeagrants.gr/call/.

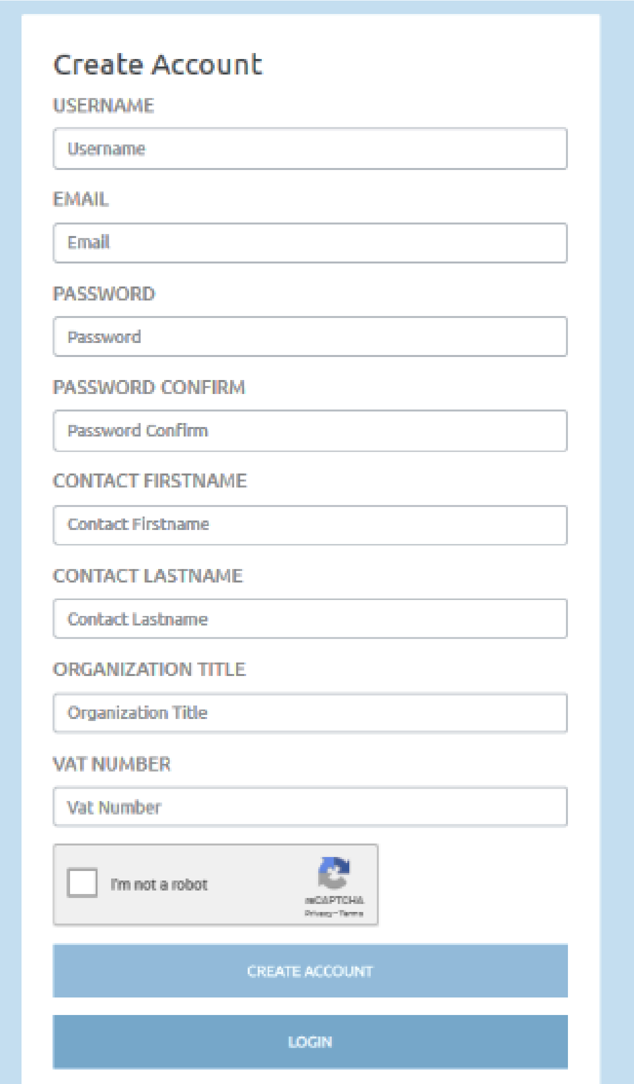


For the usage of the platform an activated account is required. If the users visit the site for the very first time, they must create and activate their account by clicking “Create new account”.



You must select the option "create new account"

By creating a user account, a new project application is automatically assigned to the user.



In the registration form, fill in the following information to create a new account:

Username: a name the applicant will be using to log in and submit the Application.

Email: disclose an email address where the applicant shall receive a request to activate their account

Password: a password used to access the OAF

Password confirm: re-enter the password

Contact First name: disclose the first name of the appointed contact person

Contact Last name: disclose the last name of the appointed contact person

Organization title: disclose the Full legal name of the entity acting as Lead Partner (please avoid using any abbreviations)

VAT number: disclose the VAT number corresponding to the entity acting as Lead Partner

"Click" the  Box and you may be required to pass an image test

"Click"  to complete the process

Language: all details must be submitted in English

Following the registration, a confirmation email is automatically sent to the email address provided in the registration form. Only after confirmation, the applicant will be able to log in to the Application Form.

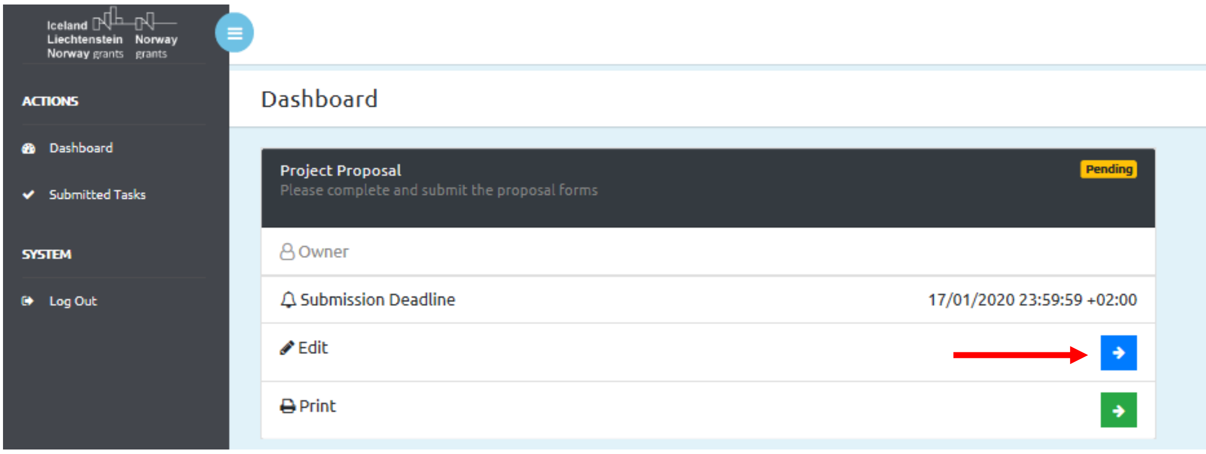
In case you have forgotten your password, you must return to the "Login" page and by clicking on **"I forgot my password"** an email is sent to the email address disclosed by the registered applicant providing a link through which to select and confirm a new password and subsequently access your account.

Attention: If for some reason the user cannot find or did not receive the email, they must also check at their junk or spam folder of their mailbox.

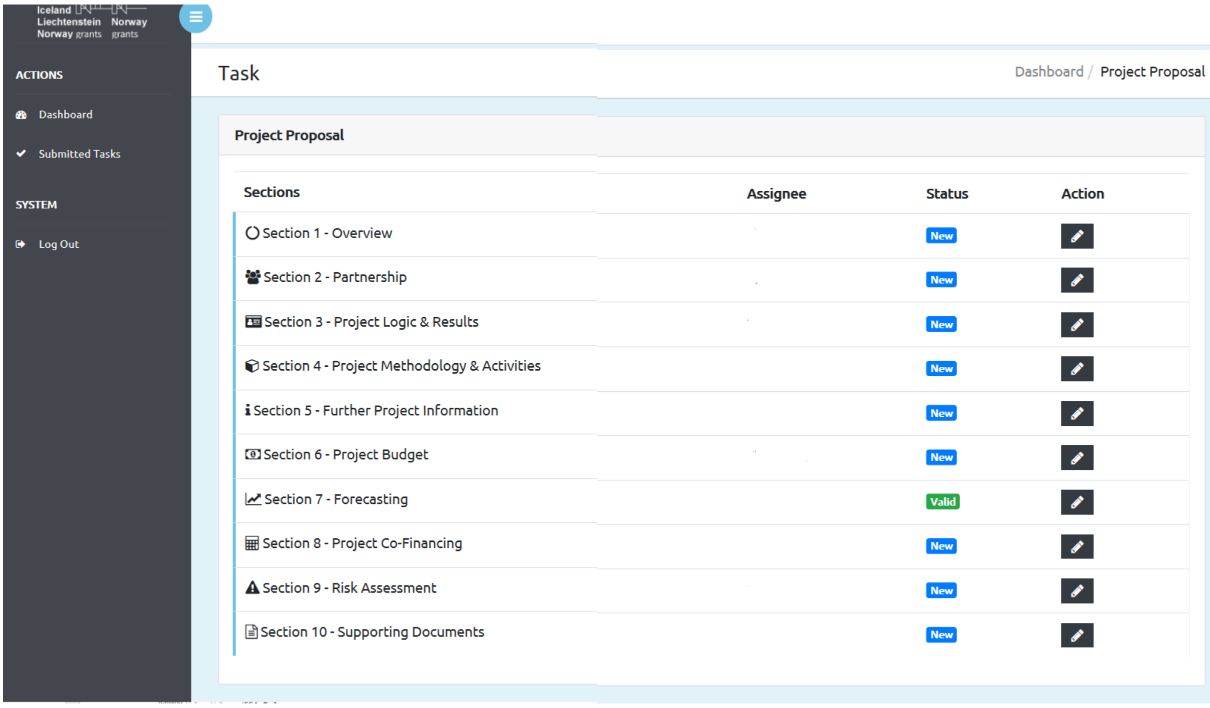
The users can resent the activation email by trying to login to the platform with the inactive credentials. The platform will inform the user that the account is inactive and give them the option to resend the activation email.

4 Filling in the AF

To start editing your AF in the “Dashboard” page you will find a new Project Proposal ready to be completed and submitted. Click on “Edit”



You will be redirected to the “Task” page of your proposal.



The Task of the Application Form itself consists of 10 main section:

Section 1 - Overview: includes an overview of the project (project title, Summary of the Project, Project Geographical Location, Number of Accommodation Places Offered).

Section 2 - Partnership: includes basic information concerning the partnership scheme of the project.

