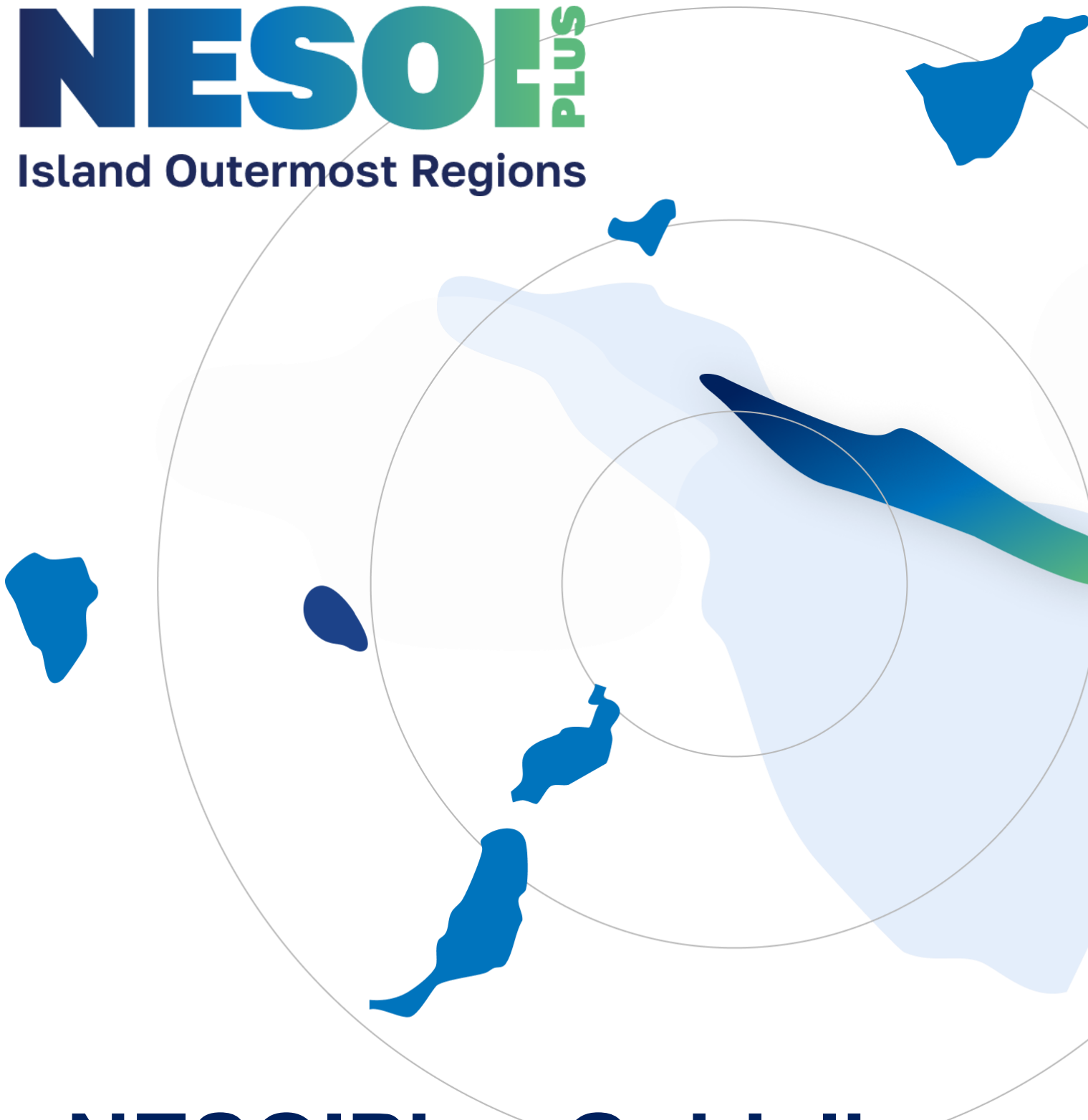


NESOI PLUS

Island Outermost Regions



NESOIPlus Guidelines for applicants



Co-funded by
the European Union

N. 101216221. Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Climate, Infrastructure and Environment Executive Agency. Neither the European Union nor the granting authority can be held responsible for them.

