

BIONANOPOLYS

APPLICATION GUIDELINES

This document serves as a guide to allow an applicant to get access to all relevant information about the Expression of Interest application

- Call title: 2020-NMBP-TO-IND-2018-2020 / H2020-NMBP-TOIND-2020-two-stage
- Project ACRONYM: Bionanopolys Grant Agreement 953206
- Project full name OPEN INNOVATION TEST BED FOR DEVELOPING SAFE NANO-ENABLED BIO-BASED MATERIALS AND POLYMER BIONANOCOMPOSITES FOR MULTIFUNCTIONAL AND NEW ADVANCED APPLICATIONS
- Deadline to submit applications by 30th April 2023
- Selection of applications by May 2023
- Implementation of new test cases start in September 2023
- Submission language of the application proposal: English
- Internet address for full call information: www.bionanopolys.eu/
- Contact: for any inquiries or communication purposes use opencall@bionanopolys.eu to contact Bionanopolys OITB

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List of Abbreviations and Acronyms

Abbreviation	Meaning
CP	Core Partners
EIC Accelerator	European Innovation Council Accelerator
IPR	Intellectual Property Rights
MB	Management Board
NDA	Non-Disclosure Agreement
NGO	Non-Governmental Organisation
OITB	Open Innovation Test Bed
ORE	Official Representative of Entity
SEP	Single Entry Point
SME	Small/medium enterprise
T&Cs	Terms and Conditions
TRL	Technology Readiness Level

1. Introduction

Bionanopolys Open Innovation Test Bed (OITB) is an H2020 European-funded project aiming at developing an ecosystem for the nano-enabled bio-based materials and polymer bionanocomposites for multifunctional and new advanced applications.

This ecosystem offers a full range of cutting-edge technologies and services. It includes 14 upgraded pilot lines, transversal process parametrization services such as monitoring and modelling, and business, safety, sustainability and innovation capabilities.

The Bionanopolys Open Call is the opportunity for clients with new ideas and projects to access the facilities, capabilities and services of the OITB, in the said field. New clients can validate and test their innovative ideas by selecting services from a wide portfolio of technical and transversal services. Accessing the ecosystem during the Open Call will be **free of charge for the selected applicants**, as the project partners have allocated some budget under the European grant agreement No. 953206, belonging to the Research and Innovation Programme, to undertake the new test cases.

In order to clearly present what BIONANOPOLYS OITB is and what it offers, Chapter 3 includes a brief explanation of how the ecosystem is structured. More information on the specific service portfolio is accessible in www.bionanopolys.eu/.

2. Bionanopolys Open Call

The Open Call is a unique opportunity to develop an innovative idea by gaining access to the Bionanopolys pilot plants in a one-stop-shop, through the Single-Entry Point, SEP, and accessing high-quality services of the entire Bionanopolys ecosystem gratis.

The Bionanopolys SEP will operate as an interactive online platform that provides information about the facilities, capabilities and services offered by the Bionanopolys OITB and allows for the online application. Once the application is submitted, accepted and selected, the selected applicants will receive, in addition to the technical services - complementary support, mentoring and experts' advice on several aspects of their concept such as innovation and business support.

The Bionanopolys' main technical services offer 14 upgraded pilot lines, covering from the extraction of raw materials and production of different nanoadditives; development of bionanocomposites with compounding process and with good compatibility for the development of bionanocomposites, in different fields such as packaging, textile, automotive, construction, biomedical applications, agriculture, injection and 3D printing, foamed plastics and advanced coatings. A detailed explanation of all the services is included in Chapter 3 of this document.

Specifically, Bionanopolys Open Call aims to offer first-class, state-of-the-art and free-of-charge access to the OITB with:

- 5 technical validations in the required pilot plants
- 5 additional services from the Bionanopolys service portfolio for external users, within the scope of standardization, regulation, safety, environmental, and business services.

The Open call will be launched in February 2023 and applicants will be able to submit applications until 30th April 2023. Between May and June 2023 Bionanopolys OITB will do the evaluation and selection of applications, aiming to start with the validation of new cases in September 2023.

2.1. Duration for the novel ideas

The selected applicants will receive BIONANOPOLYS services free of charge. This means that they will access the pilot plants and receive one additional transversal service from our portfolio, without any obligation to pay the consortium partners. However, the clients will not receive any additional funding from Bionanopolys OITB to cover any part of their expenses. **The maximum duration of each new test case of the Open Call shall not exceed 8 months.**

The application process for the Open Call will be facilitated through the user-friendly web-based unique access point accessible here <https://www.bionanopolys.eu/open-call/>. Further details are explained in Chapters 6 and 7 of this document.

2.2. Open Call timeline

The following timeline shows the main steps of the Open Call application and selection process.

