

New Energy Solutions Optimised for Islands



EUROPEAN ISLANDS FACILITY

# GUIDELINES FOR APPLICANTS

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**Disclaimer:** The current version can be subject to changes. Applicants are invited to regularly check if the versions have been adjusted.



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## Table of contents

1	Introduction.....	3
2	NESOI At glance .....	4
2.1	What is NESOI? .....	4
2.2	What are the objectives of NESOI?.....	4
2.3	How NESOI can contribute to the energy transition on islands? .....	4
2.4	Who is NESOI Consortium? .....	5
3	NESOI Process .....	7
3.1	What is the procedure to receive funding?.....	7
3.2	What are the main steps? .....	7
3.2.1	Application.....	7
3.2.2	Grant Agreement phase .....	7
3.2.3	Implementation of the action .....	8
3.2.4	Evaluation and approval of the action implementation .....	8
4	NESOI support .....	9
4.1	Who can apply to receive NESOI support? .....	9
4.2	Which types of projects does NESOI support? .....	9
4.3	Where should project be implemented?.....	10
4.4	What type of project maturity does NESOI support? .....	10
4.5	Is there any timing for the projects? .....	11
4.6	What is the impact that NESOI seeks? .....	11
4.7	Are there any compliances with EU Policy and Law?.....	12
4.8	Does NESOI application require a declaration of honour? .....	13
4.9	Which Technical Assistance activities are funded by NESOI? .....	13
4.10	Which type of financial support is provided?.....	14
4.11	Is there any grant limitation for the proposal or applicants? .....	14
4.12	What is total EU funding available for the first call?.....	14
4.13	What type of costs are eligible?.....	14
4.14	Is there any financial reporting?.....	15
4.15	Which type of technical support is provided?.....	15
5	Application form and process.....	16
5.1	Where can the application form be found?.....	16
5.2	Which information must be provided in the application form? .....	16
5.3	Are there templates available for the required documents? .....	18
5.4	Is it possible to submit the documents in national language?.....	18
5.5	Can an entity submit more than one proposal (multiple submission)?.....	18
5.6	When should be submitted the application form? .....	18
5.7	Is there a confirmation for the submission process? .....	19
5.8	How to seek support in case of questions during the application process? .	19
5.9	Absence of conflict of interest.....	19
6	Evaluation and selection of applicants .....	20
6.1	What is the procedure for evaluating the applications? .....	20
6.2	What are the criteria for evaluating the applications?.....	20

6.3	How are applications scored? .....	20
6.4	How the final selection is reached? .....	23
6.5	How long does it take to receive the result?.....	24
6.6	How are applicants informed about the results? .....	25
6.7	What are the next steps in case the application is selected?.....	25
7	Preparation and Grant Agreement Signature .....	26
7.1	Which information is provided in the Grant Agreement?.....	26
7.2	Are there any other documents to be sent at this stage? .....	26
7.3	What is the timeline for the signature of the Grant Agreement? .....	26
7.4	How is the grant paid? .....	26
7.5	What happens if the interim payment is not requested by the coordinator?.....	27
7.6	How are the payments done? .....	27
7.7	How and when technical support services provided by NESOI experts will be agreed? .....	27
8	Action Implementation and Monitoring.....	28
8.1	When should the technical assistance activities be completed? .....	28
8.2	How is the action assessed and validated? .....	28
9	Applicants communication flow .....	29
9.1	What is the communication procedure for applicants? .....	29
9.2	Can applicants appeal a rejection?.....	29
10	Intellectual Property Rights .....	30
10.1	What is the IPR ownership of the sub-granted projects?.....	30
10.2	Is there any obligation about communication?.....	30
11	Support for the applicants.....	31
11.1	How NESOI Helpdesk works?.....	31
12	ANNEX I: Technical Assistance Menu .....	

## 1 Introduction

The EU Island Facility NESOI (New Energy Solutions Optimised for Islands) is a four-year Horizon 2020 project funded under call topic LC-SC3-ES8-2019 (European Islands Facility -Unlock financing for energy transitions and supporting islands to develop investment concepts)<sup>1</sup>. It began on 1 October 2019 and will finish on 30 September 2023 and is made up of a multi-disciplinary consortium consisting of 10 partners from 9 EU member states. It has a total budget of €10 million of which approximately €3 million is dedicated to a cascade funding mechanism to provide direct financial support to EU Islands. Coupled to consortium capacity building activities, the facility aims to mobilise more than 100 M€ of investment in sustainable energy projects to an audience of 2.400 inhabited EU islands by 2023, giving the opportunity to test innovative energy technologies and approaches in a cost-competitive way and leading to an expected 440 GWh/year in energy savings.

## 2 NESOI At glance

### 2.1 What is NESOI?

New Energy Solutions Optimised for Islands (NESOI) aims to unlock the potential of the EU islands to become the locomotives of the European Energy Transition. To achieve so, NESOI will promote the green energy investment to an audience of 2,400 inhabited island giving also the opportunity to test the new innovative energy technologies in a cost-competitive way. Energy in islands is expensive, polluting, inefficient, dependent from external supply. Therefore, EU islands have to work together towards stable, cheaper, cleaner energy, to promote self-sufficiency and to fight against climate change whose effects are stronger on islands due to shore erosion, water scarcity, etc. To do so, islands have to understand which are the most relevant opportunities for their ecosystem, starting from the redaction of energy transition planning documents to the implementation of consolidated and innovative technologies for RES, Energy Efficiency (EE), Storage and Clean Transport.

Moreover, to ensure that the technologies implemented are in line with the European green goals, NESOI will work in strict contact with the Clean Energy for EU Islands Secretariat bringing it one step forward by providing to islands training, technical support, cooperation opportunities and robust funding opportunities to concretely convert Islands' Plans into Renewable Energy Sources (RES) plants, building and energy infrastructure retrofiting, energy bills reduction, local job creation, etc.

### 2.2 What are the objectives of NESOI?

The ultimate goal of the New Energy Solution Optimised for Islands is to facilitate the decentralization of energy systems and contribute to EU policy in achieving 2030 climate targets. This will be achieved by mobilising more than 100 M€ of investment in sustainable energy projects to an audience of 2,400 inhabited EU islands and give the opportunity to test innovative energy technologies and approaches in a cost-competitive way. To that end, NESOI aims not only to provide first-step financial support for islands energy transition investment plans and projects, but also to provide technical assistance and coaching through the NESOI experts to develop and implement energy transition plans or sustainable energy-related projects.

The specific objectives of NESOI are to:

- Promote investments for energy transition in the islands
- Facilitate the decentralization of energy systems
- Contribute to EU policies and the achievement of 2030 targets by:
  - o 440 GWh/year primary energy savings
  - o 160,000 ktCO<sub>2</sub>/year of GHG emissions avoidance

### 2.3 How NESOI can contribute to the energy transition on islands?

To achieve the previous objectives, NESOI Facility works in close contact with the [Clean Energy for EU Islands Secretariat](#) - created to facilitate the clean energy transition on EU islands from the bottom up; and bringing it one step forward by providing to islands **training, technical support, cooperation opportunities and robust funding** opportunities to concretely convert Island Sustainable Energy Action Plans into



Renewable Energy Sources (RES) plants, building and energy infrastructure retrofitting, energy bills reduction, local job creation and more.

To achieve this, NESOI platform will not only to provide first-step funding for islands energy transitions plans, but also a one-stop-shop for islands where to find ideas and effective organisational, technical and financial instruments for the whole value chain of a project.

#### 2.4 Who is NESOI Consortium?

NESOI is formed by a consortium with high expertise in analytic and financial, technical, legal and procedural, environmental and social fields. Furthermore, NESOI consortium provides expertise in islands environment from previous and forthcoming H2020 projects, energy and financial institutions network (also promoted via a B2B matchmaking approach) and expertise in cascade funding implementation.

##### SINLOC - SISTEMA INIZIATIVE LOCALI SPA



Website:

[www.sinloc.com](http://www.sinloc.com)

##### R2M SOLUTION



Website:

[www.r2msolution.com](http://www.r2msolution.com)

##### RINA CONSULTING S.P.A



Website:

[www.rina.org](http://www.rina.org)

##### ZABALA INNOVATION CONSULTING, S.A.



Website:

[www.zabala.eu](http://www.zabala.eu)

##### CIRCE - CENTRE OF RESEARCH FOR ENERGY RESOURCES AND CONSUMPTION





Website:  
[www.fcirce.es](http://www.fcirce.es)

**CENTRE FOR RESEARCH & TECHNOLOGY HELLAS (CERTH)**



Website:  
[www.certh.gr](http://www.certh.gr)

**E.ON SOLUTIONS GMBH**



Website:  
[www.eon.com](http://www.eon.com)

**WOLF THEISS RECHTSANWALTE GMBH & CO KG**



Website:  
[www.wolftheiss.com](http://www.wolftheiss.com)

**DELOITTE ADVISORY SL**



Website:  
[www.deloitte.com](http://www.deloitte.com)

**HELLENIC ASSOCIATION FOR ENERGY ECONOMICS**



Website:  
[www.haaee.gr](http://www.haaee.gr)



### 3 NESOI Process

#### 3.1 What is the procedure to receive funding?

The following figure provides a summary of the main steps to receive the financial and technical assistance support offered by European Islands Facility NESOI.



Please note that only actions with a duration between 10 and 12 months will be allowed access to a 50% of the lump sum (first interim payment) after assessment and approval of the interim monitoring, which shall be delivered at month 6, see section 4 for further details.

#### 3.2 What are the main steps?

##### 3.2.1 Application

The application process comprises a [self-eligibility test](#) that verifies whether applicants are eligible to apply for NESOI support. This automated questionnaire will provide information regarding the eligible requirements for the proposal to be granted. To be eligible, applicants must comply with the requirements set by NESOI.

After successfully passing the eligibility check, applicants are invited to register, create a user profile, and complete the full application form, prepare the required supporting documents and submit them via the NESOI platform. Applications are evaluated by the NESOI Technical Committee Members, during a 2-month period.

##### 3.2.2 Grant Agreement phase

Successful applicants conclude Grant Agreements to benefit from NESOI support.

### 3.2.3 Implementation of the action

Beneficiaries shall develop the energy-transition projects over a period of 6-12 months, during which NESOI will provide a wide range of Technical Assistance portfolio. On one hand, from NESOI experts' team, which can provide specialised technical assistance services, according to the portfolio of services described in Annex I; on the other hand, from external experts through direct financial support (cascade funding) complementing the technical assistance provided by NESOI experts in particular for local and/or country-specific activities. In addition, NESOI will supplement the initial technical assistance activities by longer-term coaching activities to ensure that project promoters have got increased capacity for developing investible energy transition projects.