Section 3 – Project Logic & Results: includes outcome / output Indicators for the monitoring and evaluation of the project.

Section 4 - Project Methodology & Activities: includes project's Activities (ACT) description within individual Outputs.

Section 5 – Further Project Information: includes key information for the project such as SWOT Analysis, Feedback Mechanism, Monitoring & Evaluation strategy, Legislation and standard operating procedures (SOPs), Project Sustainability and Communication Plan.

Section 6 - Project Budget: includes an analysis of the project budget, by category of eligible expenditure.

Section 7 - Forecasting: includes an analysis of the project budget with a monthly breakdown per activity and by category of eligible expenditure.

Section 8 – Project Co-Financing: includes an analysis of the project co-financing per project partner

Section 9 - Risk Assessment: includes project risk assessment analysis.

Section 10 - Supporting Documents: upload all Supporting documents required in order for your application to be eligible for further evaluation.

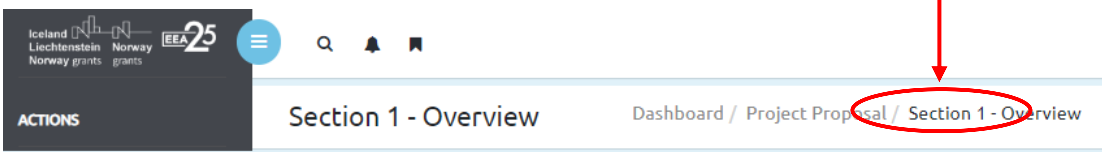
To Edit any Task, click on the respective Action tab

The following important aspects have to be remembered when filling in the Application Form (AF):

1. It is recommended that you thoroughly **complete each Section in the order proposed before moving on to the next Section**.
   The following table indicates the interdependencies among Sections, separating them in standalone sections, whose fields must be filled exclusively by the applicant, and Interdependent Sections, which include fields automatically drawing data from other Sections.

Section	Interdependency
Section 1	Standalone
Section 2	Standalone
Section 3	Standalone
Section 4	Dependent on Section 3
Section 5	Standalone
Section 6	Dependent on Section 2 and Section 4
Section 7	Dependent on Section 6
Section 8	Standalone
Section 9	Standalone
Section 10	Dependent on Section 2

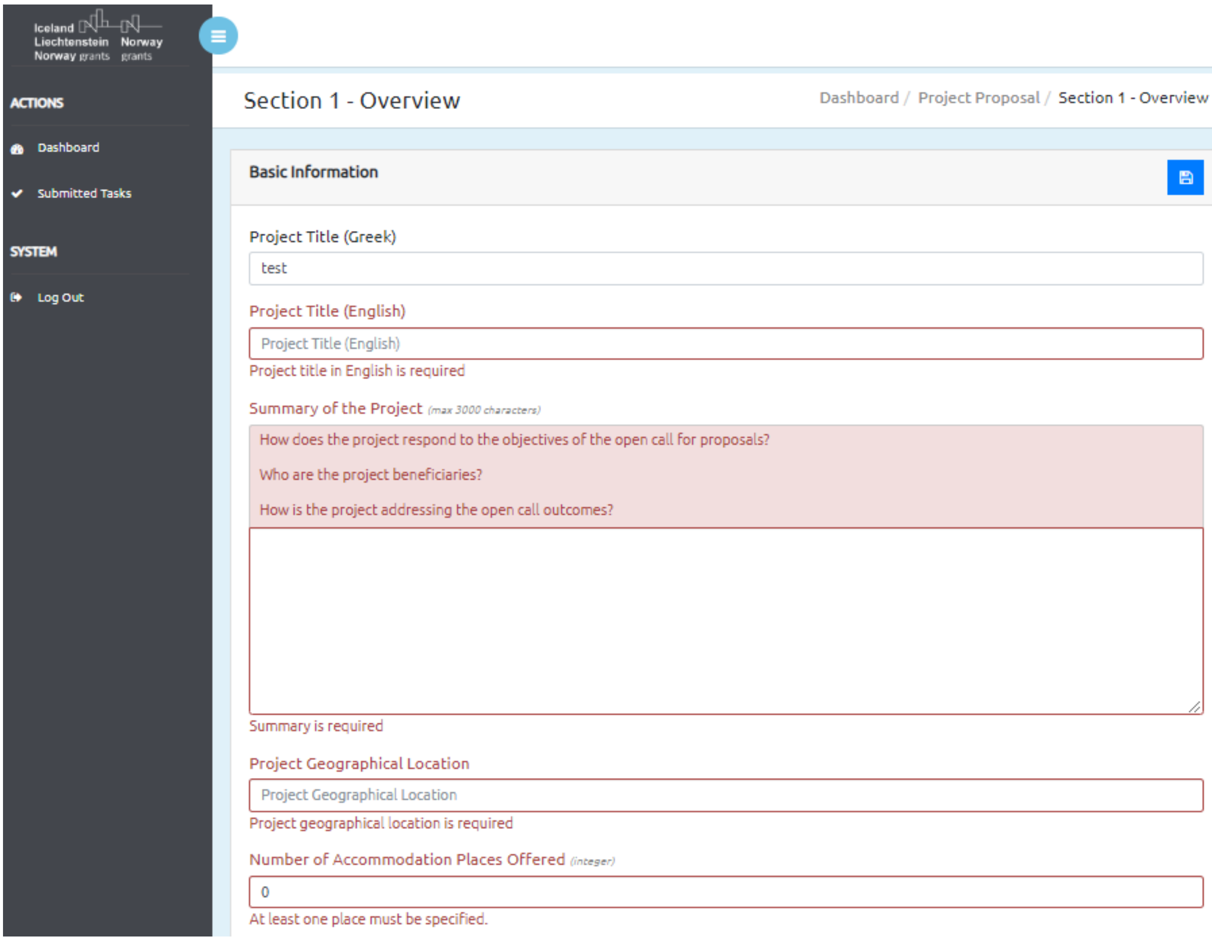
2. You can use the extension on the upper right side of the screen to navigate among the Sections.
   Using your browsers back and forth arrows to navigate may result to loss of information or a non-functional page



3. Certain fields are **mandatory** and need to be filled in in order to be able to save. After pushing the save button, the list of fields not filled in appears in a pop-up message box at the bottom of the page. **In case of a field left blank or a wrong entry, the given field will be marked by a red border** and it will have to be amended accordingly.
4. There are two types of validations among the Sections: **warnings** and **errors**.
   a. **Warnings** constitute wrong entries or omissions identified by the system which do **NOT** prevent the user from saving the data of the section temporally and thus can be corrected in the future. However, all warnings must be corrected before proceeding to the final submission.
   b. **Errors** are wrong entries or omissions identified by the system which prevent the user from saving the data of the section and thus must be corrected before saving the section.
5. When filling in longer sections, **please remember to regularly save** in order to avoid losing data in case of interruptions of the internet connection or other technical issues.
6. **Fields** in the AF **are restricted in the amount and type of characters** they may feature (character limitations or strictly numerical characters).
7. **Information on each section must be saved** before moving on to the next section.
8. Each section features **a save option in the upper right side of the screen.**
9. Upon saving a section its status and the status of the dependent sections will change from to "**Invalid**" or "**Valid**" in the Task page based on whether there are validation warnings or not.
   a. The Status "**New**" indicates that the section, or any of the sections it depends on has not been accessed and saved before.

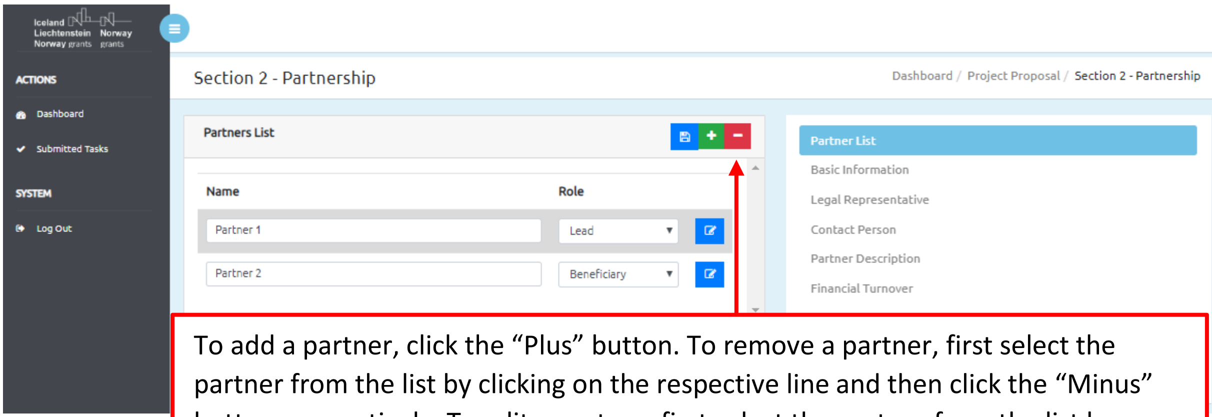
   b. The Status “**Invalid**” indicates that the section has been accessed and saved before, but there are validation warnings for it.
   c. The Status “**Valid**” indicates section does not contain any validation warnings.
   d. Whether the sections are in-fact complete and all information is accurate, concerns the applicant, alone.
10. Any Section saved can be accessed, updated and saved indefinitely provided that the application is still in the Pending Status.
11. Applicants are advised not to submit their AF at the very last minute before the closure of the Call. **Submission will no longer be technically possible after the announced deadlines of the Call.** As submission is feasible from any internet connection, no exception to this rule will be granted.

