



## Frequently Asked Questions (FAQs)

### Call for Expressions of Interest (CEI) to establish an EUAA list of remunerated external experts for deployment in EUAA Asylum Support Teams Reference: EASO/2021/885

#### 1) What is the legal basis for this Call for Expressions of Interest?

The present Call for Expressions of Interest (CEI) has been established in accordance with the provisions of Article 237 of the EU Financial Regulation and Article 93 of the Agency's Financial Regulation.

#### 2) How should applications be submitted and when are these considered valid?

Applications should be submitted exclusively by means of the EUAA's dedicated online application tool: <https://cei.euaa.europa.eu/>

To proceed with their application, all applicants must have a valid email address. Moreover, all information in the applications submitted must be in English and applicants may apply for a maximum of 8 different profiles.

Further detailed information can be found in the separate 'Candidate Applicant Guide' available here: <https://cei.euaa.europa.eu/Candidate%20Application%20Guide.pdf>

#### 3) How are the assessments of applications carried out?

The assessment of all applications follows a two-step procedure:

- The **first assessment committee** (FAC) is responsible for conducting an initial assessment of individual applications under the CEI in order to develop a (standing) list of external experts;
- The **second assessment committee** (SAC) is responsible for conducting an additional assessment of applicants included on the afore-mentioned list in order to contractually engage external experts under an individual assignment, once a specific need arises for the EUAA.

#### 4) On the basis of which information are applications assessed?

In order to ensure that an applicant's professional background is appropriately taken into consideration by the FAC and SAC, it is of the utmost importance that applicants clearly describe all their relevant professional qualifications and experience in their respective applications.

All applications are assessed solely against the relevant professional qualifications and experience detailed by applicants in the various information fields contained in the online application tool. Any additional information provided in other parts of an applicant's application (e.g., in accompanying CVs) will in principle **not** be taken into consideration.



## 5) How and when are applicants informed about the outcome of their applications?

Once a **First Assessment Selection Decision** has been adopted by the FAC and Authorising Officer from the side of the EUAA, all applicants in question are informed of the outcome of their application by means of standardised emails.

In case of a successful application, the afore mentioned **standardised emails** will include information on whether applicants have been placed on the List for multiple profiles or not.

In case of an unsuccessful application, the afore mentioned standardised emails will include information on:

- The reason for an applicant's non-inclusion on the (standing) list of experts – e.g. a specific requirement which has not been met or an applicant not being eligible for a certain reason;
- An invitation for an applicant to resubmit their application once they meet the minimum requirements and/or include any previously missing or incomplete information in their application;
- The available means of redress - see point 6) below for more information thereon.

## 6) What are the available means of redress following an unsuccessful application?

The following means of redress are available for applicants following an unsuccessful application:

- a) Applicants may submit any resulting question, request for review of or complaint concerning an unsuccessful application to the EUAA via email to: [experts.operations@euaa.europa.eu](mailto:experts.operations@euaa.europa.eu). See point 8) below for the potential outcomes thereof;
- b) In case an unsuccessful applicant believes that there was maladministration from the side of the EUAA, he or she may lodge a complaint to the European Ombudsman<sup>1</sup> within two years of the date when they became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>). Alternatively, unsuccessful applicants might bring a case before the General Court of the European Union.

## 7) How are communications from unsuccessful applicants handled by the EUAA?

Any unsuccessful applicants who send an email to [experts.operations@euaa.europa.eu](mailto:experts.operations@euaa.europa.eu) in accordance with point 6) a) above should promptly receive an automated acknowledgement of receipt.

The EUAA strives to answers any straightforward questions as soon as possible, indicatively no later than **two weeks** from receipt thereof.

In case of a request for review of or complaint concerning an unsuccessful application, the EUAA strives to respond in substance within **two months** from receipt thereof - in accordance with the European Code of Good Administrative Behaviour.

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<sup>1</sup> After completing the appropriate administrative approaches to the EUAA in accordance with point 6) a) above.

Should however - on an ad-hoc basis - the afore mentioned timeframes not prove feasible to adhere to, then the EUAA will communicate this to the unsuccessful applicant indicating, *inter alia*, when they can instead expect to receive a substantive response from the side of the Agency.

## 8) What are the possible outcomes of a request for review of or complaint addressed to the EUAA concerning an unsuccessful application?

Any request for review of or complaint addressed to the EUAA concerning an unsuccessful application may, *inter alia*, be:

- **accepted in full:** for instance, if after a prima-facie examination of a request for review or complaint it appears that there may have been an oversight or inaccuracy attributable to the EUAA concerning relevant experience reflected in an application, the FAC will be requested to review the assessment of the application. In case of an outcome which is different from the FAC's initial decision, this shall be reflected in an Amendment to the Selection Decision;
- **accepted in part:** for instance, if after reviewing the assessment of the relevant application, the FAC reaches the conclusion that there has been an oversight or inaccuracy attributable to the applicant concerning relevant experience reflected in the application. In which case the Selection Decision will not be amended. However, the applicant shall be invited to further update his or her application to ensure that all their relevant professional qualifications and experience may be properly taken into consideration in any future selection rounds; or
- **rejected:** in which case the applicant is always provided with a detailed reasoning in writing.

As previously mentioned, unsuccessful applicants who believe there was maladministration from the side of the EUAA may lodge a complaint to the European Ombudsman<sup>2</sup> within two years of the date when they became aware of the facts on which their complaint is based. Any request an applicant may make and any reply from the EUAA, or any complaint for maladministration, will have neither the purpose nor the effect of suspending the time-limit for lodging an action for annulment of the contested decision or act, which must be done within two months of its notification. The court responsible for hearing annulment procedures is the General Court of the European Union.

## 9) Why and when is it important that applicants update their applications?

All applications are assessed solely against the relevant professional qualifications and experience detailed by applicants in the various information fields contained in the online application tool.

Therefore, applicants are invited to update their applications in the dedicated online application tool at any point in time in case of any newly obtained relevant professional qualifications and experience, or to detail existing relevant professional qualifications and experiences in a clearer or more complete manner. Updated applications may be taken into consideration in any future selection rounds.

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<sup>2</sup> After completing the appropriate administrative approaches to the EUAA in accordance with point 6) a) above.