It should be noted that actions with a duration longer than 10 months will be allowed access to a 50% of the lump sum (first interim payment) after assessment and approval of the interim monitoring report by NESOI evaluation team. The beneficiaries shall submit the interim monitoring report at month 6.

Furthermore, NESOI, to ensure that the objectives set in the applications are fulfilled, will collect information from the grantees based on a set of defined Key Performance Indicators and requirements that will be agreed during Grant Agreement preparation.

### 3.2.4 Evaluation and approval of the action implementation

At the end of the action, beneficiaries will need to submit a final monitoring report to access to the final payment. After assessment and approval of the final report by NESOI evaluation team, beneficiaries will receive the payment of the balance. This is 50% of the lump sum in case the beneficiary has received the first interim payment or 100% in case the beneficiaries have not received the first interim payment.

## 4 NESOI support

### 4.1 Who can apply to receive NESOI support?

The European Islands Facility NESOI funding is open to all kinds of public and private legal entities:

- One or more legal entities (i.e. consortium)
- Legal entities established in the Member States (MS) of the European Union (EU) and United Kingdom (UK), including their outermost regions<sup>1</sup> but excluding Overseas Countries and Territories (OCT) which belong to a Member State but do not form part of the EU territory<sup>2</sup>. Legal entities established in the United Kingdom (UK) are also eligible.

Private Legal entities will have to provide a support letter from relevant public competent authority drawn up in accordance with the available model from the NESOI platform, and must be:

- operating own assets on an eligible EU island;
- operating assets of public interest on an eligible EU island with concession from the relevant public authority for the realization of the intervention;
- promoting a project whose impacts are achieved on an eligible EU island.

Energy communities and cooperatives are eligible, provided that:

- in case they are requesting support, their legal status should be already defined before the signature of the sub-grant;
- in case NESOI support is requested to establish an energy community, the project promoter (i.e.: the beneficiary) should be the relevant local authority and not citizens.

### 4.2 Which types of projects does NESOI support?

All kinds of energy transition-related projects in line with EIB lending policy are eligible for NESOI support, including but not limited to:

- Production of energy from renewable sources,
- Energy efficiency interventions on assets (buildings, lighting systems, etc.),
- Realization/Improvement of energy storage systems,
- Improvement of the existing electricity grid,
- Realization/improvement of District Heating and Cooling networks,
- Energy-related waste and water management actions,
- Implementation of sustainable mobility solutions,
- Improvement of energy monitoring and management,
- Energy auditing and analysis, energy planning.

Although projects belonging to any of the above-listed categories, or more in general to the energy transition field, are eligible for NESOI support, it is highlighted that NESOI will give priority to the support of projects characterized by:

- large impact in terms of energy savings, GHG emissions, etc,
- high potential for replicability in other islands,
- high leverage in terms of investment mobilized with the received support.

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<sup>1</sup> [https://ec.europa.eu/regional\\_policy/en/policy/themes/outermost-regions/](https://ec.europa.eu/regional_policy/en/policy/themes/outermost-regions/)

<sup>2</sup> <https://trade.ec.europa.eu/tradehelp/overseas-countries-and-territories>

### 4.3 Where should project be implemented?

As concerns location, to be eligible for NESOI support, projects must be located:

- on an island belonging to one of the Member States (MS) of the European Union (EU) and United Kingdom (UK), including their outermost regions<sup>3</sup> but excluding Overseas Countries and Territories (OCT) which belong to a Member State but do not form part of the EU territory<sup>4</sup>;
- on an island with maximum area of 30,000 km<sup>2</sup>, in order to have as eligible all islands except for large nation-scale ones (i.e.: Ireland and Great Britain); it is highlighted that islands belonging to these nation-scale islands are, on the other hand, eligible.

This criterion applies to the actual location where the project will be realized; this means that the project promoter, i.e. the beneficiary of the support, may also be based elsewhere (on the mainland or on another island).

Offshore facilities are eligible provided that their onshore connection (e.g.: connection to the electricity grid) is located on an eligible island.

Projects related to ferries are eligible provided that the boat operates among eligible islands or between an eligible island and the mainland.

There is no limit to the number of projects per island that can apply for NESOI support. However, it is highlighted that each project can receive NESOI support only up to the defined limit amount, as defined in section 4.11. In parallel, each project will be evaluated independently: therefore, it is not advisable to apply to NESOI with many small projects being part of a bigger one.

### 4.4 What type of project maturity does NESOI support?

NESOI will support those project that are at:

- **Entry level:** No previous significant exhaustive planning carried out by beneficiary neither on the overall energy transition strategy of the island nor on single or aggregated projects. Examples of support requested might include transition plans, mobility plans, load balancing plans, pre-feasibility studies, etc.
- **Conceptual design level:** Beneficiary has identified single or aggregated projects of interest for the island, but no previous significant activities have been carried out in terms of project information gathering, project concept definition, verification of sustainability profiles and identification of optimal implementation options. Examples of support requested might include energy audits, grid audits, feasibility studies (e.g.: technical, financial, governance and procedural options), etc.
- **Deployment level:** Beneficiary has identified single or aggregated actionable projects, verified their feasibility, and intends to implement it/them. Examples of support requested might include detailed engineering specification or design, tendering procedures, fund raising/matching, etc.

Given the different nature and maturity level of these three categories of projects, this entails a need to differentiate the definition of the “mobilized investment”, as shown in Table 1.

<sup>3</sup> [https://ec.europa.eu/regional\\_policy/en/policy/themes/outermost-regions/](https://ec.europa.eu/regional_policy/en/policy/themes/outermost-regions/)

<sup>4</sup> <https://trade.ec.europa.eu/tradehelp/overseas-countries-and-territories>

Table 1. Definition of Mobilized Investment Depending on Project Development Stage

Project development stage	Definition of “mobilized”
Entry level	Economic and impact value of the investments foreseen by the project promoter and defined in the analysis and studies delivered.
Conceptual design level	Economic and impact value of the project foreseen by the project promoter and defined in the analysis and studies delivered.
Deployment level	Economic and impact value of the project as reported in the tender documents or contracts signed.

#### 4.5 Is there any timing for the projects?

NESOI eligibility criteria are different according to the complexity of the project and to its development status at the application stage:

- for high-level planning activities, the public promoter shall officially commit to the identified actions through an official deliberation and/or the identification/obtainment of financial resources for their implementation in the period 2021-2030
- for any kind of project, the launch of the tender (where needed) or the signature of the EPC contract or equivalent shall take place after the award of NESOI grant;
- for projects at development stage (project maturity level) requiring a permitting/authorization, this should already be obtained at the moment of application<sup>5</sup>.
- for actionable projects promoted by public authorities, the launch of the tender shall take place within 6 months after the end of the support provided by NESOI, and in any case by the end of NESOI project;
- for actionable projects promoted by private entities, the signature of the EPC contract or equivalent shall take place within 6 months after the end of the support provided by NESOI, and in any case by the end of NESOI project;

#### 4.6 What is the impact that NESOI seeks?

As a general rule, in order to be eligible for NESOI support, projects must have a minimum “size” to have an impact on the energy systems of the island or island clusters on which they are located.

In order to be eligible for NESOI support, projects need to achieve a positive impact in at least two of fields relevant to the areas of Energy Transition (primary energy savings, reduction of GHG emissions, improvement of local environmental conditions, mitigation of energy poverty). A quantitative estimation of the impacts must be presented in the application stage.

The impact fields of interest are listed below:

- Reduction of Primary Energy Consumption determined according to calculation methods acceptable for compliance with art. 7 of the Energy Efficiency Directive<sup>6</sup> or other equivalent suitable EU or international standard;
- Reduction of GHG Emissions determined according to GHG Protocol calculation methods<sup>7</sup> or other equivalent suitable EU or international standard;

<sup>5</sup> Applicants must ensure that the selected Technical Assistance (TA) activities can be carried out and completed after grant agreement signature.

<sup>6</sup> <https://publications.jrc.ec.europa.eu/repository/bitstream/JRC99698/report%20on%20eed%20art%207%20-%20publishable.pdf>

<sup>7</sup> <https://ghgprotocol.org/sites/default/files/standards/ghg-protocol-revised.pdf>

- Improvement of Local Environmental Conditions determined according to methodologies accepted for Environmental Impact Assessments<sup>8</sup> or other equivalent suitable EU or international standard;
- Mitigation of Energy Poverty determined according to a suitable indicator among those proposed at EU level<sup>9</sup>.

Project promoters are requested to declare the presence of benefits in the above-listed fields and to provide a quantitative estimation of those impacts. However, it is highlighted that quantitative aspects are not evaluated in the eligibility check phase but only in the subsequent evaluation phase.

Similarly, the presence of socio-economic benefits, either direct or indirect, is a plus and will be considered among the evaluation criteria but not in the eligibility check.

Exceptions to this general rule apply for infrastructural projects (and more in general to “enabling technologies” according to the EC definition<sup>10</sup>) and for analyses and studies, i.e. support in energy planning, for which impact exists but is not directly correlated to the technical assistance.

For eligibility check purposes, the project impact is as indicated and justified by the project promoter in the application submitted.

#### 4.7 Are there any compliances with EU Policy and Law?

To be eligible for NESOI support, beneficiaries must sign a Declaration of EU Policy and Law about the compliance with EU Norms and Regulations before the grant agreement can be signed.

In particular, the following norms and directives are included in the Declaration, where applicable:

- EU Environmental principles (e.g.: Art. 191-193 of the Treaty on the Functioning of the European Union<sup>11</sup>);
- EU Procurement norms (e.g.: Directive 2014/25/EU or 2004/17/EC coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors<sup>12</sup> and Directive 2014/24/EU or 2004/18/EC on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts<sup>13</sup>);
- EU State Aid legislation (e.g.: Art. 107 of the Treaty on the Functioning of the European Union<sup>14</sup>);
- Directive 2011/92/EU of the European Parliament and of the Council on the assessment of the effects of certain public and private projects on the environment (the 'EIA Directive');
- Directive 92/43/EEC on the conservation of natural habitats and of wild fauna and flora (Habitats Directive); assessment of effects on Natura 2000 sites;
- Directive 2000/60/EC of the European Parliament and of the Council establishing a framework for Community action in the field of water policy (Water Framework Directive);
- principles and standards of the EIB Environmental and Social Standards<sup>15</sup>;
- all applicable national and EU-level legislation on environmental, social and health & safety aspects.

By participating to the NESOI call, the applicant accepts - if awarded of NESOI support - to be potentially subject of audits and control activities by the European Commission.