4.1 Section 1 - Overview



You are required to fill in all fields.

4.2 Section 2 - Partnership

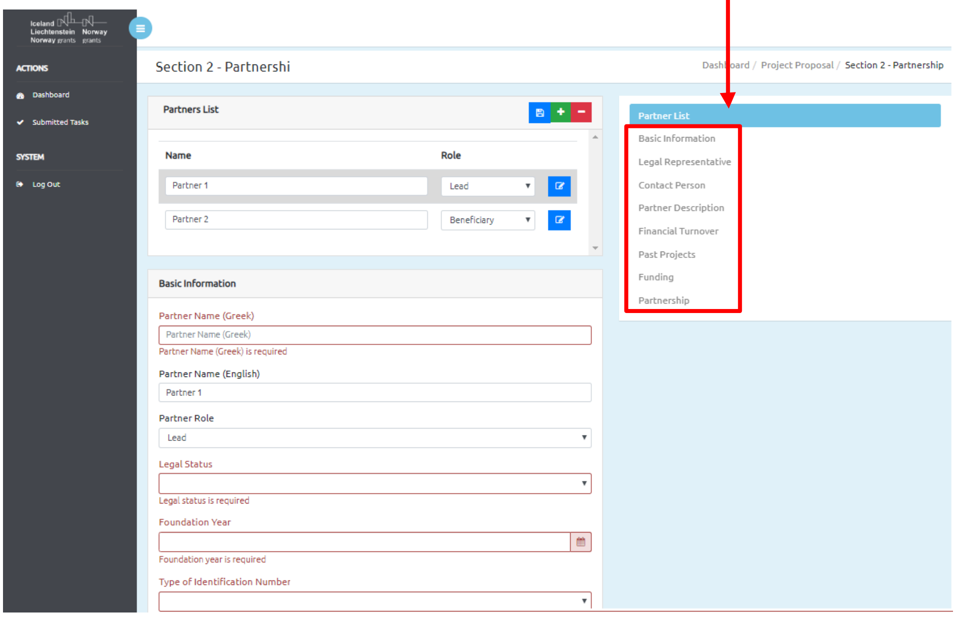


To add a partner, click the “Plus” button. To remove a partner, first select the partner from the list by clicking on the respective line and then click the “Minus” button, respectively. To edit a partner, first select the partner from the list by clicking on the respective line and then edit its data in the form below.

First in Section 2 you are required to disclose the list of all partners and their respective roles in the project (Lead or Beneficiary).

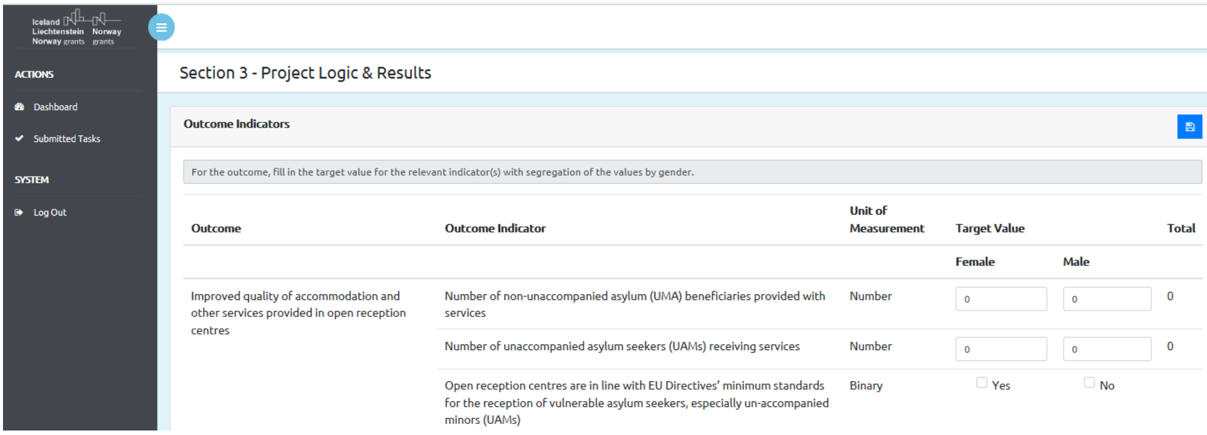
Once a partner has been added you are required to complete, for the given partner a number of subsections including basic information, legal representative, contact person, description of partner mission and activities, financial turnover for the years 2017, 2018, any past projects and sources of funding.

In case of project comprising of a single partner the **Partnership** information subsection remains hidden, indicating that no further information is necessary. In case of multiple partners, the **Partnership** information subsection becomes mandatory, **to be filled for each partner**.

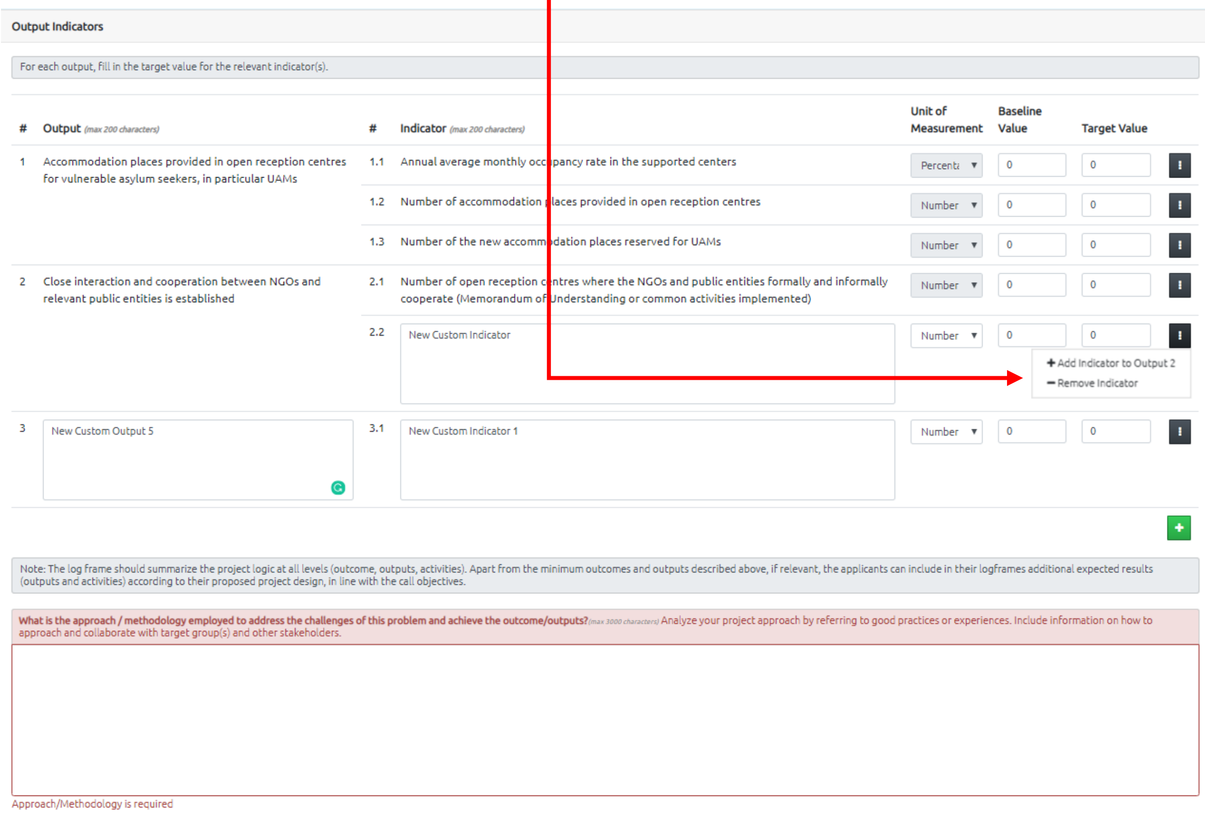


4.3 Section 3 – Project Logic & Results

In Section 3 you are required to fill in the estimated target values of the pre-defined Outcome indicators corresponding to your project.



In the second subsection you are required to fill in the factual baseline value and the estimated target value of pre-defined indicators for your project. You are able to add indicators for each Output that best suit your monitoring plan and equally remove them by clicking the respective options on the far right.