Document, report



Table of Contents

Table of Contents.....	3
List of Abbreviations.....	5
1. Introduction.....	6
2. NESOIPlus at glance	7
2.1 What is NESOIPlus?.....	7
2.2 What are the objectives of NESOIPlus?.....	7
2.3 Who is the NESOIPlus consortium?	7
3. NESOIPlus process	10
3.1 Who can apply to receive NESOIPlus support?	10
3.2 Which types of projects does NESOIPlus support?	11
3.3 Where should the project be implemented?	11
3.4 Where to submit the application?.....	11
3.5 Which kind of support is provided?	11
3.5.1 Technical assistance	12
3.5.2 Economic and financial support	12
3.6 Are applicants required to comply with EU policies and submit a declaration?	13
3.7 How to seek support in case of questions during the application process?.....	14
4. Application form and process	15
4.1 Where can the application form be found?.....	15
4.2 When should the application form be submitted?	15
4.3 What are the application main steps?	15
4.4 How will my personal data be processed?	16
5. Evaluation and selection of applicants	17
5.1 What is the procedure for evaluating the applications?.....	17
5.2 What are the criteria for evaluating the application?	18
5.3 How are applications scored?.....	22
5.3.1 Assessment by single evaluator	22
5.3.2 Discussion among evaluators	22
5.3.3 Ranking	22
5.4 How long does it take to obtain the results?	23

5.5	How are applicants informed about the results?	23
5.6	What are the next steps in case the application is selected?	23
5.7	Can applicants appeal a rejection?	23
6.	Technical Assistance Agreement	25
6.1	Which information is provided in the Agreement?	25
6.2	Are there any other documents to be sent at this stage?	25
6.3	What is the timeline for the signature of the Grant Agreement?	25
7.	Action Implementation and Monitoring	26
7.1	When should the action start (i.e., when the technical assistance activities should start)? 26	
7.2	How long does the technical support last?	26
7.3	Does the beneficiary have any specific obligations?	26

List of Abbreviations

Abbreviation	Definition
CEC	Citizen Energy Communities
CEP	Clean Energy Package
EU	European Union
EV	Electric Vehicle
FR	France
GHG	Greenhouse gasses
JRC	Joint Research Center
MWh	Megawatt-hour
NESOI	New Energy Solutions Optimized for Islands
OR	Outermost Regions
PT	Portugal
PV	Photovoltaic
REC	Renewable Energy Communities
RES	Renewable Energy Sources
SME	Small and Medium sized enterprise
SP	Spain

1. Introduction

This document gives an overview of the NESOIPlus project and outlines the main steps of the application process and explains the requirements associated with each stage. Its purpose is to guide applicants through the process by providing clear information and clarifying expectations.

2. NESOIPlus at glance

2.1 What is NESOIPlus?

New Energy Solutions Optimized for Islands (NESOI) Plus aims to unlock the potential of the EU islands to become the locomotives of the European Energy Transition. EU's green transition is unevenly distributed, particularly in peripheral and remote regions such as mountain areas, inner peripheries, islands and the Outermost Regions (ORs). These areas often face significant challenges related to low economic growth, shrinking populations, and geographic isolation, making them more vulnerable to being left behind in the green and digital revolutions.

In this context, the Communication on Outermost regions “Putting people first, securing sustainable and inclusive growth, unlocking the potential of the EU’s Outermost Regions”, published by the European Commission in May 2022, identified a set of priorities for Outermost Regions, among which the access to adequate and affordable electricity and the development of renewable energy. Energy communities appear as an important opportunity to achieve decarbonation of Outermost regions and as a tool to accelerate the energy transition in these territories.

Building on the success of the H2020- NESOI, the NESOIPlus project will select and provide technical assistance to energy communities in the Canary islands, Azores and Martinique, to facilitate and support bottom-up energy communities project implementation.

2.2 What are the objectives of NESOIPlus?

The ultimate objective of NESOIPlus is to facilitate the decentralization of energy systems and contribute to EU policy in achieving 2030 climate targets. This will be achieved by setting up a One-Stop-Shop to support energy communities deployment in EU peripheral areas by providing technical assistance and coaching services to three Outermost Regions, Canary Islands (SP), Azores (PT) and Martinique (FR) to create solid investment pipelines and ease their access to finance.