<sup>8</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex:32011L0092>

<sup>9</sup> <https://ec.europa.eu/energy/sites/ener/files/documents/Selecting%20Indicators%20to%20Measure%20Energy%20Poverty.pdf>

<sup>10</sup> <https://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2009:0512:FIN:EN:PDF>

<sup>11</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A12012E%2FTXT>

<sup>12</sup> <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=CELEX%3A32004L0017>

<sup>13</sup> <https://eur-lex.europa.eu/legal-content/en/ALL/?uri=CELEX%3A32004L0018>

<sup>14</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A12012E%2FTXT>

<sup>15</sup> [https://www.eib.org/attachments/strategies/environmental\\_and\\_social\\_practices\\_handbook\\_en.pdf](https://www.eib.org/attachments/strategies/environmental_and_social_practices_handbook_en.pdf)

#### 4.8 Does NESOI application require a declaration of honour?

In order to be eligible for NESOI support, beneficiaries must sign a Declaration of Honour about the absence of situations of exclusion as listed in Article 136(1) of the EU Financial Regulation<sup>16</sup> before the grant agreement can be signed.

A non-exhaustive list of such situations includes, but is not limited to:

- Bankruptcy;
- Criminal offences;
- Subject to insolvency or winding up procedures;
- Breach of obligations relating to the payment of taxes or social security contributions;
- Violating intellectual property rights;
- Subject of a final judgement as guilty of fraud, corruption, etc.

It is highlighted that reimbursement of received grant will be requested by NESOI to project promoters only in case of significant misconduct, negligence and non-compliance with the provisions set out in the sub-grant agreement. Similarly, no financial guarantees will be requested to the beneficiaries on grant received.

Reimbursement of technical assistance resources will not be requested by NESOI to final beneficiaries (sub-grantors) if supported projects fail to deliver the expected results.

#### 4.9 Which Technical Assistance activities are funded by NESOI?

NESOI aims to boost energy transition plans and sustainable energy-related projects by providing a two-fold support (finance and technical) to cover **Technical Assistance activities** at practically any phase of project development, from project design until project realisation, before project implementation. Therefore, NESOI aims to bridge the gap between energy project plans and project implementation and thus facilitating and securing access to finance.



Figure 1: Project phases

These technical assistance activities can include, but are not limited to feasibility studies, technical studies, energy audits, cost-benefit analysis, business plans, legal advisory, financial analysis, procurement procedures.

Moreover, Question 4.15 provides the portfolio of technical support services provided by NESOI experts. For each level of project maturity NESOI will provide the applicants with a number of predetermined Technical Assistance Menus (also Menu) to choose from (see Annex I).

The Technical Assistance Menus provided by NESOI will specify the activities to be procured for local experts/advisors, the deliverables to be expected and estimated budget range.

Applicants are encouraged to use the suggested menus as this enables to:

<sup>16</sup> [https://ec.europa.eu/budget/library/biblio/publications/2018/financialregulation\\_en.pdf](https://ec.europa.eu/budget/library/biblio/publications/2018/financialregulation_en.pdf)

- accelerate successive on-grant agreements;
- simplify the required procurement procedures the beneficiaries will have to put in place to select local experts/advisors;
- increase the opportunity to share knowledge and economies of scale and scope with other fellow islands.

#### 4.10 Which type of financial support is provided?

Successful proposal receives financial support up to EUR 60,000 lump sum in the form of a grant to procure external technical assistance advisory service (local advisors) for development of the energy-related action. Local advisors will work in close cooperation and under the coordination of the advisors provided by the NESOI Consortium (*Technical Support*). Local advisors must be selected to provide the beneficiary with technical assistance activities, such as: feasibility studies, support in tendering procedures, due diligence, financial modelling, etc. (see Menus Annex I)

#### 4.11 Is there any grant limitation for the proposal or applicants?

Yes, the following conditions apply:

- Maximum grant amount (lump-sum) per proposal (per application) is 60,000 EUR.
- Maximum grant amount (lump-sum) per beneficiary is 60,000 EUR.

#### 4.12 What is total EU funding available for the first call?

The total EU funding available for the first call for proposals is 1,560,000€.

#### 4.13 What type of costs are eligible?

The cost for contracting external technical assistance to carry out any of the activities described in point 4.4. Furthermore, Eligible costs of the action are costs actually incurred by the beneficiary which meet the following criteria:

- they must be incurred in the period set out in the application form;
- they must be indicated in the estimated budget set out in the application form;
- they must be incurred in connection with the action as described in the application form and necessary for its implementation;
- they must be identifiable and verifiable, in particular recorded in the beneficiary's accounts in accordance with the accounting standards applicable in the country where the beneficiary is established and with the beneficiary's usual cost accounting practices;
- they must comply with the applicable national law on taxes, labour and social security, and they must be reasonable, justified and must comply with the principle of sound financial management, in particular regarding economy and efficiency.

Furthermore, the beneficiaries must make such purchases ensuring the best value for money or, if appropriate, the lowest price. In doing so, they must avoid any conflict of interests.

Beneficiaries that are 'contracting authorities' within the meaning of Directive 2004/18/EC (or 2014/24/EU) or 'contracting entities' within the meaning of Directive 2004/17/EC (or 2014/25/EU) must comply with the applicable national law on public procurement.

#### 4.14 Is there any financial reporting?

There will be no financial checks, reviews or audits focusing on costs carried out by NESOI. However, the monitoring reports will assess the coherence of the spent money with the achieved results and objective.

Moreover, the beneficiaries must ensure that the European Commission, the European Court of Auditors (ECA) and the European Anti-Fraud Office (OLAF) can exercise their rights under Articles 22 and 23 of the Annotated Model Grant Agreement<sup>17</sup> from the Horizon 2020 Programme. Therefore, beneficiaries must keep the original documents of their expenses (e.g. invoices, contracts).

#### 4.15 Which type of technical support is provided?

NESOI provides a twofold support for beneficiaries, both in form of direct funding and advisory services. In particular:

- Financial Support | provided as direct funding to the beneficiary up to EUR 60,000 grant. These resources will serve the beneficiary to procure local advisors on site. Local advisors will work in close cooperation and under the coordination of the advisors provided by the NESOI Consortium (*Technical Support*). Local advisors must be selected to provide the beneficiary with technical assistance activities, such as: feasibility studies, support in tendering procedures, due diligence, financial modelling, etc.
- Technical Support | provided by NESOI Consortium. NESOI members will provide the beneficiaries with on-going support, including: support to project management, assistance in the tendering process to procure local advisors, review of deliverable and quality assessment, selected Technical Assistance activities in close cooperation with locally-selected advisors (as indicate in Annex I), support in impact analysis.

For each level of project maturity NESOI will provide the applicants with a portfolio of predetermined Technical Assistance Menus (also Menu) to choose from. Annex I provides the predetermined Technical Assistance Menus. The Menus specify the activities to be procured from local experts/advisors and those led by NESOI members, the deliverables to be expected and estimated budget range.

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<sup>17</sup> [https://ec.europa.eu/research/participants/data/ref/h2020/grants\\_manual/amga/h2020-amga\\_en.pdf](https://ec.europa.eu/research/participants/data/ref/h2020/grants_manual/amga/h2020-amga_en.pdf)

## 5 Application form and process

### 5.1 Where can the application form be found?

The applications must be built and submitted through NESOI web application.

### 5.2 Which information must be provided in the application form?

The information to be provided in the application is summarized in the following tables.

Section	Information to be provided
<b>Proposal at glance</b>	Brief description of the proposal covering main objectives and expected impacts, actions foreseen, roles and responsibilities of the involved actors (2,000 characters)
<b>Project description and main features</b>	<p>Please provide the following details regarding:</p> <ul style="list-style-type: none"> <li>- Project promoters: name, VAT code, type of entity (public, private, energy community or others). In case that the proposal is promoted by a consortium, provide a list of the entities involved specifying if they are public or private entities. Provide information about the name if the island where the proposal is aimed to, the EU member state, latitude and longitude, geographical area, population of the island (or the islands in case more islands are involved), area of the islands (km<sup>2</sup>)(or sum up of the areas), number of municipalities on the island and municipalities involved in the proposed project, and if the island is interconnected with the mainland electricity grid (Yes/No).</li> <li>- Technical solution proposed: provide a description of the solution that is proposed in the application (max. 1,000 characters).</li> <li>- Innovation: please highlight the innovative aspects of the project (if any) (max. 1,000 characters).</li> <li>- Technical area: please choice between <i>production of energy from renewable sources; energy efficiency interventions on assets (buildings, lighting systems, etc.); realization/improvement of energy storage systems; improvement of the existing electricity grid; realization/improvement of district heating and cooling networks; energy-related waste and water management actions; implementation of sustainable mobility solutions; improvement of energy monitoring and management; energy auditing and analysis, energy planning; other</i></li> <li>- Maturity of the project: please select between energy transition planning, entry-level project, conceptual design-level or deployment level.</li> <li>- Boundaries: please specify the boundaries of the project (i.e., if it has impacts on the whole island, on a municipality, etc.) (max. 500 characters).</li> <li>- Budget: which is the total investment (in Euro, VAT excluded) foreseen to implement the project.</li> <li>- Financial structure: description of the financial structure (i.e., amount and type of the funds available, amount and type of resources to be pursued, etc.) (max. 500 characters).</li> <li>- Expected economic savings and pay-back time of the investment</li> </ul>
<b>Project impacts</b>	Please provide a brief presentation of the impacts that the project aims to achieve and how those are calculated. For early-stage project, please explain how the impacts can be estimated (max. 500 characters each).