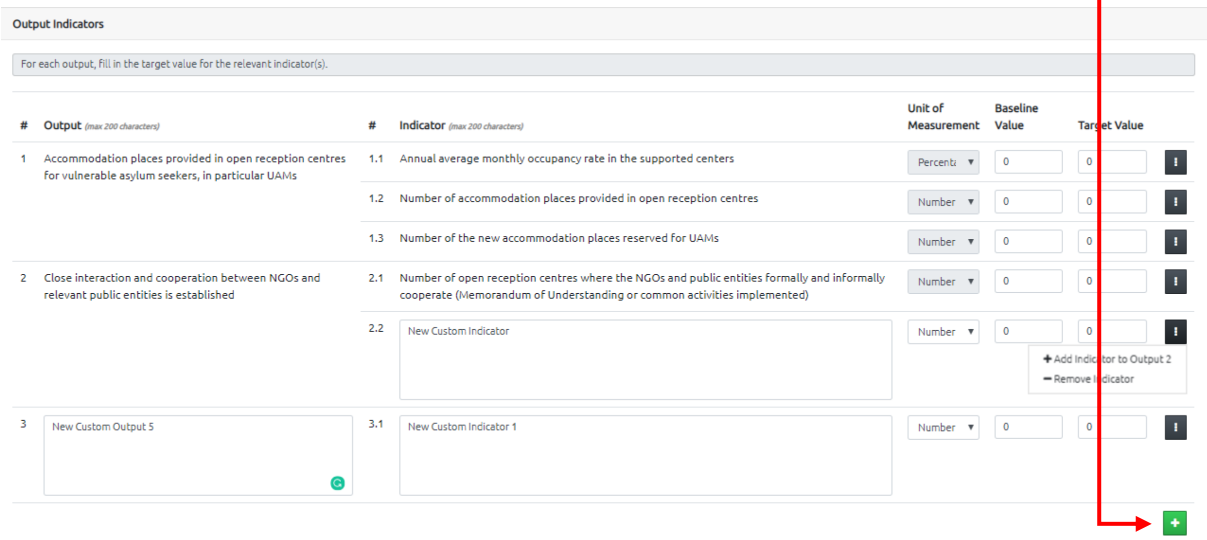
In this case it is mandatory that you provide a name for each indicator.

For outputs baring no pre-defined indicators **you are required to add at least one indicator** per output **and to name them** accordingly.

You are able to add outputs, that best suit your project, by clicking the green "Add" button.

In this case it is mandatory that you provide a name for each additional Output.

For each additional output you are required to add at least one indicator and to name it accordingly.


Output Indicators

For each output, fill in the target value for the relevant indicator(s).

#	Output (max 200 characters)	#	Indicator (max 200 characters)	Unit of Measurement	Baseline Value	Target Value
1	Accommodation places provided in open reception centres for vulnerable asylum seekers, in particular UAMs	1.1	Annual average monthly occupancy rate in the supported centers	Percent	0	0
		1.2	Number of accommodation places provided in open reception centres	Number	0	0
		1.3	Number of the new accommodation places reserved for UAMs	Number	0	0
2	Close interaction and cooperation between NGOs and relevant public entities is established	2.1	Number of open reception centres where the NGOs and public entities formally and informally cooperate (Memorandum of Understanding or common activities implemented)	Number	0	0
		2.2	New Custom Indicator	Number	0	0
3	New Custom Output 5	3.1	New Custom Indicator 1	Number	0	0

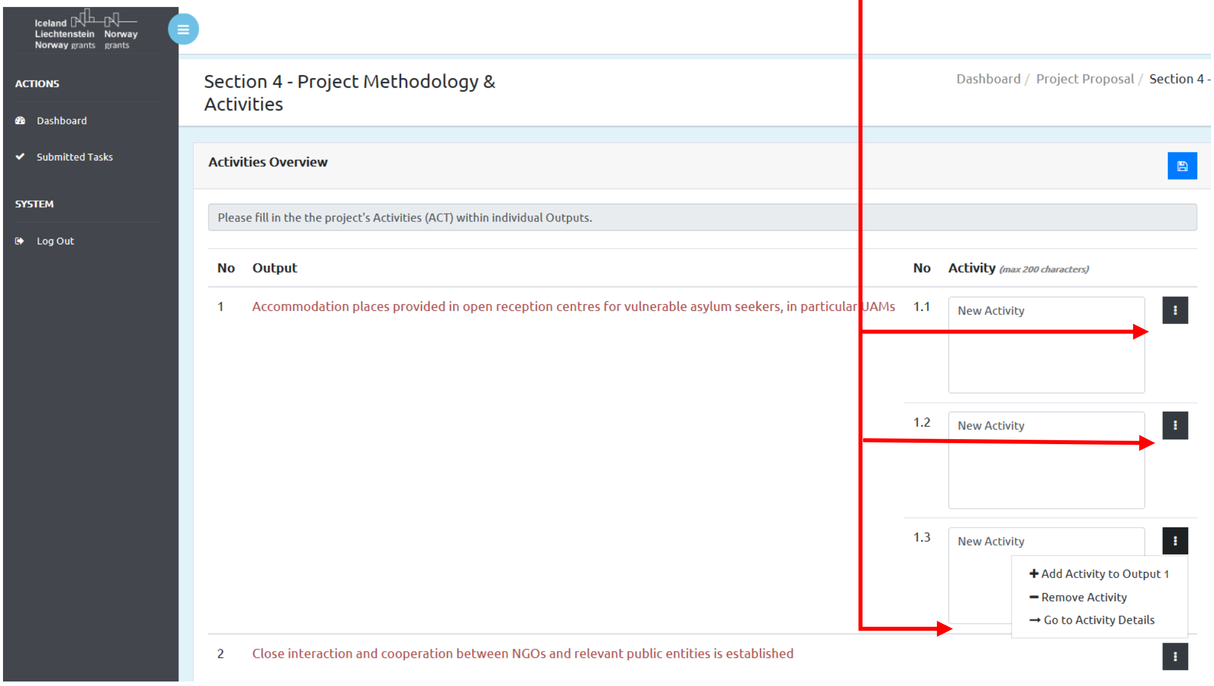
+ Add Indicator to Output 2

− Remove Indicator

4.4 Section 4 - Project Methodology & Activities

First, in Section 4 you are required to identify for each Output all corresponding Activities contributing to the given Output and to the achievement of the target values of the respective indicators.

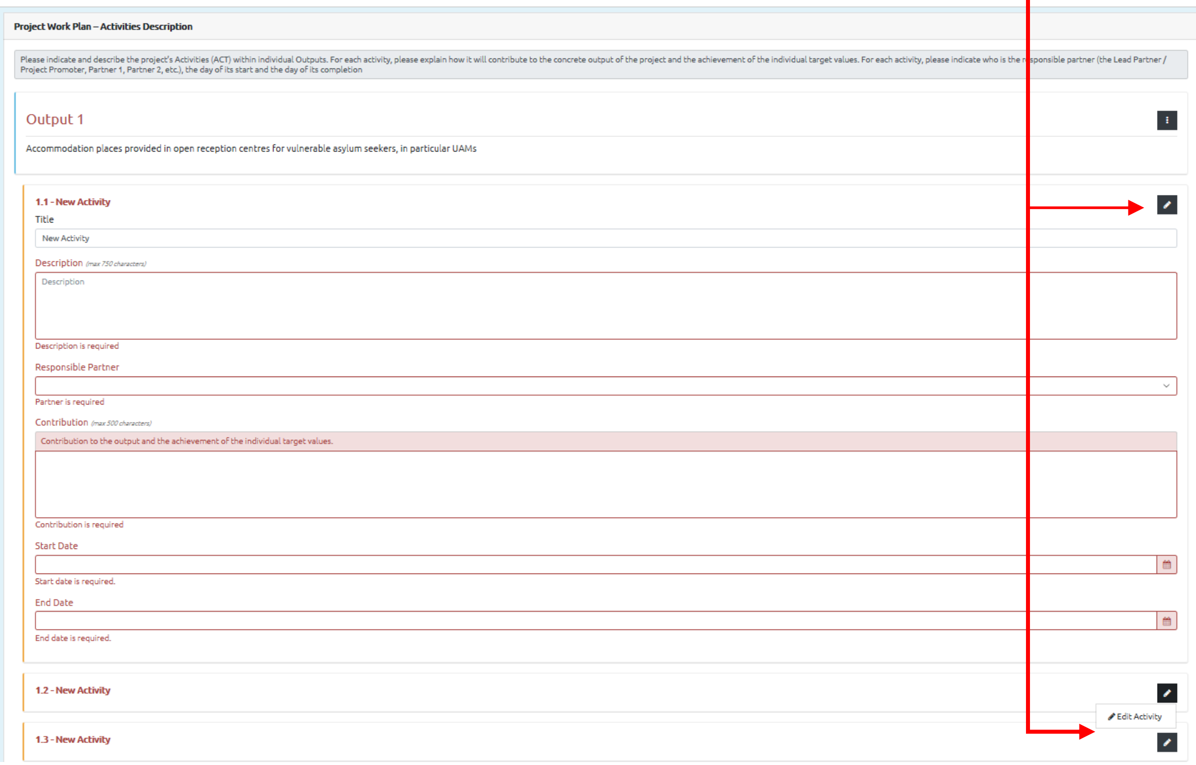
To "Add" an Activity, click the respective options on the far right.