2.3 Who is the NESOIPlus consortium?

NESOIPlus is formed by a consortium with high expertise in analytic and financial, technical, legal and procedural, environmental and social fields. Furthermore, NESOIPlus consortium provides expertise in islands environment from previous and forthcoming H2020 projects, energy and financial institutions network.

SINLOC - SISTEMA INIZIATIVE LOCALI SPA



Website:
www.sinloc.com



Co-funded by
the European Union

N. 101216221. Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or the European Climate, Infrastructure and Environment Executive Agency. Neither the European Union nor the granting authority can be held responsible for them.

<p>R2M SOLUTION</p> 	<p>Website: www.r2msolution.com</p>
<p>RINA CONSULTING S.P.A</p> 	<p>Website: www.rina.org</p>
<p>ZABALA INNOVATION CONSULTING, S.A. & ZABALA BRUSSELS</p> 	<p>Website: www.zabala.eu</p>
<p>CENTRE FOR RESEARCH & TECHNOLOGY HELLAS (CERTH)</p> 	<p>Website: www.certh.gr</p>
<p>CONFERENCE DES REGIONS PERIPHERIQUES MARITIMES D EUROPE (CRPM)</p> 	<p>Website: https://cpmr.org/</p>
<p>SECRETARIA REGIONAL DO TURISMO, MOBILIDADE E INFRAESTRUTURAS (SRTMI)</p> 	<p>Website: https://portal.azores.gov.pt/web/srtmi</p>
<p>INSTITUTO TECNOLOGICO DE CANARIAS, S.A. (ITC)</p>	<p>Website: https://www.itccanarias.org/web/es/</p>

<p>itc INSTITUTO TECNOLÓGICO DE CANARIAS</p>	
<p>COLLECTIVITE TERRITORIALE DE MARTINIQUE (CTM)</p> <p>CTM Collectivité Territoriale de Martinique</p>	<p>Website: https://lannuaire.service-public.gouv.fr/martinique/martinique/acd5a636-5679-4419-9aa7-fe9dd02ae32f</p>
<p>FEDERATION EUROPEENNE DES AGENCESET DES REGIONS POUR L'ENERGIE ET L'ENVIRONNEMENT (AP)</p> <p>FEDARENE</p>	<p>Website: https://fedarene.org/</p>

3. NESOIPlus process

3.1 Who can apply to receive NESOIPlus support?

Eligible beneficiaries include existing and new renewable energy communities (REC), and citizen energy communities (CEC), including municipal-driven, citizen-driven, rural and vulnerable-citizen initiatives.

Table 1 contains the definitions of renewable energy community and citizen energy community according to the final Clean Energy Package (CEP). Specifically, the definition of CEC is contained in Directive (EU) 2019/944 (recast Electricity Directive), and the definition of REC, is contained in Directive (EU) 2018/2001 (the recast Renewable Energy Directive).

Table 1 REC and CEC definition

Article 2(16) Recast Renewable Energy Directive 'Renewable Energy Community'	Article 2(11) Recast Electricity Directive 'Citizen Energy Community'
<p>A legal entity:</p> <ul style="list-style-type: none"> • which, in accordance with the applicable national law, is based on open and voluntary participation, is autonomous, and is effectively controlled by shareholders or members that are located in the proximity of the renewable energy projects that are owned and developed by that legal entity; • the shareholders or members of which are natural persons, SMEs or local authorities, including municipalities; • (c) the primary purpose of which is to provide environmental, economic or social community benefits for its shareholders or members or for the local areas where it operates, rather than financial profits. 	<p>A legal entity that:</p> <ul style="list-style-type: none"> • is based on voluntary and open participation and is effectively controlled by members or shareholders that are natural persons, local authorities, including municipalities, or small enterprises; • has for its primary purpose to provide environmental, economic or social community benefits to its members or shareholders or to the local areas where it operates rather than to generate financial profits; and • (c) may engage in generation, including from renewable sources, distribution, supply, consumption, aggregation, energy storage, energy efficiency services or charging services for electric vehicles or provide other energy services to its members or shareholders

Already established energy communities are eligible provided they:

- Are legally constituted entities at the time of application and provide proof of legal status;
- Comply with applicable EU and national regulatory frameworks governing REC or CEC.