Section	Information to be provided
<b>Project execution and NESOI support</b>	<ul style="list-style-type: none"> <li>- Provide a description of the activities already carried out and planned, specifying which one are already carried out and which are planned (max. 500 characters).</li> <li>- Support requested to NESOI, provide details about:               <ul style="list-style-type: none"> <li>▪ which of the Technical Assistance Menus best fits the requested support;</li> <li>▪ any adjustment needed to increase the coherence of predetermined Technical Assistance Menus with the specific context (e.g. add/remove some activities or deliverable) (max. 500 characters);</li> <li>▪ justification of the suggested adjustment(s) (max. 500 characters);</li> <li>▪ the Grant amount requested (whether equal or different to the indicative price);</li> <li>▪ justification for the Grant amount requested (max. 500 characters);</li> <li>▪ if “Customized Menu” please specify: (i) the activates needed, (ii) the suggested price (max.€ 60k);</li> </ul> </li> <li>- Please explain how the support requested to NESOI is coherent with the current project readiness (Max. 500 characters).</li> <li>- Provide details in the tables with the expected timelines for project implementation and requested technical assistance.</li> </ul>
<b>Beneficiary and Island Ecosystem</b>	<ul style="list-style-type: none"> <li>- Describe the planned governance of the project in terms of partners involved, roles and responsibilities (max. 500 characters).</li> <li>- Provide details about the operational capacity and experience of the project proponent(s) (max. 500 characters).</li> <li>- Present the role of the project in the local context of the island (max. 500 characters).</li> <li>- Please list the key stakeholders identified and present the actions done for their engagement (max. 500 characters).</li> <li>- Please present a risk matrix for the proposed project according to the template, covering technical and non-technical risks, as deemed appropriate.</li> </ul>
<b>Attachments</b>	<ul style="list-style-type: none"> <li>- Mandatory:               <ul style="list-style-type: none"> <li>○ Letter of support from a relevant public authority (only mandatory for private entities)</li> </ul> </li> <li>- Optional (if deemed useful to support the project proposal)               <ul style="list-style-type: none"> <li>○ Letter of support from relevant stakeholders</li> <li>○ Transition agendas, SEAP, SECAP or other planning documents</li> <li>○ Proofs of secured financing and/or existing agreements</li> <li>○ Already existing feasibility studies and/or monitoring data</li> <li>○ Already obtained licenses (i.e., for construction, deployment, etc.) or other technical documents</li> <li>○ Maps with simple sketches of the project location</li> <li>○ Other (to be specified) (i.e., detailed time plan)</li> </ul> </li> </ul>

Furthermore, it should be highlighted that for each level of project maturity NESOI will provide the applicants with a number of predetermined Technical Assistance Menus to choose from (see Annex I).

The Technical Assistance Menus provided by NESOI will specify the activities to be procured for local experts/advisors, the deliverables to be expected and estimated budget range, and the activates led by NESOI members.

Applicants are encouraged to use the suggested Menus as this enables to:

- accelerate successive on-grant agreements;
- simplify the required procurement procedures the beneficiaries will have to put in place to select local experts/advisors;
- increase the opportunity to share knowledge and economies of scale and scope with other fellow islands.

Applicants may propose adjustments to any of the predetermined Technical Assistance Menus to increase their coherence with the specific project context (e.g. add/remove some activities or deliverable, suggest a revised budget, etc). Any requests for adjustments shall be duly justified by the applicant and post evaluation by the NESOI team might be subject to negotiation in the sub-grant agreement negotiation phase.

Applicants may propose and submit customised Technical Assistance Menus only if none of those provided by NESOI is inherent with the requested Technical Assistance or cannot be rendered coherent with the aforementioned minor adjustments.

In this case the applicant will have to clearly justify the request in terms of:

- specific needs not catered for by the standard menus
- activities needed
- expected deliveries
- required budget
- timeline

### 5.3 Are there templates available for the required documents?

Applications must be built and submitted through NESOI web application. Moreover, templates for the mandatory annexes can be found in NESOI platform.

- Letter of interest signed by a relevant political representative to demonstrate political support of the investment concept.

### 5.4 Is it possible to submit the documents in national language?

English is the official language for NESOI open calls. Submissions done in any other language will not be evaluated. English is also the only official language during the whole execution of the NESOI programme. However, the attachments providing information and evidences regarding project maturity (i.e. building licences, activity permits, feasibility studies, contracts, etc.) can be submitted in the original language and do not need to be translated unless the applicant deems it necessary. Those type of attachments are not systematically read during the evaluation. Avoid sending extensive annexes, since only reasonable amounts of (supporting) information about relevant statements in the proposal can be processed during the evaluation.

### 5.5 Can an entity submit more than one proposal (multiple submission)?

Yes, an entity can apply for more than one project but the maximum grant (financial support) per beneficiary within the first call is restricted to 60,000 €. See limits on section 4.11.

### 5.6 When should be submitted the application form?

The opening of the first call for proposals is 12<sup>th</sup> October 2020. All parts of the Application Form shall be submitted electronically through the NESOI platform before Friday Wednesday, 18<sup>th</sup> December 2020, 17:00.00 Brussels time.

### 5.7 Is there a confirmation for the submission process?

All submitted proposals will receive an automatic e-mail acknowledgement of receipt of the application from [nesoi@nesoi.com](mailto:nesoi@nesoi.com), including the number of the proposal, date and hour of the submission. If this mail is not received after submitting a proposal, check the spam box. This e-mail should not be taken as an indication that the proposal is admissible, only that it was submitted.

### 5.8 How to seek support in case of questions during the application process?

NESOI website has available a FAQ section to provide a comprehensive overview of the questions that can arise during the application process. Moreover, a glossary of the relevant terms is available to facilitate the applicant's understanding of the NESOI documents.

Finally, NESOI helpdesk is available at [www.nesoi.eu](http://www.nesoi.eu) and can be used to submit specific questions.

### 5.9 Absence of conflict of interest

Applicants shall not have any actual or/and potential conflict of interest with the NESOI selection process and during the whole programme. In particular, the applicants cannot be NESOI consortium partners or affiliated entities nor their employees or co-operator under contractual agreement. Conflict of interest cases will be assessed individually.

## 6 Evaluation and selection of applicants

### 6.1 What is the procedure for evaluating the applications?

All received applications through the NESOI web application within the deadline will be collected and pass through a first screening and eligibility check aimed at identifying potential macroscopic inconsistencies and errors before sending proposals to the evaluation phase.

Each proposal will be sent to three different evaluators who will assess all the proposal sections. Each evaluator will receive the whole proposal package and carry out the assessment in a maximum of two working weeks. Each evaluator will first assess the structure and contents of the proposal and highlight any relevant error or gap against required content.

All the evaluators will insert the outcomes of the evaluation into a database and once all the evaluators have submitted these evaluations a comparison of the scores will be performed and discussed if the difference is more than 1.0 point. After this, the average marks will be calculated, and proposals will be ranked according to the total score obtained.

### 6.2 What are the criteria for evaluating the applications?

The criteria used to evaluate the applications are:

- Project description and main features - When analysing this section, evaluators will specifically assess the level of alignment with EU objectives for Islands Decarbonization and NESOI targets and the coherence of the presented information.
- Project impacts - When analysing this section, evaluators will specifically assess the robustness and level of ambition of the expected impacts.
- Project execution and NESOI support - When analyzing this section, evaluators will specifically assess the overall description, in particular the level of readiness of the proposed actions and the coherence of the requested NESOI support.
- Beneficiary and island ecosystem - When analysing this section, evaluators will specifically assess the overall description, in particular the coherence of the governance proposed and the capacity to manage the project and its risks.

Only proposals submitted through NESOI web application and written in English will be accepted and evaluated. Only applications from eligible beneficiaries and islands will be evaluated. Moreover, to be evaluated, the application must have fulfilled the following sections according to the instructions included in the application form.

### 6.3 How are applications scored?

#### 1 | Assessment by Single Evaluator

The first step is the independent assessment by single evaluators. Each evaluator will score the proposal with a mark from 1 to 5 (with 0.5 resolution) on each of the four areas of evaluation:

- project description and main features,
- project impacts,
- project execution and NESOI support,
- beneficiary and island ecosystem.

Following the approach adopted in the evaluation of Horizon 2020 project proposals, the marks are to be given according to the following equivalences:

1. Poor - the criterion is inadequately addressed, or there are serious inherent weaknesses.
2. Fair - the proposal broadly addresses the criterion, but there are significant weaknesses.
3. Good - the proposal addresses the criterion well, but a number of shortcomings are present.
4. Very good - the proposal addresses the criterion very well, but a small number of shortcomings are present.
5. Excellent - the proposal successfully addresses all relevant aspects of the criterion. Any shortcomings are minor.



In addition to the scores, each evaluator could assign each proposal one or more “bonuses”, whose presence will be considered in the elaboration of the final ranking. These bonuses are related to the following topics:

- replicability, to be assigned if the proposal shows a significant potential for replication in other islands or in the mainland;
- innovation, to be assigned if the proposed technical solution goes significantly beyond the state of the art of the local context;
- archipelago, to be assigned if the proposed intervention is related not to a single island but to more islands of the same archipelago;
- quality of supporting documents, to be assigned if the applicant can attach proper documentation as proof of the overall quality of the project in terms of feasibility, sustainability, bankability, regulatory compliance, etc.

In order not to disqualify the proposal, for each evaluator the minimum scoring thresholds shall be:

- 2.0 for individual areas of evaluation (“project description and main features”, “project impacts”, “project execution and NESOI support”, “beneficiary and island ecosystem”);
- 12.0 for the total score calculated as the sum of the scores given for the four areas of evaluation.

In addition, some contents (sub-categories) need to be evaluated also individually, with reference to the overall coherence of the information and the project description provided, as well as to the technical assistance requested. These need to be evaluated at least as “good” by at least two of the evaluators in order not to disqualify the proposal (i.e. if two evaluators give a mark lower than “good” in the same sub-category then the proposal will be disqualified). The sub-categories are:

1. Project description:

- 1.1. location of the proposed action
- 1.2. maturity of the project
- 1.3. financial leverage factor
- 1.4. alignment with EU objectives for Islands Decarbonization and NESOI targets
- 1.5. coherence of the presented information.
2. Project Impacts
  - 2.1. primary energy savings
  - 2.2. GHG emissions avoided
  - 2.3. improvement of other local environmental conditions
  - 2.4. energy poverty mitigation
  - 2.5. social acceptance
3. Project Execution and NESOI Support
  - 3.1. timeline of the proposed activities
  - 3.2. coherence of requested NESOI support
4. Beneficiary and Island Ecosystem
  - 4.1. the governance of the project
  - 4.2. project beneficiaries and related capacity,
  - 4.3. risk matrix
  - 4.4. coherence of the governance proposed
  - 4.5. capacity to manage the project and its risks.

Each evaluator will insert the outcomes of his/her evaluation (mark from 1 to 5 with 0.5 resolution) for each of the four areas of evaluation and total mark out of 20 resulting from the sum of the four marks) into a Microsoft Access® database. The marks given by other evaluators will not be visible until the evaluation is completed by all evaluators.

## 2 | Discussion among Evaluators

The Microsoft Access® database created for proposals evaluation purposes will compare marks given by different reviewers and, in case marks given by different reviewers in more than one area of evaluation will differ by more than 1.0, the database will highlight the proposal as needing discussion.

For each proposal requiring discussion among evaluators, a conference call having a maximum duration of 30 minutes will be organized through a suitable platform and will involve all the three evaluators.