It is mandatory to provide a name for each Activity you add.

In the second subsection you are required to give a description of each Activity you Add, to declare the partner responsible and to indicate the specific contribution of the Activity to achieving the output and respective indicator target values. You are required also to indicate the timespan of each Activity, by declaring its starting and ending dates.

In order to be able to describe an Activity, click the respective options on the far right.



4.5 Section 5 - Further Project Information

In Section 5 you are required to describe key information for the project such as SWOT Analysis, Feedback Mechanism, Monitoring & Evaluation strategy, Legislation and standard operating procedures (SOPs), Project Sustainability and Communication Plan.

Section 5 - Further Project Information

SWOT Analysis

Strengths *(max 1000 characters)*

What is your organization advantage for implementing projects such as the proposed?
What unique resources can you draw on?
What do others see as your strengths?

The field 'Strengths' is required

Weaknesses *(max 1000 characters)*

What your organization can improve in implementing a project such the one proposed?
Where do you need more resources and focus?

The field 'Weaknesses' is required

Opportunities *(max 1000 characters)*

What opportunities are open to your organization from the implementation of this project?
What trends could you take advantage of?
How you intent to turn the strengths into opportunities?

The field 'Opportunities' is required

Threats *(max 1000 characters)*

What external threats could harm the project?
What threats result from the weaknesses of your organization?

The field 'Threats' is required

Feedback Mechanism

Please explain if your organization already has or will put in place a system for stakeholder feedback and complaints to projects and policies and response to policy breaches. Including actions taken in response to incidents of corruption. Focus is given to the pathways available to beneficiaries to provide information on their experience of benefiting from the project, how this information will be used for the benefit of the project, including taking corrective action in improving some elements of the implementation.

Feedback Mechanism *(max 1500 characters)*

Here you can elaborate further on details on the organizations Feedback mechanism.

Feedback Mechanism is required

Monitoring & Evaluation strategy

Monitoring & Evaluation strategy *(max 2500 characters)*

Here you can elaborate further on how your organization plans to monitor the program progress towards achieving its objectives and evaluate its impact.

Monitoring Mechanism is required

Legislation and Standard Operating Procedures (SOP)

Applicable Greek and EU Legislation (max 1000 characters)

Applicable Legislation is required

Standard Operating Procedures Proposed for the Project (max 1000 characters)

Proposed SOPs are required

Project Sustainability

Describe how you plan to ensure the sustainability of the project and project results after the end of the project (max 2000 characters)

Sustainability Plan is required

Describe potential funding sources used to ensure project sustainability (max 1000 characters)

Potential funding sources are required

Describe how you're planning to ensure project sustainability for 5 years after the end of the project (max 2000 characters)

Sustainability plan is required

Communication Plan

Describe your communication plan for the project. Please provide a detailed description of all the activities that will be included in your communication plan. (max 3000 characters)

Project communication plan plan is required

Target group/audience (max 1000 characters)

Target group plan is required

Suggested communication activities (max 1000 characters)

Communication activities are required

Suggested communication content (max 2000 characters)

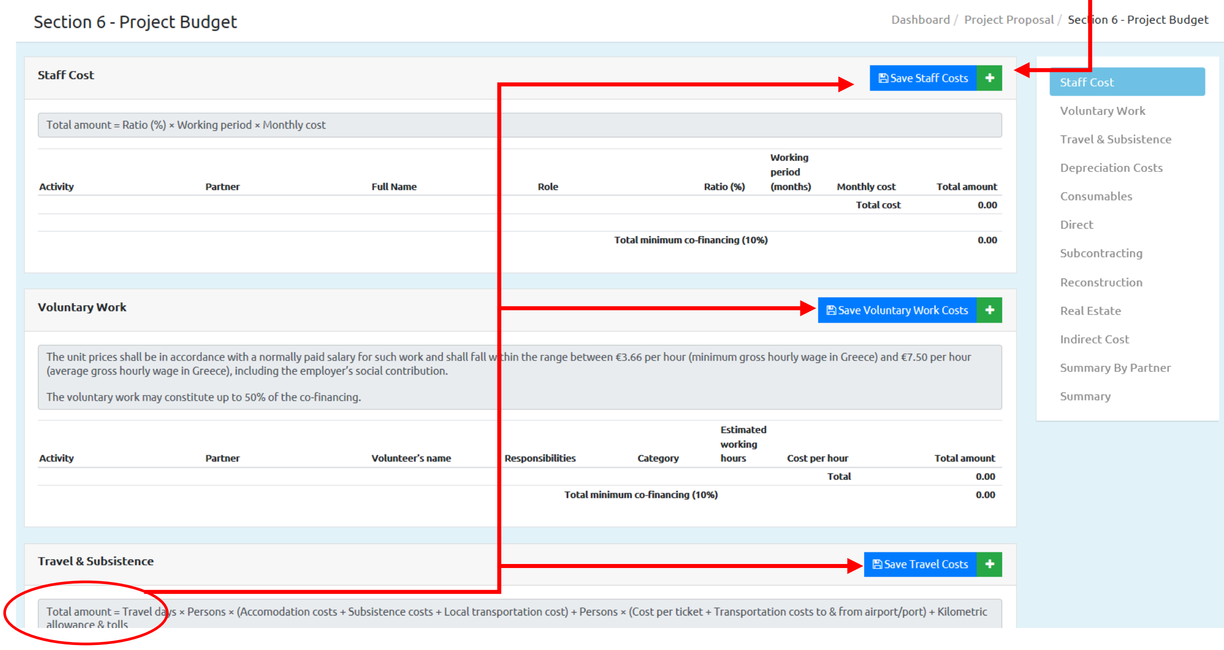
Communication content are required

Target Media (max 1000 characters)

4.6 Section 6 - Project Budget

In Section 6 you are required to analyze the Budget of your project, per budget line using the pre-defined rows and columns.

For each budget line you can add as many rows as necessary by clicking the ✚ button



Once you have completed the analysis of each budget line, don't forget to click on the respective Save button, as all budget lines must be saved individually.

At the end of this process **a summary Budget Table is produced automatically** calculating the subtotal of your proposed project expenditures, the indirect cost as a percentage of the total staff cost (15%), as well as the total Budget of the proposed project.

Summary

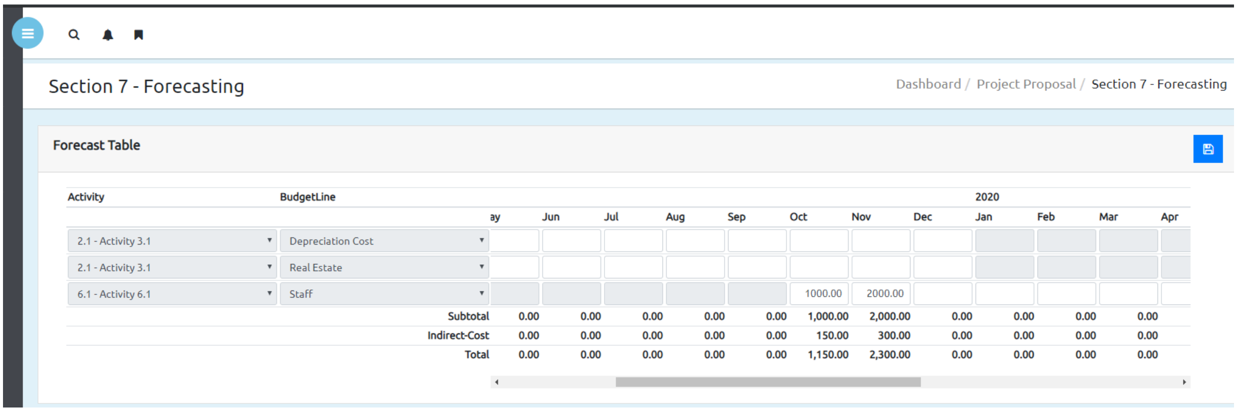
Budget line	Total amount	Minimum Co-financing (10%)
Staff Cost	0.00	0.00
Voluntary	0.00	0.00
Travel & Subsistence	0.00	0.00
Depreciation Costs	0.00	0.00
Equipment		0.00
Consumables	0.00	0.00
Other Direct Costs	0.00	0.00
Subcontracting	0.00	0.00
Reconstruction/Renovation	0.00	0.00
Real Estate	0.00	0.00
Indirect Cost	0.00	0.00
Total	**0.00**	**0.00**

4.7 Section 7 - Forecasting

In Section 7 the platform automatically generates a forecast table accounting for each activity budget line and timespan as they have been disclosed in the previous sections.