New energy community initiatives that are not yet formally established may also apply, either as single entities or consortia of entities eligible under the relevant regulatory frameworks (e.g. public entities, small and medium sized enterprises (SMEs), cooperatives, associations), provided that formal establishment is completed during the technical assistance phase if selected. New initiatives must demonstrate their ambition through appropriate documentation (e.g. commitment letters and evidence of stakeholder interest).

3.2 Which types of projects does NESOIPlus support?

Eligible projects must demonstrably align with the development of energy communities and the energy transition objectives of NESOIPlus. Activities shall correspond to the EU definitions of renewable energy communities and citizen energy communities, operating in the electricity and/or renewable heating and cooling sectors.

Priority is given to projects involving:

- Solar photovoltaic (PV)
- Wind energy
- Geothermal systems
- Storage systems and electric vehicles (EVs) infrastructure, only when coupled with renewable energy sources (RES) installations
- Energy efficiency interventions in buildings (coupled with renewable energy production)
- Renewable heating and cooling solutions (including district heating and cooling networks).

Beneficiaries may also apply with **other initiatives (such as hydro, biomass, biogas, etc.)**, but they will be evaluated on a case-by-case basis also considering the consortium capacity to support them in the technical assistance phase. In such a case it is suggested to contact the Helpdesk in advance to confirm whether the technology is eligible.

3.3 Where should the project be implemented?

Eligible applicants must implement their proposed intervention within one of the following territories: the Canary Islands (SP), the Azores Islands (PT), or Martinique (FR).

Energy communities (REC or CEC) may apply even if they are legally established in another region or mainland territory, provided that the investment project or energy activity supported under the technical assistance is physically located and implemented in one of the three eligible territories.

3.4 Where to submit the application?

Applications must be built and submitted via the NESOIPlus platform, with separate forms available in English, Spanish, Portuguese, and French.

Applications may be submitted in English, Spanish, Portuguese, or French to facilitate participation; however, **all technical assistance activities will be conducted in English.**

3.5 Which kind of support is provided?

The **Feasibility Assessment** is the core support process provided to selected projects, aimed at transforming initial Energy Community concepts into technically sound and financially viable investment cases. It is designed to accompany beneficiaries through a structured analysis phase,

ensuring that all key technical, environmental, economic, and financial aspects are properly assessed.

The final output is an **Investment Concept** combining all technical, economic and financial analyses into an investor-ready package, enabling beneficiaries to engage funders and move towards implementation. An example of the investment concept will be uploaded on the NESOIPlus website in May.

To achieve this, the Feasibility Assessment offers two main categories of services. The **technical assistance** includes a set of analytical activities that evaluate the project from a technical and operational perspective, such as baseline definition, environmental screening, energy yield assessment, risk analysis, benchmarking, and the development of an implementation roadmap. On the other hand, **economic and financial support** focuses on building a solid investment case, including the identification of revenue streams and costs, the preparation of a business plan and financial model, the definition of funding structures, and the assessment of financing opportunities, together with support in engaging with relevant financial actors.

3.5.1 Technical assistance

Selected applicants will receive targeted technical assistance through a Feasibility Study structured around seven core services:

1. the creation of a **baseline profile** of the Energy Community, covering its structure, members, energy use, and assets;
2. an initial **environmental and regulatory screening** to identify potential constraints;
3. an **energy yield assessment** to estimate expected renewable energy production;
4. a comprehensive **risk analysis** with mitigation strategies;
5. the development of a tailored **action plan** outlining the steps, timelines, and responsibilities for implementation;
6. **benchmarking** against similar projects to validate assumptions and identify improvements;
7. an assessment of the project's **potential for scalability and replicability**.

All services are **adapted to the project's maturity level**: early-stage initiatives are supported in structuring and concept development, while more advanced Energy Communities benefit from optimisation, validation, and strategic scaling support.

3.5.2 Economic and financial support

The economic and financial support provided to selected projects is designed to accompany beneficiaries in the definition of a robust, bankable investment concept and business model, translating technical inputs into a structured financial framework.