Each evaluator will explain the reasons of the given mark and discussion will take place with the aim of agreeing on the most suitable mark.

Minutes of the meeting will be taken and correction of the given marks will, when needed, be done directly in the database during or right after the discussion session.

## 3 | Ranking

After the completion of the evaluation, the average marks will be calculated to define the final ranking. For each proposal and each area of evaluation, an average mark will be calculated as the arithmetic average of the marks given by the three evaluators.

Average marks will be calculated with two decimals and rounding will be applied according to the following rules:

- values with decimals up to 0.24 will be rounded to the lower integer number;
- values with decimals from 0.25 to 0.74 will be rounded to the lower integer number plus 0.5;
- values with decimals between 0.75 and 1 will be rounded to the higher integer number.

The total mark will be calculated as the sum of the average marks obtained in the four areas of evaluation and therefore will have a maximum value of 20.

The ranking will be formed by ordering all the received proposals by descending total score. As mentioned above, no proposal having a total score lower than 12.0 can receive NESOI support.

For projects having the same total score, precedence in the ranking will be given according to:

- highest financial leverage;
- primary energy savings / avoided GHG emissions (absolute value);
- presence of bonuses (replicability, innovation, archipelago, quality of supporting documentation).

In the unlikely event that all the projects are ranked equally according to these criteria, date of submission of the application to the NESOI Facilitating Platform earliest date of submission will define precedence.

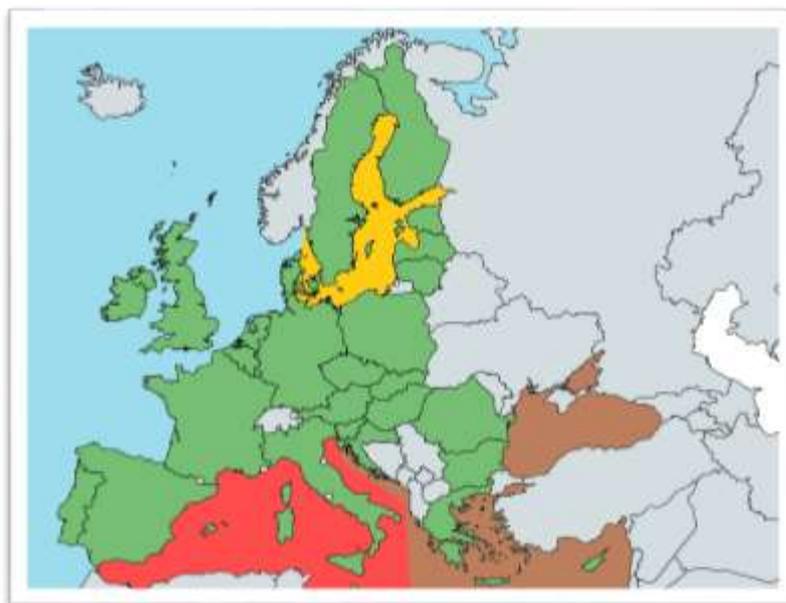
If this latter criterion were not enough to rank the projects, and only one of the projects can be selected for the assistance, a draw before a public notary will be held. If on the other hand both projects would be selected (or not selected), the precedence will be given randomly.

#### 6.4 How the final selection is reached?

Based on the ranking of project proposals developed as described in the previous paragraph, the final selection of projects will be carried out.

The selection will be based on two kinds of macro-areas, according to geographical location and maturity of the project.

As concerns geographical distribution, based on the EU Marine Strategy Framework Directive that identifies four main areas (Baltic Sea, North-East Atlantic Ocean, Mediterranean Sea, Black Sea), the following macro-areas are foreseen for NESOI: Baltic Sea, North-East Atlantic Ocean, Western Mediterranean (Spain, France, Italy, Malta), Eastern Mediterranean and Black Sea (jointly, corresponding to Slovenia, Croatia, Greece, Bulgaria, Romania, Cyprus) and Other areas (e.g. non-European parts of Atlantic Ocean and Outermost Regions). A map of the areas is shown in the following Figure ((Baltic Sea - yellow; North-East Atlantic Ocean - light blue; Western Mediterranean Sea - red; Eastern Mediterranean Sea and Black Sea - brown; Other areas - not indicated in the map).



As concerns project maturity, the following macro-areas are identified: entry-level project, conceptual design-level, deployment level. The project proponent will have to indicate, as part of the submission, to which maturity area the project belongs to, but NESOI is allowed to reallocate to a different and more suitable maturity area if needed.

For each macro-area (geographical and maturity-related), each round of calls will specify the indicative number of projects to be selected and the indicative budget to be allocated. Moreover, the second call will consider the results of the first call in the identification of the indicative number of projects and budget per macro-area. These numbers will only constitute indicative values that the NESOI selection process will try to pursue and will be considered with a certain flexibility: in case of lack of projects (or lack of projects with a sufficient evaluation) in a specific macro-area, budget will be shifted to other macro-areas where projects are available.

For each macro-area, the first “n” projects in the ranking will be selected until the first of the following conditions is met

- the total score threshold of 12.0 is reached,
- the cumulated support to selected projects in the macro-area reaches the maximum amount of support to be provided in the call,
- the number of selected projects in the macro-area reaches the maximum number of projects to be supported in the call (if present).

#### 6.5 How long does it take to receive the result?

The evaluation process shall take maximum of two (2) months starting from the closing date of the call. After this period, applicants will be informed about the result.

### 6.6 How are applicants informed about the results?

After the evaluation process is concluded, applicants are informed via e-mail about the results, although NESOI website will also publish the list of selected applicants. Moreover, the rejected applicants will also receive an Evaluation Summary Report (ESR) with the reasons for exclusion.

Applicants are strongly encouraged to check Spam inbox.

### 6.7 What are the next steps in case the application is selected?

Successful applicants conclude a Grant Agreement to receive NESOI support.

## 7 Preparation and Grant Agreement Signature

### 7.1 Which information is provided in the Grant Agreement?

The objective of the negotiation is to fulfil all the legal requirements between the beneficiary and European Islands Facility NESOI. It sets out the terms and conditions of the relation between the beneficiary and European Islands Facility NESOI.

The model grant agreement is not negotiable and will be signed in English. Grant agreement preparation covers technical, legal and financial as well as other relevant aspects of the proposal based on the results of the evaluation. Upon finalisation, the grant agreement is sent to the beneficiary (coordinator) for signature.

### 7.2 Are there any other documents to be sent at this stage?

Yes, the following documents will need to be provided during the Grant Agreement Preparation:

- **Legal Entity Form (each beneficiary):** The Legal Entity form for the awarding of NESOI funding and support. The editable form can be downloaded in all EU languages from the following website<sup>18</sup>.
- **Financial Entity Form (only coordinator):** Financial Identification form to communicate the banking coordinates necessary to the authorization of payments from the EU.
- **Declaration of Honour (DoH)** about the absence of situations of exclusion as listed in Article 136(1) of the EU Financial Regulation. The DoH will be available for the beneficiaries.
- **Declaration of Compliance (DoC)** with EU Policy and Law. DoC will be available for the beneficiaries.

As well as any other supporting document that NESOI deemed necessary for the Grant Agreement Preparation.

### 7.3 What is the timeline for the signature of the Grant Agreement?

The timeline for the preparation and signature of the Grant Agreement shall take maximum two (2) months starting from the date after receiving the decision about their selection for the NESOI support.

### 7.4 How is the grant paid?

The grant amount will be distributed as follows:

- **Interim payment:** only for projects between 10 and 12 months of duration, at month 6 the coordinator can submit a request for the interim payment accompanied by the Interim Monitoring Report. This interim payment will consist of 50% of the total grant funded.
- **Final payment** of 50% of the total amount after the positive evaluation of the investment. This request should be done on Month 12 and shall be accompanied by the Final Monitoring Report. In those projects whose duration is less than 10 months the final payment will consist on the 100% of the grant approved.

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<sup>18</sup> [http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/legal\\_entities/legal\\_entities\\_en.cfm](http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm)

### 7.5 What happens if the interim payment is not requested by the coordinator?

If the coordinator fails to submit a request for interim payment or final payment accompanied by the referred documents set out in the Grant Agreement, and where the coordinator still fails to submit such a request within 30 days following a written reminder sent by the NESOI, the NESOI reserves the right to terminate the Agreement.

### 7.6 How are the payments done?

The payments are made to the coordinator; the beneficiaries are NOT paid individually.

Payments to the coordinator will discharge the Contractor from its payment obligation. The coordinator must distribute the payments between the beneficiaries without unjustified delay.

The distribution of the payment by the coordinator to the rest of beneficiaries is an internal matter for the consortium and will be done according to the conditions set in the Consortium Agreement, signed by all the beneficiaries, previous to the signature of this Subgrantee Agreement. If the coordinator does NOT comply with its obligations to distribute payment, this is an issue to be resolved within the consortium.

### 7.7 How and when technical support services provided by NESOI experts will be agreed?

In parallel to the Grant-Agreement, NESOI experts will invite the beneficiaries for an interview (more, if required) to present the project and services required. NESOI experts will assess the applicant on the scope of selected technical assistance service(s). After this initial assessment, NESOI will provide the general terms and conditions to the provision (benefit) of NESOI services.

## 8 Action Implementation and Monitoring

### 8.1 When should the technical assistance activities be completed?

Beneficiaries shall complete the Technical Assistance activities (action activities) related to the energy-transition project over a period of 6-12 months, following the date when the sub-grant agreement enters into force. The sub-grant agreement enters into force when the last party of the following two - coordinator or NESOI - signs it.

### 8.2 How is the action assessed and validated?

The work undertaken by beneficiaries during the action duration will be closely monitored.

- **Key Performance Indicators (KPIs):** NESOI will collect information periodically from the beneficiaries based on KPIs and requirements, which will be defined and agreed with the beneficiaries during sub-grant-agreement preparation.
- **Activities:** The realization of the activities declared during the submission phase will be verified.
- **Interim Report:** In those actions with a duration between 10 to 12 months, the coordinator shall submit a request for interim payment on Month 6. The request for interim payment shall be accompanied by the Interim Monitoring Report drawn up in accordance with a model that will be provided during sub-grant agreement preparation. The report will contain technical information on how the action was implemented, activities carried out, fulfilment of the objectives and impacts, information on the contracts awarded, among others
- **Final Report:** The coordinator shall submit a request for final payment at the end of the action. The request for final payment shall be accompanied by the Interim Monitoring Report drawn up in accordance with a model that will be provided during sub-grant agreement preparation. The report will contain technical information on how the project was implemented, activities carried out, fulfilment of the objectives and impacts, information on the contracts awarded, among others

## 9 Applicants communication flow

### 9.1 What is the communication procedure for applicants?

After the evaluation process is concluded, applicants are informed via e-mail about the results, although NESOI website will also publish the list of selected applicants. Moreover, the rejected applicants will also receive an Evaluation Summary Report (ESR) with the reasons for exclusion.