In this Section you are required to fill in a monthly breakdown of budget allocation, per activity and budget line for the entire span of the project.

The monthly fields per activity are available to be filled in as far as the months and expenditures have been declared in previous sections.



At the end of this process **a monthly subtotal is calculated automatically, also calculated are: the monthly indirect cost,** as a percentage of the monthly staff cost (15%), as well as the **Total Monthly Budget Breakdown.**

4.8 Section 8 - Project Co-Financing

In Section 8 you are required to declare the estimated co-financing scheme per partner, if any, of your project proposal, and its breakdown into Voluntary Work and Financial contribution.

Co-Financing Table

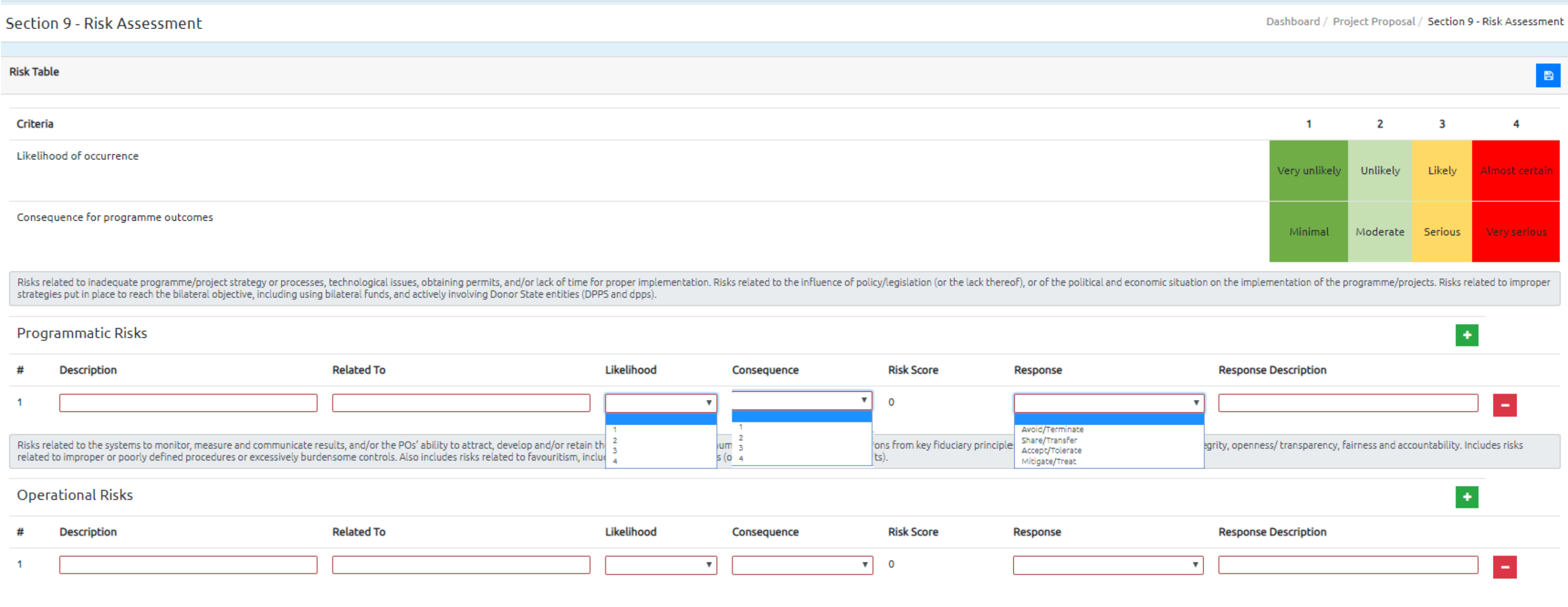
Please describe the source and justify the share of the project co-financing (i.e. actual co-financing and/or in-kind contribution). Indicate the allocation of the contribution for each project partner. *(max 2000 characters)*

		Estimated Co-financing		Financial Contribution			Voluntary Work	
Partner	Total Budget	Amount	Percentage	Minimum Amount	Amount	Percentage	Amount	Percentage
	0.00	0.00	0.00 %		0.00	%	0.00	%
	0.00	0.00	0.00 %		0.00	%	0.00	%
	0.00	0.00	0.00 %			%	0.00	%

The own contribution must amount to at least 10% of the total project budget as it has been calculated in the previous section (Section 6). **Please review the Programme Eligibility of expenditures.**

4.9 Section 9 - Risk Assessment

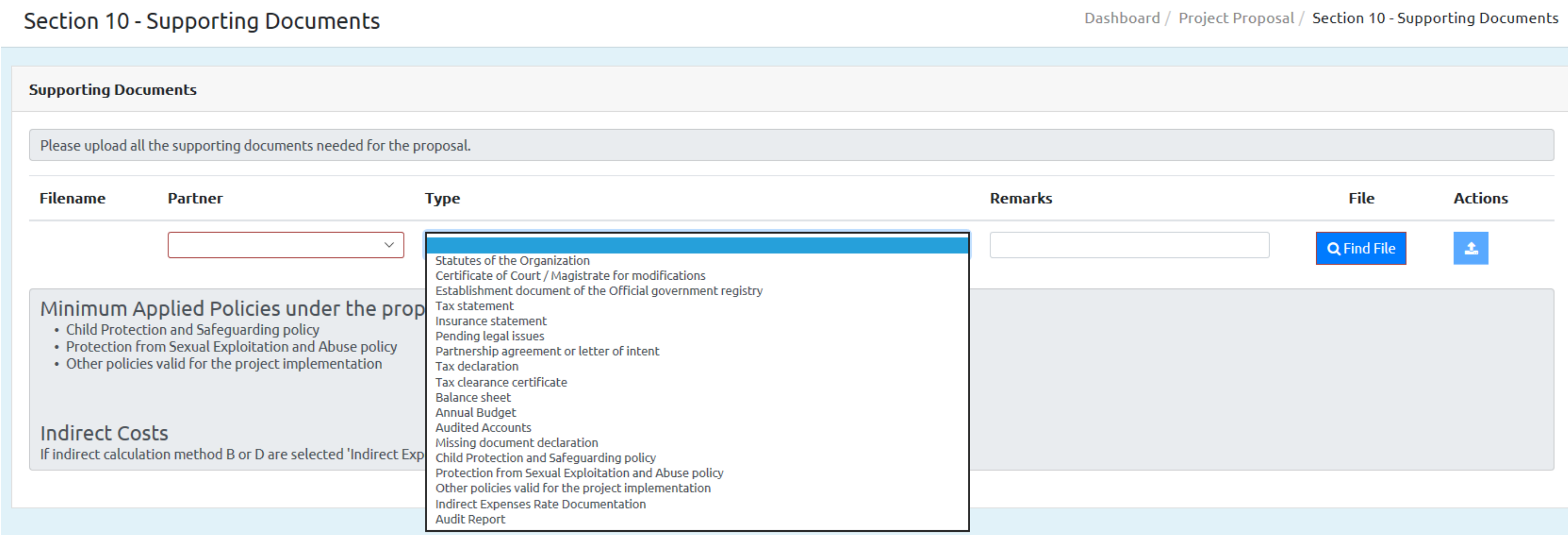
In Section 9 you are required to describe all potential risks affecting the implementation of the proposed project at programmatic and operational level; including their relation, their likelihood, their consequence and the suggested response to each risk. To add rows click the “Add” button.



The risk score is calculated automatically.

4.10 Section 10 - Supporting Documents

In Section 10 you are required to upload for each project partner, all supporting documentation. In due order you must select the name of the partner, the type of document any remarks, if necessary, click on Find File to upload the document for your PC and click on the upload button to submit the document.