This support starts from the consolidation of key project data, enabling the identification of **revenue streams** (e.g. self-consumption, energy sales, incentives) and the assessment of **investment and operational costs**. On this basis, a **business plan and financial model** are

developed, including cash flow analysis and the calculation of key indicators such as payback period, Net Present Value, Internal Rate of Return, and debt service capacity.

Applicants are also supported in defining an appropriate **funding structure**, assessing different financing options (equity, debt, grants) in line with the project's risk profile. This is complemented by the analysis of **available funding opportunities** and benchmarking against similar projects to ensure realistic and market-aligned assumptions.

In addition, the support includes the preparation of **clear, investor-oriented outputs**, such as a financial dashboard, a detailed CAPEX plan, and a full cash flow model, as well as facilitation of **dialogue with financial actors** to improve access to funding.

For projects involving geothermal systems and other kinds of interventions it will be provided a high-level pre-feasibility assessment mainly focusing on the economic analysis.

3.6 Are applicants required to comply with EU policies and submit a declaration?

Yes. To be eligible for NESOIPlus support, applicants must sign a Declaration of Honour, Compliance and Commitment before the grant agreement is signed.

Through this declaration, applicants confirm that they:

- Comply with all applicable EU laws, regulations, and eligibility criteria;
- Are not in any exclusion situation (e.g. bankruptcy, fraud, breach of tax or social obligations);
- Do not have any conflict of interest related to the NESOIPlus selection process or project implementation;
- Will avoid double funding for the same technical assistance activities;
- Commit to actively participate in NESOIPlus activities, including monitoring, reporting, and capacity-building actions.

The declaration also includes commitments regarding transparency, cooperation with EU bodies, and the accuracy of the information provided.

The official declaration can be downloaded from the NESOI website and must be completed, signed, and uploaded to Section 6 (Attachment A) of the NESOI online application form

Moreover, beneficiaries must formally commit to actively participating in the NESOIPlus monitoring, reporting and capacity building framework. This includes:

- Commitment to complete all required monitoring and impact assessment questionnaires throughout the project lifecycle;
- Commitment to provide profile details of the energy community (where already established), as well as any additional information required to assess local and island-level capacity;

- Commitment to actively follow and participate in the capacity building programme and related support activities provided under NESOIPlus.

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

A helpdesk will support applicants throughout the process, which will be available in four languages: English, Spanish, Portuguese, and French. To contact the help desk please send an email to nesoiplus@outlook.com. Additional information on the help desk are available on the NESOIPlus website¹.

In addition, a list of Frequently Asked Questions (FAQs) will be available on the NESOIPlus website.

Applicants are also encouraged to stay informed about upcoming webinars, which will provide further guidance and support.

¹ [Helpdesk – Nesoi PLUS](#)

4. Application form and process

4.1 Where can the application form be found?

Applications must be prepared and submitted through the NESOIPlus online platform, accessible via the NESOIPlus website.

The official application form is available within the online submission system on the NESOIPlus platform². Proposals must be completed and submitted using this tool.

An indicative template (Word document) is also available for download on the [NESOIPlus website](#) to support applicants in preparing their proposals. Please note that this template is for guidance only, and the final application form in the online system may differ.

4.2 When should the application form be submitted?

The opening of the first call for proposals is 20th April 2026. All parts of the Application Form shall be submitted electronically through the NESOI platform before Friday, 26th June 2026, 17:00.00 Brussels time.

4.3 What are the application main steps?

Proposals must be formed of the following parts:

1. **Proposal at a glance** provides a concise overview of the project, including its main objectives, planned actions, key actors involved, expected impacts, and indicative investment size.
2. **Project description and main features** present the project in more detail, covering its location, promoters, technical solutions, investment scope, and the overall implementation plan and timeline.
3. **Project maturity and readiness** assess the current stage of development of the initiative, including its legal and governance status, technical preparation, organisational capacity, and level of financial structuring.
4. **Strategic relevance and policy alignment** explains the rationale for the project, its relevance to local needs, and its alignment with applicable energy, climate, and regulatory frameworks.
5. **Expected impacts and contribution to energy transition** outlines the anticipated benefits of the project across energy, environmental, social, and economic dimensions, including its potential for scalability and replication.
6. **Declarations** include formal confirmations by the applicant regarding eligibility, compliance with requirements, and the accuracy of the information provided.
7. **Attachments** consists of mandatory and optional supporting documents that substantiate the proposal, such as legal, technical, financial, and policy-related evidence.