Applicants are strongly encouraged to check Spam inbox.

### 9.2 Can applicants appeal a rejection?

If, at any stage of the evaluation process, the applicant considers that a mistake has been made or that the evaluators have acted unfairly or have failed to comply with the rules of NESOI first open call, and that her/his interests have been prejudiced as a result, the following appeal procedures are available.

A complaint should be drawn up in English and submitted by email to: [nesoi@nesoi.eu](mailto:nesoi@nesoi.eu). Any complaint made should include:

- contact details,
- the subject of the complaint,
- information and evidence regarding the alleged breach.

Anonymous complaints or those not providing the mentioned information will not be considered.

Complaints should also be made **within five (calendar) days** since the evaluation results are presented to the applicants.

As a general rule, the NESOI Technical Committee Members will investigate the complaints with a view to arriving at a decision to issue a formal notice or to close the case within no more than twenty days from the date of reception of the complaint, provided that all required information has been submitted by the complainant. Where this time limit is exceeded, the NESOI Technical Committee Members will inform the complainant by email.

## 10 Intellectual Property Rights

### 10.1 What is the IPR ownership of the sub-granted projects?

The results developed during the project shall be exclusively property of the beneficiary that generates them.

In case of multiple beneficiaries, they must agree (in writing) on the allocation and terms of exercise of their ownership in the Consortium agreement.

### 10.2 Is there any obligation about communication?

There are no IPR obligations toward the European Commission (EC). However, any publicity from the beneficiaries, including at a conference or seminar or any type of information or promotional material (brochure, leaflet, poster, presentation etc.), must specify that the project has received research funding from the EC and display the European emblem.

In particular, the beneficiary must include the following text for communication activities: “This project has received funding from the European Union’s Horizon 2020 research and innovation programme under grant agreement No 864266 - European Islands Facility NESOI”.

The EC and NESOI consortium may use, for its communication and publicising activities, information relating to the action, documents notably summaries for publication and public deliverables as well as any other material, such as pictures or audio-visual material received from any beneficiary (including in electronic form).

The Sub-Grant Agreement will introduce provisions concerning communication obligations.

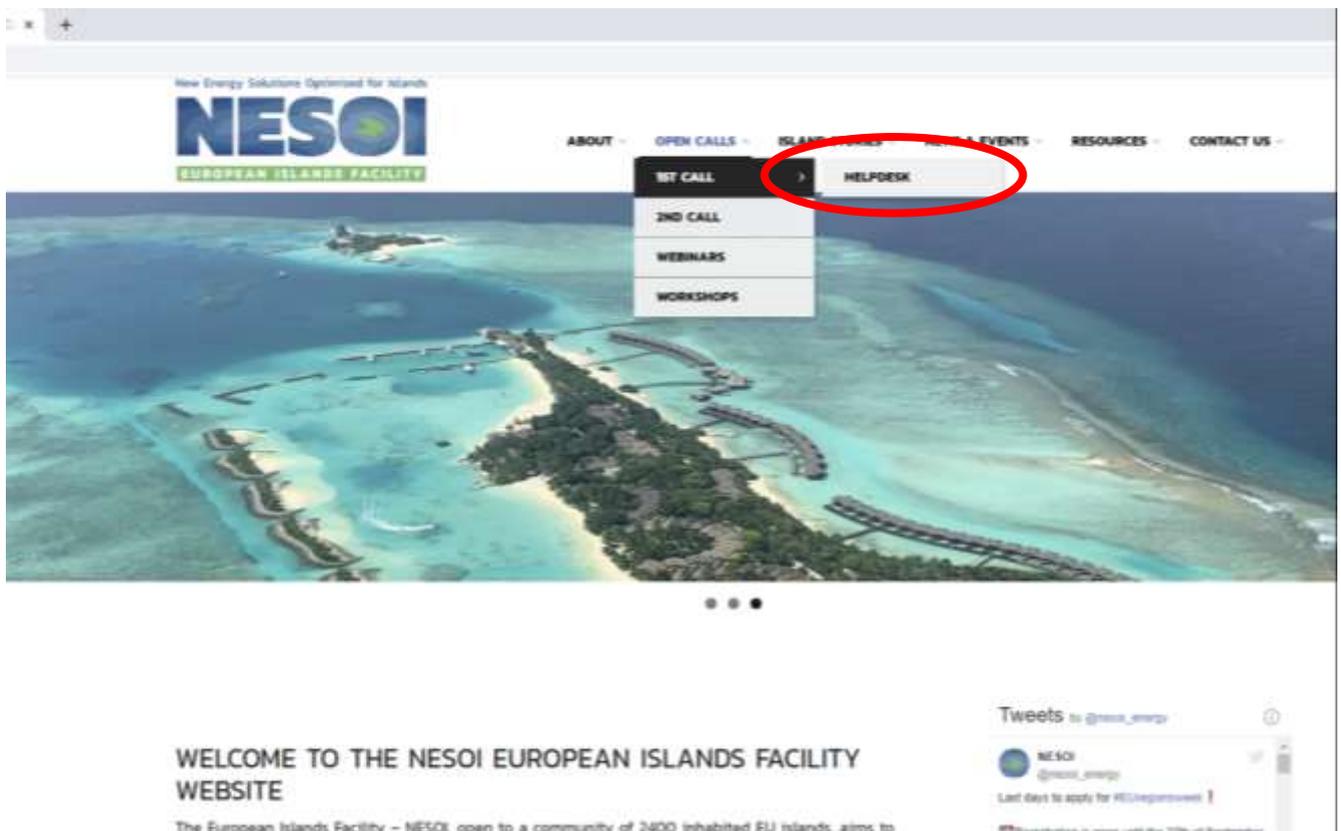
## 11 Support for the applicants

### 11.1 How NESOI Helpdesk works?

The European Islands Facility NESOI Helpdesk is a centralised tool that applicants can use to ask any questions they may have related to the Open Call.

The tool is based on a ticketing system that allows applicants to ask a question and receive support in one of seven languages, these are: English, French, German, Italian, Spanish, Greek and Croatian. The steps to access and use the Helpdesk are as follows:

**STEP 1:** Go to [www.nesoi.eu](http://www.nesoi.eu) → Open Calls → 1st Call → «Helpdesk»  
(direct link: <http://jira-projects.iti.gr:8000/nesoi-ticketing/login.php> )



**STEP 2:** Create an account

Once clicked applicants will need to provide their email and full name. Once they have chosen and confirmed a new password, they click on “Register”.

**STEP 3: Check your email (including the spam folder)**





Guest User | Sign In

[Support Center Home](#)
[Open a New Ticket](#)
[Check Ticket Status](#)

## Account registration

**Thanks for registering for an account.**

We've just sent you an email to the address you entered. Please follow the link in the email to confirm your account and gain access to your tickets.

### STEP 4: Open the link in the email to activate your account

From Support <nesoi\_ticketing@iti.gr> ☆  
 Subject **Welcome to NESOI ticketing**  
 To Me ★

**Hi Konstantinos,**

We've created an account for you at our help desk at <http://195.251.117.199:8000/osticket>.

Please follow the link below to confirm your account and gain access to your tickets.

<http://195.251.117.199:8000/osticket/pwreset.php?token=ThqbM9iZ7zOGCqQNSHnpMivRXSoDAajVXU850oXOY1g6ZXbm>

*Your friendly Customer Support System*  
 NESOI ticketing

### STEP 5: Sign in with your credentials



Guest User | Sign In

[Support Center Home](#)
[Open a New Ticket](#)
[Check Ticket Status](#)

## Sign in to NESOI Helpdesk

To better serve you, we encourage our Clients to register for an account.

<input type="text" value="Email or Username"/>	Not yet registered? <a href="#">Create an account</a> I'm an agent — <a href="#">sign in here</a>	
<input type="password" value="Password"/>		
<input type="button" value="Sign In"/>		