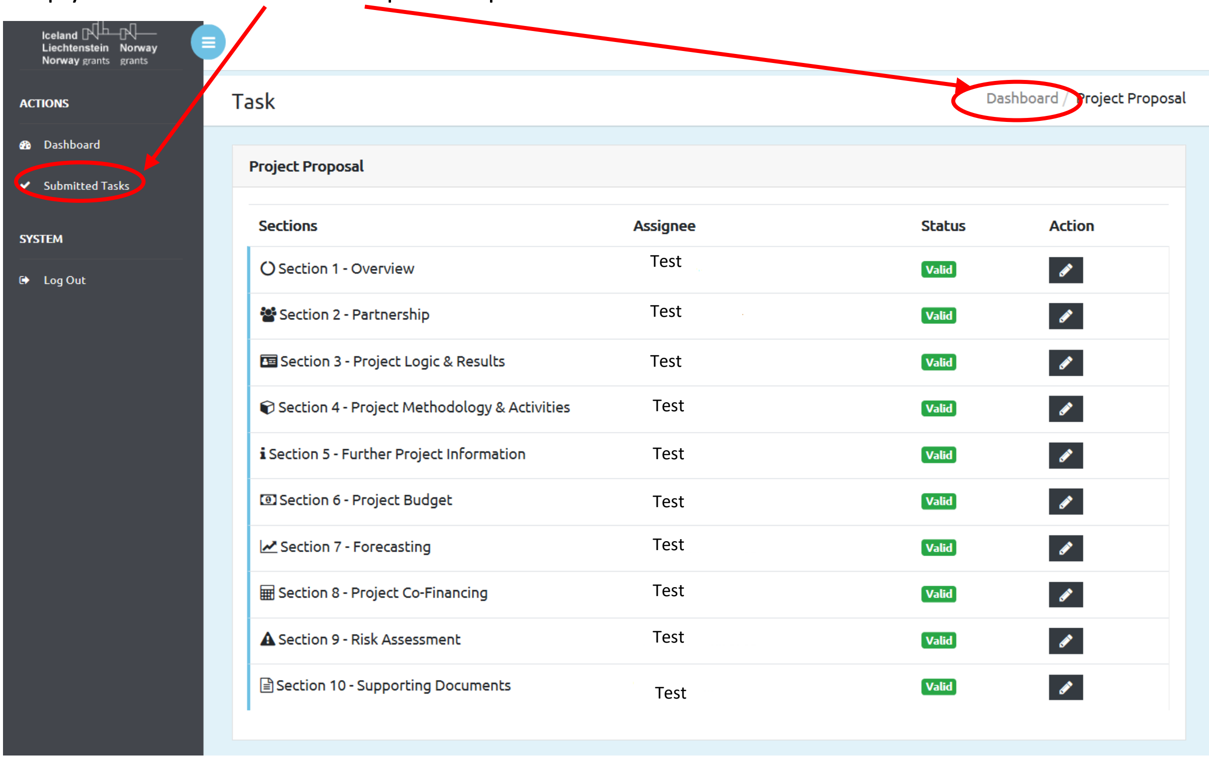
All documents successfully uploaded shall appear on the top of the screen.

You can delete or change the uploaded document at any time before the submission.

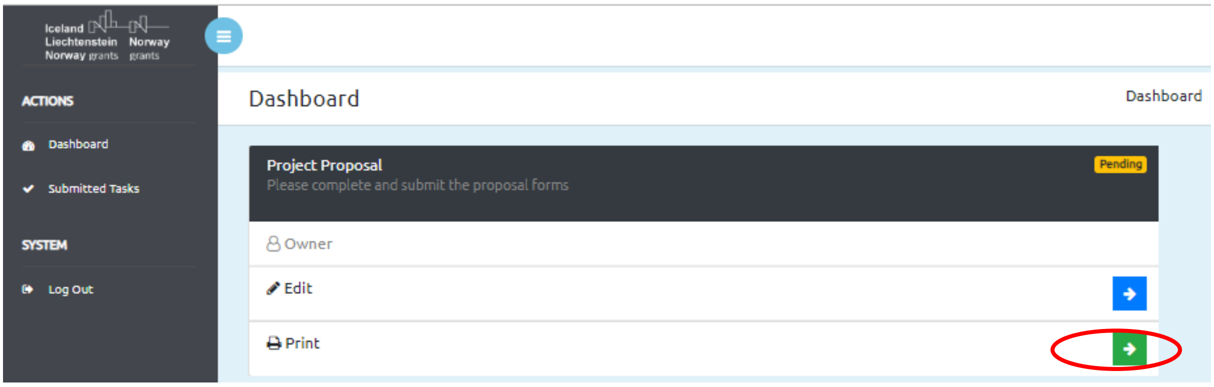
5 Submission of the Application Form

Once you have fully filled in all fields and uploaded all documents the status of all sections is expected to be "**Valid**". This is an indication that you may proceed to the submission process.

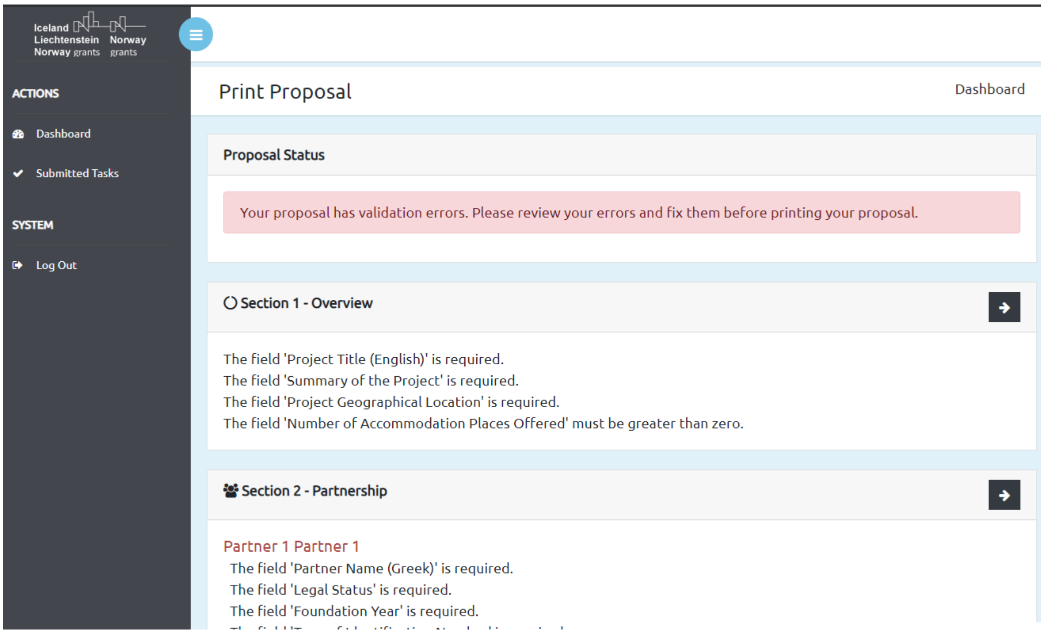
Simply click on the **Dashboard** option to proceed.



While in Dashboard click on the **"Print"** option.

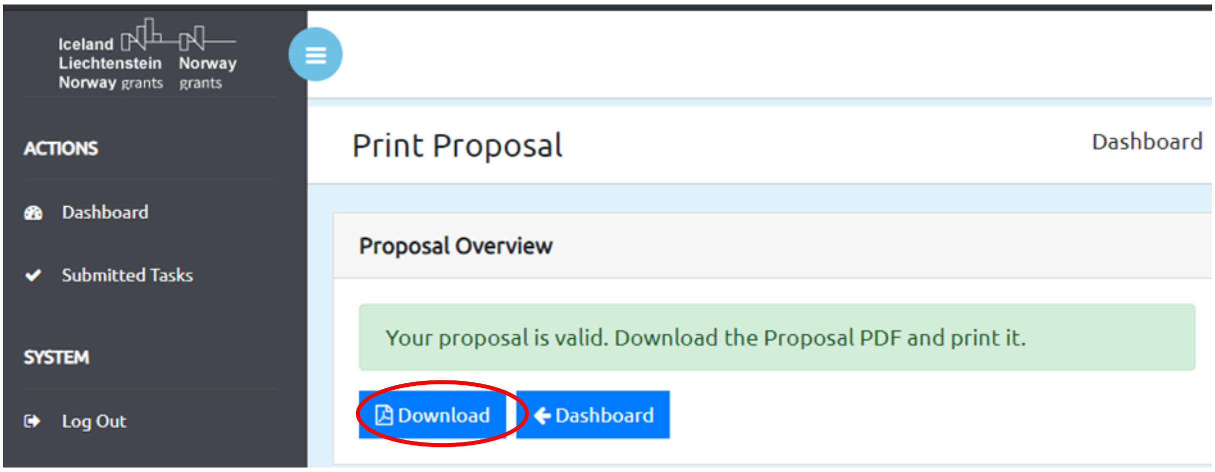


In this stage **the platform performs a final validation** of all Sections including their interdependencies. In case of errors or inconsistencies the platform produces a list of all fields that require correction.