² [Nesoi PLUS – New Energy Solutions Optimized for Island Outermost Regions](#)

For additional information, please refer to the Application Form Commented Template.

4.4 How will my personal data be processed?

Zabala Innovation Consulting S.A., as data controller, will process your personal data in order to manage your application as a sub-grantee under the proposal relating to the LIFE24-CET-NESOIplus Project within the Cascade Funding scheme, under Grant Agreement No. 101216221. You may exercise your rights of access, rectification, erasure, portability, restriction of processing, or objection to the processing of your data. Further information on Data Protection is available on the NESOI website.

Submitting an application to this Project implies consent to the processing of your data and, therefore, such submission constitutes acceptance by the data subject.

5. Evaluation and selection of applicants

5.1 What is the procedure for evaluating the applications?

All received applications through the NESOIPlus platform 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 two 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 three working weeks. Each evaluator will first assess the structure and contents of the proposal and highlight any relevant errors or gaps 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.

5.2 What are the criteria for evaluating the application?

Applications will be evaluated by assigning a score from 1 (poor) to 5 (excellent) for each of the criteria listed in Table 2. To account for potential differences between existing and newly established energy communities, the evaluation scale has been adapted to reflect the specific characteristics and development stages of each case. Following the approach of EU scoring criteria, the marks are to be given according to the following scale:

- 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.

Table 2 Evaluation criteria

Evaluation criteria	Existing/New energy communities	Description
Relevance	Existing energy community	Fit with program objectives (decarbonization, community energy goals), alignment with local/regional strategies, and coherence with the call's scope.
	New energy community	
Actors involved	Existing energy community	Assessment focuses on current membership composition, formalization of roles, and structured engagement mechanisms. Applicants should provide appropriate evidence (e.g., statutes, membership lists, declarations, MoUs, governance documents).
	New energy community	Assessment focuses on credibility of the founding group, number of committed prospective members, and strength of the community-building and engagement strategy. Applicants should provide expressions of interest, letters of intent, draft statutes, partnership declarations, or similar documentation demonstrating commitment.
Project maturity and readiness	Existing energy community	Degree of advancement of the project under: <ul style="list-style-type: none"> - Technical maturity (plants, sites, resource assessments, grid considerations) - Financial maturity (own resources, secured or complementary funding, financial planning clarity) The objective is not to prioritise fully financed or fully developed projects, but to understand the current level of advancement, realism, and the specific added value of the requested technical assistance.
	New energy community	Assessment focuses on foundational maturity (legal establishment or clear pathway), identification of first project(s) or pipeline, preliminary site/resource screening, early-stage financial structuring and viability, realistic roadmap toward investment readiness, authorizations may be less advanced but the regulatory pathway must be understood and credible.

Evaluation criteria	Existing/New energy communities	Description
Legal and governance formalization	Existing energy community	Degree of advancement and clarity of the regulatory and permitting framework applicable to the proposed project, including: <ul style="list-style-type: none"> - Compliance with relevant national and regional legislation - Identification of required permits and authorizations - Status of regulatory procedures and administrative approvals
	New energy community	Assessment focuses on the applicant’s understanding of the regulatory framework and the credibility of the planned pathway for obtaining the necessary permits and authorizations, including: <ul style="list-style-type: none"> - Identification of applicable national and regional regulatory requirements - Understanding of permitting procedures - Realistic plan for achieving regulatory compliance
Expected impacts	Existing energy community	Applicants must quantify and justify: <ul style="list-style-type: none"> - Primary energy savings[MWh/year] - GHG emissions avoided [tonCO2_eq/year] In addition applicants will be asked to provide information regarding: expected economic and financial impact, replicability and scalability.
	New energy community	

Evaluation criteria	Existing/New energy communities	Description
Operational and governance capacity	Existing energy community	The applicant's ability to effectively manage, implement, and sustain the proposed project, including: <ul style="list-style-type: none"> - Organisational and administrative capacity - Governance structure and decision-making processes - Role clarity and responsibility allocation - Risk management and compliance approach - Human resources and operational procedures
	New energy community	

5.3 How are applications scored?

5.3.1 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 according to the criteria described in Chapter 5.2.