If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

### STEP 6: Once signed in, to ask your question click on the “Open a New Ticket”

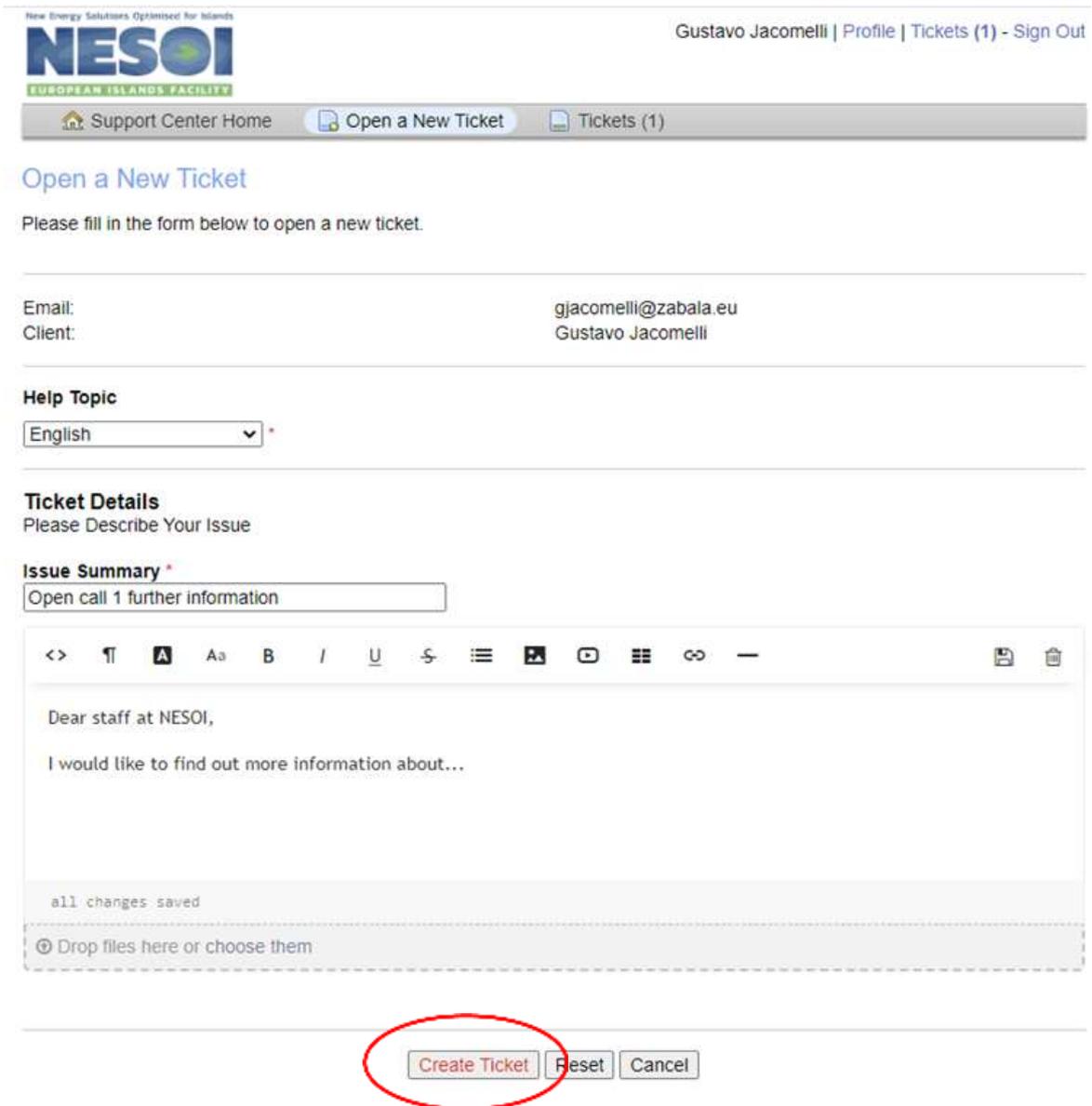


In the dropdown menu under “Help Topic” you can select your preferred language.  
 (Note that this section will be renamed to “select your preferred language” to make it more intuitive)

**STEP 7:** Type in your question and click on «Create Ticket»



Once your preferred language is selected a new section on the page will appear where the applicant can insert the subject of their question and elaborate the content in the box below. After filling in these fields click on “Create Ticket”



The screenshot displays the NESOI support center interface. At the top, the NESOI logo is on the left, and the user's name 'Gustavo Jacomelli' with links for 'Profile', 'Tickets (1)', and 'Sign Out' is on the right. Below the header is a navigation bar with 'Support Center Home', 'Open a New Ticket', and 'Tickets (1)'. The main heading is 'Open a New Ticket', followed by the instruction: 'Please fill in the form below to open a new ticket.'

The form contains the following fields:

- Email:** gjacomelli@zabala.eu
- Client:** Gustavo Jacomelli
- Help Topic:** A dropdown menu currently set to 'English'.
- Ticket Details:** A section with the instruction 'Please Describe Your Issue'.
- Issue Summary:** A text input field containing 'Open call 1 further information'.
- Rich Text Editor:** A text area with a toolbar (bold, italic, underline, link, etc.) containing the text: 'Dear staff at NESOI, I would like to find out more information about...'. Below the text area, it says 'all changes saved' and 'Drop files here or choose them'.
- Buttons:** At the bottom, there are three buttons: 'Create Ticket' (circled in red), 'Reset', and 'Cancel'.

#### STEP 8: Check your tickets / email for replies

All applicants need to do now is wait for a reply from the NESOI staff. They can check their tickets by clicking “tickets” on the top bar. They will also be notified via email.



Support Center Home

Open a New Ticket

Tickets (2)

test #101229

Print

Edit

Basic Ticket Information

Ticket Status: Closed  
Department: Italian  
Create Date: 9/24/2020 10:14:57 AM

User Information

Name: Gustavo Jacomelli  
Email: gjacomelli@zabala.eu  
Phone:



Gustavo Jacomelli posted 9/24/2020 10:14:57 AM

test



Created by Gustavo Jacomelli 9/24/2020 10:14:57 AM



Gustavo Jacomelli posted 9/24/2020 10:16:49 AM

test 2

Italian Helpdesk posted 9/24/2020 10:55:41 AM

test

ciao Gustavo - ricevuto il messaggio!

roberta

Italian Helpdesk posted 9/24/2020 11:27:18 AM

test



Closed by Italian Helpdesk with status of Closed 9/24/2020 11:27:18 AM





**NESOI**  
EU ISLANDS FACILITY



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[www.nesoi.eu](http://www.nesoi.eu)

## ANNEX I - Technical Assistance Menu

### Table of contents

1. PLANNING DOCUMENTS.....	38
2. FEASIBILITY STUDY .....	40
3. DUE DILIGENCE .....	42
4. SUPPORT TO LAs IN TENDER PROCEDURES IN PPP .....	43
5. SUPPORT TO LAs FOR THE EVALUATION OF PPP PROPOSAL BY PRIVATE PROMOTERS .....	44
6. SUPPORT TO LAs FOR WORKS/SERVICES TENDERING PROCEDURES .....	46
7. SUPPORT IN THE APPLICATION TO TECHNICAL ASSISTANCE PROGRAMS/ FUNDS .....	47
8. ECONOMIC & FINANCIAL MODELLING AND FUND MATCHING.....	48

1. PLANNING DOCUMENTS

MATURITY LEVEL  
ENTRY LEVEL

OBJECTIVE

Support in developing high-level planning activities, including the writing of strategic and planning documents such as Sustainable Energy Action Plan - SEAP, Sustainable Energy and Climate Action Plan - SECAPS, or a Sustainable Urban Mobility Plan - SUMP, etc.

This service is ideal for islands willing to make the first-steps toward decarbonization and set the path towards energy transition.

The service is suitable for Public Authorities which are more and more often required to define a clear Energy Transition strategy as well as complying, where applicable, to minimum planning requirements set out by donors to access funding.

ACTIVITIES

Sustainable Energy and Climate Action Plan - SECAP

Activities to be procured locally by the beneficiary

⊗	▪ Socio-economic, territorial and environmental analysis	
⊗	▪ Definition of the energy balance of consumption and emissions of the Local Authority and preparation of the Basic Emissions Inventory	
⊗	▪ Analysis of the local RES potential and of local Heating and cooling demand via in-house tools	
⊗	▪ Climate change risk analysis and vulnerability assessment	⊗
⊗	▪ Analysis and mapping of regional, national and European planning tools in order to ensure the consistency of the actions with the current planning framework	⊗
⊗	▪ Support in participatory processes	
⊗	▪ Support in the drafting of the SECAP and the reporting form prepared by the Covenant of Mayors, including the definition of short, medium and long-term objectives	⊗
⊗	▪ Identification of measures to reach the defined objectives: description of the measure, evaluation of its impact (reduction of energy consumption, installed renewable energy capacity, reduction of greenhouse gas emissions) as well as the needed investment cost, operation and maintenance costs	⊗
⊗	▪ Action plan and monitoring system, allocation of responsibilities for its implementation	⊗
⊗	▪ Mapping of the main financial instruments available to finance the identified actions and preliminary indication of the steps to approach them (e.g. web link or contact; upcoming deadline for funds requests, etc)	⊗
⊗	▪ Communication and dissemination of the results	

Activities to be supported by NESOI members

Grant to procure local services is indicatively € 20,000 - € 40,000

DELIVERABLE

Sustainable Energy and Climate Action Plan

ACTIVITIES

Sustainable Urban Mobility Plan

Activities to be procured locally by the beneficiary	⊗	▪ Setting up of working structures and planning frameworks in line with the ELTIS Guidelines for developing and implementing a Sustainable Urban Mobility Plan	
	⊗	▪ Development of vision, strategy, targets, and indicators in coordination with local authorities, stakeholders, and citizens	⊗
	⊗	▪ Support in the planning of information and data gathering tasks	
	⊗	▪ Assessment of the mobility situation (baseline) and scenarios development	⊗
	⊗	▪ Support on the selection of sustainable mobility measures and projects	
	⊗	▪ Harmonization of SUMP measures with SEAP/SECAP, if available	
	⊗	▪ Mapping of the main financial instruments available to finance the identified actions and preliminary indication of the steps to approach them	⊗
	⊗	▪ Support in participatory processes for the promotion of zero or low carbon transportation modes	
	⊗	▪ Action plan and project identification of monitoring procedures	⊗
		Grant to procure local services is indicatively € 20,000 - € 40,000	

Activities to be supported by NESOI members

DELIVERABLE

Sustainable Urban Mobility Plan

## 2. FEASIBILITY STUDY

MATURITY LEVEL  
CONCEPTUAL DESIGN

## OBJECTIVE

Support in defining the structure of the project that better suits the needs of the beneficiary, taking into account the existing constraints/barriers in terms of technical features, regulatory procedures, economic feasibility, etc.

This service is ideal for beneficiaries having a clear target project in mind, but needing to define the path to achieve it, evaluating and structuring the initiative in the most effective manner.

The service is suitable for Local Authorities willing to investigate which is the best technological solution to meet their energy targets, the most appropriate procedure to procure the works and/or services, the optimal financing solution and the steps to activate it, etc. This service can be addressed also to private entities, willing to assess how their solutions and investments can match a specific island context and can be executed.

The structure of the feasibility study menu is applicable to any type of investment scope and project size and structure (e.g. RES, Mobility, Energy Efficiency, Smart Grids and Storage etc.) included the set up of Energy communities.

## ACTIVITIES

Activities to be procured locally by the beneficiary	⊗	▪ Analysis of existing planning documentation, identification of the project boundaries and existing planning constraints	
	⊗	▪ Assessment of the key project sizing drivers (e.g. expected users, baselines, energy demand, production, peaks, etc.) taking also into consideration local geographical, socio-economic characteristics and constraints	
	⊗	▪ Identification of suitable technological options given existing project sizing requirements and constrains (efficiencies, power, performance, size and lifetime, cost, etc.)	⊗
	⊗	▪ Definition of the required environmental permitting procedures given the identified project options	
	⊗	▪ Cost Benefit analysis and socio economic and environmental impact evaluation and identification of the preferred option	⊗
	⊗	▪ Definition of the technical, economic and financial project inputs for selected project option ( <i>assumption book</i> )	⊗
	⊗	▪ Risk analysis and identification of available mitigation strategies (e.g. procedural, technical, contractual, etc.)	⊗
	⊗	▪ Assessment of existing procurement options (e.g. tender, PPP, etc.)	⊗
	▪ Financial modelling and identification of target scenario	⊗	
	▪ Identification of financing/funding options	⊗	

Activities to be supported by NESOI members

- 
- Action plan and identification of project monitoring procedures



Grant to procure local services is indicatively € 40,000 - € 60,000

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#### DELIVERABLE

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Feasibility study and project a roadmap for fundraising and implementation.