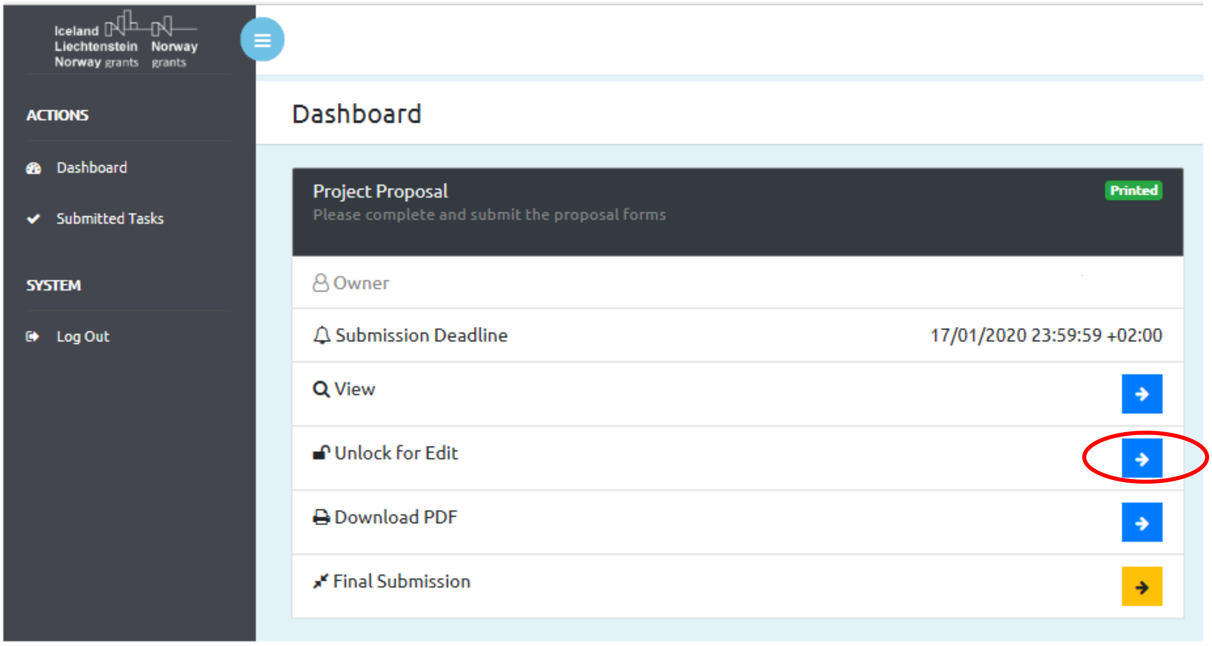
You are not allowed to proceed any further into submission process, before correcting the respective field values.

If the Application passes the final validation the online Application platform, provides the option to **Download** the sum of information that constitute the proposal. Simply click the **Download** button.

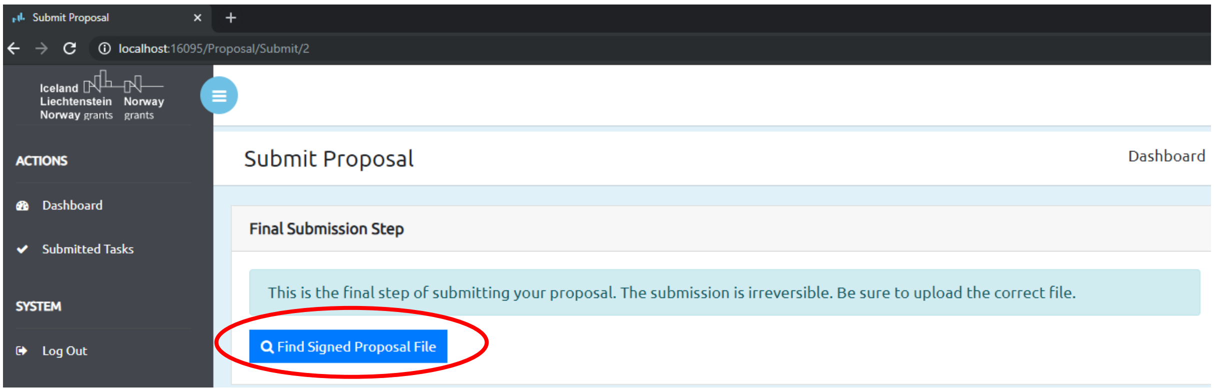


A .pdf version of your proposal is being downloaded on your PC.

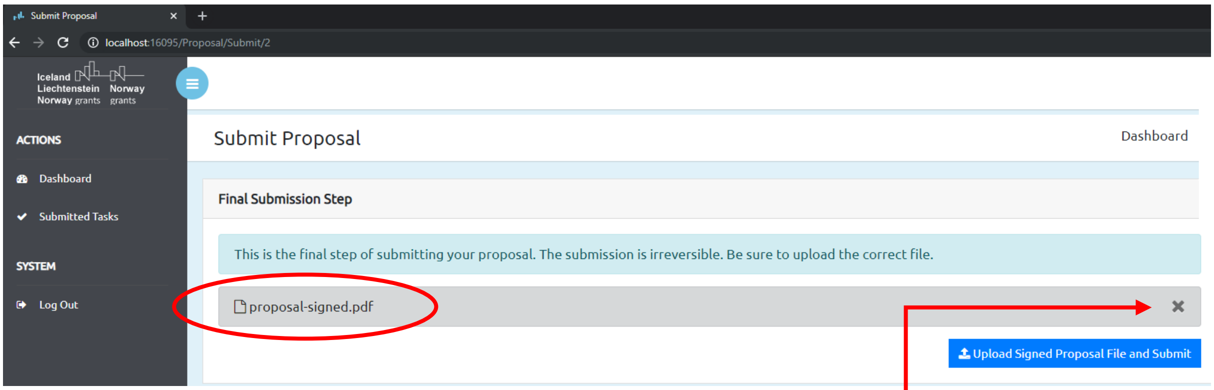
After downloading the pdf your proposal will be in the “Printed” state and no further edits can be done. You are required to review the .pdf file and if you consider at this stage that there is a need for modifications in your proposal, you have the option to return to the “Dashboard” and choose to **“Unlock for Edit” which** will revert the state of your proposal to “Pending”.



If you consider the Application to be correct and complete, the Legal representative of the Lead partner must sign and stamp the printed file. You are required to scan the signed file and upload it by clicking “Final Submission” and then the “Find Signed Proposal File” button on the next screen.



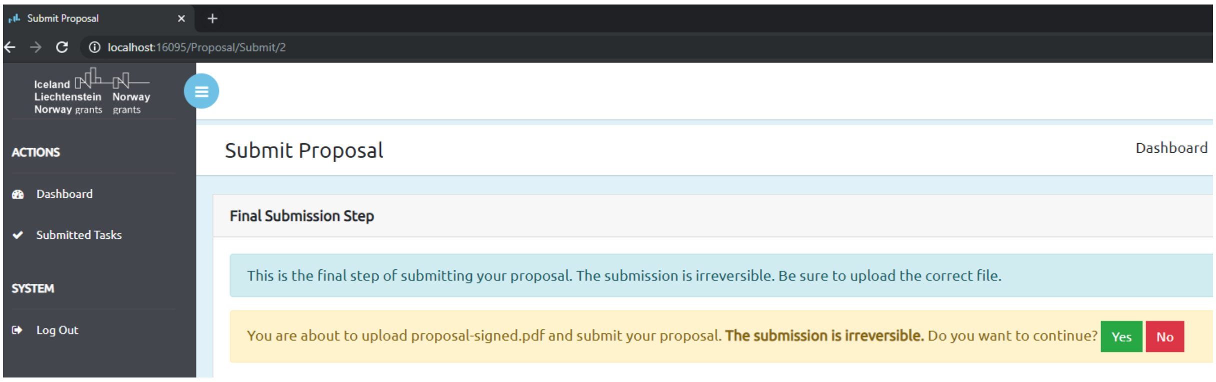
Once selected the **file appears** in the Submission Proposal Section as follows.

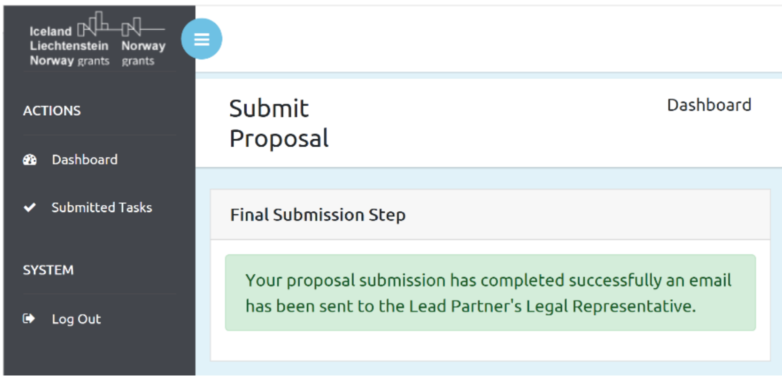


In case of a wrongly selected document you can discard the file by clicking on the X button, otherwise

click on the **Upload Signed Proposal File and Submit**

You will be directed to the "Final Submission Step" and by clicking "Yes" you agree to the irreversible submission of your proposal.





Having clicked "Yes", the platform informs you of the successful completion of the proposal submission. Simultaneously an automated email will be sent to lead partner's legal representative email address confirming the successful submission.

After completing the submission process Applicants maintain their access to the platform to view submitted tasks and download the proposal document.