5.3.2 Discussion among evaluators

The 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 two 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.

5.3.3 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 two 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 30.

The ranking will be formed by ordering all the received proposals by descending total score. **No proposal having a total score lower than 15.0 can receive NESOIPlus support.** Up to five (5) applicants per region will be selected, based on the highest scores within each region.

If a region does not have a sufficient number of eligible applications to fill all available places, the remaining slots will be allocated to the **highest-scoring applications across all regions**, regardless of their origin.

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

- Highest score in the maturity, actors involved and relevance criteria (if the projects have the same score, the other evaluation categories will be considered in the order presented in Table 2);
- Geographical location.

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

5.4 How long does it take to obtain the results?

The evaluation process is expected to take approximately one (1) month from the closing date of the call; however, additional time may be required depending on the number of applications and the complexity of the evaluation. Applicants will be informed of the results thereafter.

5.5 How are applicants informed about the results?

After the evaluation process is concluded, applicants are informed via e-mail about the results, although NESOIPlus 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.

5.6 What are the next steps in case the application is selected?

Successful applicants conclude a Grant Agreement to receive NESOIPlus support. Based on the application form, interviews could be organized by NESOIPlus evaluators with applicants to agree on the Technical Assistance structure and support.

5.7 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 NESOIPlus 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: nesoiplus@outlook.com. Any complaint made should include:

- contact details,

- application ID number,
- 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 NESOIPlus 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 NESOIPlus Technical Committee Members will inform the complainant by email.

6. Technical Assistance Agreement

6.1 Which information is provided in the Agreement?

The objective of the negotiation is to ensure compliance with all legal requirements between the beneficiary and NESOIPlus. It sets out the terms and conditions governing the relationship between the beneficiary and NESOIPlus.

The model agreement is not negotiable and will be signed in English. The preparation of the Technical Assistance Agreement covers technical, legal, and other relevant aspects of the proposal, based on the results of the evaluation. Once finalised, the agreement is sent to the beneficiary (coordinator) for signature.

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

The following documents must be provided during the Technical Assistance Agreement Preparation phase:

- **Identification Form (each beneficiary):** The applicant must provide a scanned copy of the Identification Form, duly completed and signed. In addition, several supporting documents must also be submitted (e.g. company register(s), official gazette, VAT registration, etc.).
- **Administrative Data:** The applicant must duly complete the NESOIPlus Excel file with all the required information regarding the legal entity, the legal representative, and the main contact person. The legal representative (or legal signatory) is the person authorised to sign sub-grant agreements, mandates, amendments, or declarations of honour on behalf of the organisation.

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

6.3 What is the timeline for the signature of the Grant Agreement?

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

7. Action Implementation and Monitoring

7.1 When should the action start (i.e., when the technical assistance activities should start)?

The start date is the date on which the implementation of the action actually begins or is expected to begin. For actions supported under this call, technical assistance activities should start after the date on which the Technical Assistance Agreement enters into force. The agreement enters into force on the date it is signed by the last of the two parties, i.e. the coordinator or NESOIPlus.

7.2 How long does the technical support last?

Each project will receive tailored technical support for a duration of 10 months.

7.3 Does the beneficiary have any specific obligations?

The beneficiary is committed to participating in and cooperating with the technical assistance activities of the action, ensuring smooth communication with the NESOIPlus team and the assigned project manager. The beneficiary must also ensure that it has, or will have, the necessary resources to implement the action.

In particular, the beneficiary shall:

- actively cooperate in the exchange of information with the European Commission, NESOIPlus, and any entities involved in the provision of technical assistance, including the timely provision of accurate and complete project-related data;
- ensure appropriate visibility of the support received from the European Union and/or NESOIPlus, in accordance with the applicable communication and visibility requirements, including in all relevant dissemination materials, publications, and public communications related to the project;
- participate, where appropriate, in communication, dissemination, and knowledge-sharing activities (e.g. workshops, events, publications, case studies) organised within the framework of the technical assistance.