3. DUE DILIGENCE

MATURITY LEVEL  
CONCEPTUAL DESIGN

OBJECTIVE

Support in developing a Due Diligence of an investment project aimed at assessing its overall consistency, sustainability and risk profiles, compliance with the norms and current market practices.

The service is suitable for already structured project in the process of applying for funding where the donor or lender requires and in-depth analysis specific aspects of the investment they are evaluating.

The service is addressed mainly to private entities, but can apply also to LAs will to access dedicated financial instruments.

ACTIVITIES

Activities to be procured locally by the beneficiary	⊗	▪ Set up of data room with all relevant project documentation (technical, contractual, economic and financial, impact, etc)	⊗	Activities to be supported by NESOI members
	⊗	▪ Analysis of comprehensiveness and compliance with current regulation of the permitting procedures, available documentation		
	⊗	▪ Analysis of appropriateness, comprehensiveness and compliance with current regulation (e.g. European, national, sectorial) and market practices of the proposed contractual framework and documentation		
	⊗	▪ Identification and analysis of existing litigations/appeals and evaluation of the associated risks (if applicable)		
	⊗	▪ Analysis of appropriateness, comprehensiveness and compliance with current regulation and market practices of adopted design options, technical documentation, workplan and cost assumptions, etc.	⊗	
	⊗	▪ Analysis of the soundness and coherence with current market practices of the assumed economic and financial inputs and related modelling	⊗	
	⊗	▪ Analysis of the soundness and comprehensiveness of assumed technical and socio-economic impacts	⊗	
	⊗	▪ Risk matrix and, for each relevant risk category, estimate of the potential risk impact and available mitigation strategies	⊗	
	⊗	▪ Listing of condition precedents (CPs) for successive project implementation steps (e.g. tender adjudication, financial close and disbursement, start construction, etc.)	⊗	
	▪ Action plan and project identification of monitoring procedures	⊗		
Grant to procure local services is indicatively € 40,000 - € 60,000				

DELIVERABLE

Due Diligence report.

4. SUPPORT TO LAs IN TENDER PROCEDURES IN PPP

MATURITY LEVEL  
DEPLOYMENT LEVEL

OBJECTIVE

Support in structuring the PPP procurement procedures needed to implement an already defined project.

The service is addressed to Local Authorities needing specific competences from the technical, legal and/or economic point of view and advise on the tendering process.

ACTIVITIES

Activities to be procured locally by the beneficiary

⊗	▪ Analysis and critical review of the planning, permitting, financing, technical, legal, etc. documentation, and feasibility studies already developed for the target project	⊗
⊗	▪ Review or completion of energy audits and technical dimensioning of the project (if needed)	
⊗	▪ Analysis of the legal framework and assessment of existing procedural PPP constrains and options	
⊗	▪ Identification, based on existing feasibility studies, of potential PPP set up schemes (actors, role, nature of services provided, risk allocation strategies, etc)	⊗
	▪ Critical review of the Cost Benefit analysis and socio economic and environmental impact evaluation	⊗
⊗	▪ Definition of the technical, investment, financing, revenue stream and management costs inputs for selected project option ( <i>assumption book</i> )	⊗
	▪ Risk analysis and identification of available mitigation strategies (e.g. procedural, technical, contractual, etc.)	⊗
	▪ Financial modelling and identification of target scenario	⊗
⊗	▪ Definition of the targeted tendering procedure and guidelines for the PPP contracts	
⊗	▪ Action plan and identification of project/process monitoring procedures	⊗
⊗	▪ Drafting of PPP tender documentation	
⊗	▪ Support during the PPP tendering procedure (i.e. Q&As)	
Grant to procure local services is indicatively € 40,000 - € 60,000		

Activities to be supported by NESOI members

DELIVERABLE

Tendering documentation for PPP awarding. This will include the call for tender, terms of reference, Risk Matrix, PPP contract, financial plans, and/or other specific documents required by legislation and current market practices. Preliminary and/or detailed technical design is not included.

5. SUPPORT TO LAs FOR THE EVALUATION OF PPP PROPOSAL BY PRIVATE PROMOTERS

MATURITY LEVEL  
DEPLOYMENT LEVEL

OBJECTIVE

Support in evaluation of promoter proposal received by Public Administrations in order to assess whether the proposal can be considered of public interest. If so, the service includes also the support in structuring and awarding the needed tender to implement the project.

The service is addressed to Local Authorities needing specific competences from the technical, legal and/or economic point of view and advise on the evaluation of PPP scheme submitted by the promoter and successive tendering process.

ACTIVITIES

Activities to be procured locally by the beneficiary	⊗	▪ Consistency review of proposed technical, economic and financial project inputs and documentation submitted by the private entities	⊗	Activities to be supported by NESOI members
	⊗	▪ Analysis of the proposed PPP set up and contract scheme and its compliance with the existing contractual obligations of the LA and the overall legal framework		
	⊗	▪ Risk review of PPP set up and contract scheme and evaluation of identified mitigation strategies (e.g., technical/construction, contractual, financial, demand, etc.)	⊗	
		▪ Review and stress test of submitted financial modelling and sustainability scenarios	⊗	
		▪ Critical review of the Cost Benefit analysis and socio economic and environmental impact evaluation	⊗	
	⊗	▪ Identification of required amendments and improvements to be included in the promoter’s proposal for adoption	⊗	
	⊗	▪ Action plan and identification of monitoring procedures	⊗	
	⊗	▪ Definition of the targeted tendering procedure and guidelines for the PPP contracts	⊗	
	⊗	▪ Action plan and identification of project/process monitoring procedures	⊗	
	⊗	▪ Drafting of PPP tender documentation (excluded preliminary and/or detailed design)		
⊗	▪ Support during the PPP tendering procedure Q&As			
Grant to procure local services is indicatively € 40,000 - € 60,000				

DELIVERABLE

Evaluation report of the PPP proposal submitted by the private promoters.

Tendering documentation for PPP awarding. This will include the call for tender, terms of reference, Risk Matrix, PPP contract, financial plans, etc. and/or other specific documents required by legislation and current market practices. Preliminary and/or detailed technical design is not included.

6. SUPPORT TO LAs FOR WORKS/SERVICES TENDERING PROCEDURES

MATURITY LEVEL  
DEPLOYMENT LEVEL

OBJECTIVE

Support in structuring the works/services procurement procedures needed to implement an already defined project.

The service is addressed to Local Authorities needing specific competences from the technical, legal and/or economic point of view and advise them on the tendering process.

ACTIVITIES

Activities to be procured locally by the beneficiary	⊗	▪ Analysis and critical review of the planning, permitting, financing, technical, legal, etc. documentation, and feasibility studies already developed for the target project	⊗	Activities to be supported by NESOI members
	⊗	▪ Review or completion of energy audits and technical dimensioning of the project (if needed)		
		▪ Critical review of the Cost Benefit analysis and socio economic and environmental impact evaluation	⊗	
	⊗	▪ Risk analysis and identification of available mitigation strategies (e.g. procedural, technical, contractual, etc.)	⊗	
	⊗	▪ Definition of the targeted tendering procedure and guidelines for the works/service provision contracts		
	⊗	▪ Action plan and identification of project/process monitoring procedures	⊗	
	⊗	▪ Drafting of works/services tender documentation		
	⊗	▪ Support during the works/services tendering procedure Q&As		
Grant to procure local services is indicatively € 40,000 - € 60,000				

DELIVERABLE

Tendering documentation for works/service awarding (excluding preliminary and/or detailed technical design, if required).

7. SUPPORT IN THE APPLICATION TO TECHNICAL ASSISTANCE PROGRAMS/ FUNDS

MATURITY LEVEL  
DEPLOYMENT LEVEL

OBJECTIVE

Support in structuring and writing effective application to other funds/programs that typically provide large scale technical assistance resources to develop projects already identified needing dedicated expertise for their structuring.

This service has been designed for public and private entities to drive them through the application process, structuring the project according to the requirements of the facility (typically large scale or portfolios of aggregated projects).

The targeted Technical Assistance facility will have to be identified in the NESOI application. Examples include but are not limited to EIB European Local Energy Assistance - ELENA, EBRD Green Energy Financing Facility - GEFF, other assimilable European/National Project Development Assistance schemes.

ACTIVITIES

Activities to be procured locally by the beneficiary	⊗	▪ Analysis of existing planning documentation, identification of the project boundaries	⊗	Activities to be supported by NESOI members
	⊗	▪ Identification of the target promoter/applicant and support in the definition of cooperation schemes (applicable for applications with multiple local authorities, archipelagos, consortia, etc)	⊗	
	⊗	▪ Collection and analysis of technical, procedural financial, parametric data and information needed to configure the application	⊗	
	⊗	▪ Energy audit and/or assimilable high level technical information required to configure in further detail the application (if needed)		
	⊗	▪ Definition of the technical assistance and expertise needed to realize the intervention (e.g. scope, timing, costs, etc.)	⊗	
	⊗	▪ Drafting the application, support in the submission	⊗	
		▪ Program management and ongoing support in the interaction with the targeted Technical Assistance facility donor	⊗	
Grant to procure local services is indicatively € 30,000 - € 40,000				

DELIVERABLE

Application for the targeted Technical Assistance facility.

8. ECONOMIC & FINANCIAL MODELLING AND FUND MATCHING

MATURITY LEVEL  
DEPLOYMENT LEVEL

OBJECTIVE

Support to structure an effective business plan to assess the sustainability of the intervention and/or attract potential investors to provide additional source of finance.

This service is ideal for public and private entities with a clear and structured project idea, detailed documentation (e.g. feasibility study, detailed project design, etc.) and willing to e.g. understand if the envisaged economics of the initiative are in line with their expectations in terms of return on investment and risk profile or investigating the best financial structure and set a dialogue with potential investors.

ACTIVITIES

Activities to be procured locally by the beneficiary	⊗	<ul style="list-style-type: none"> <li>Data collection and market analysis</li> </ul>	
	⊗	<ul style="list-style-type: none"> <li>Economic and Financial planning (i.e. historical data analysis, identification of business drivers, development of the plan, scenario analysis) and economic-financial feasibility assessment</li> </ul>	⊗
	⊗	<ul style="list-style-type: none"> <li>Business Plan and preliminary Information Memorandum</li> </ul>	⊗
	⊗	<ul style="list-style-type: none"> <li>Identification of potential financing options</li> </ul>	⊗
	⊗	<ul style="list-style-type: none"> <li>Market testing with potential investors</li> </ul>	⊗
		Grant to procure local services is indicatively € 30,000 - € 40,000	

Activities to be supported by NESOI members

DELIVERABLE

Business Plan and the Information Memorandum, including the final report on Market testing feedback and recommendations.