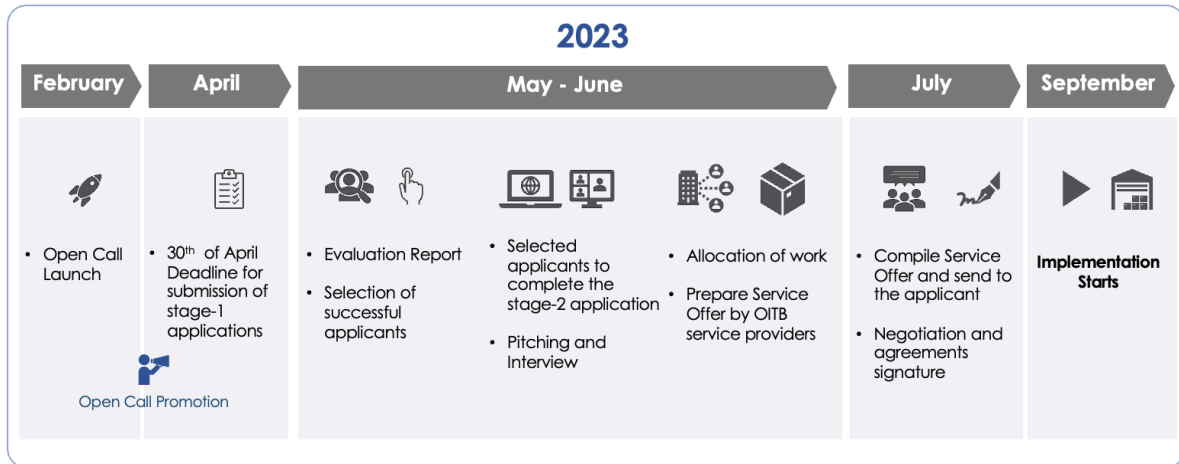


Figure 1 Open Call timeline

2.3. Open Call process

The simplified Bionanopolys Open Call process is presented in the figure below.

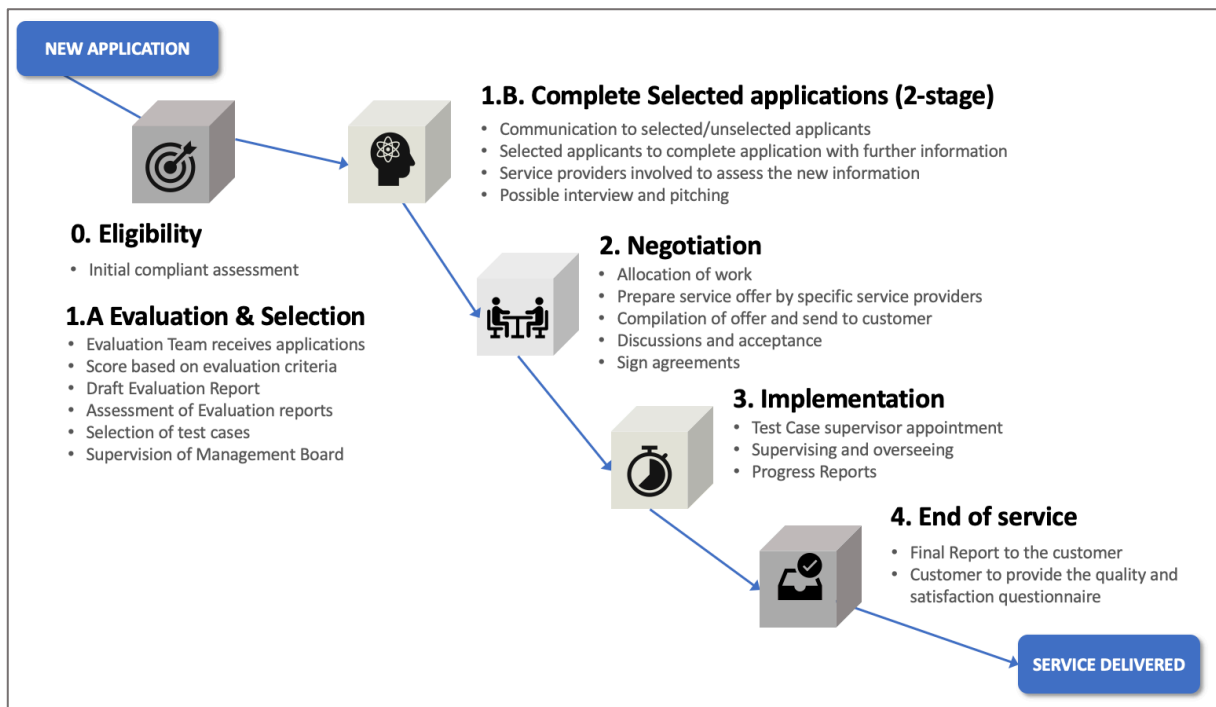


Figure 2 Bionanopolys Open Call Process

3. Bionanopolys OITB operational structure

The Bionanopolys OITB operational structure includes the facilities, capabilities, and services that the service providers of the Bionanopolys ecosystem will bring to the market, and are categorised as follows, and shown in Figure 3:

- **Pilot Lines:** the 14 upgraded pilot lines for the conduction of experiments with new biobased nanomaterials and polymer biocomposites, will be coordinated by AITEX.
- **Transversal services:** technological support to reduce technical risks and barriers. Focused on the process parametrization, will be coordinated and led by CEA.
- **Complementary services:** innovation management systems, environmental, standardization, safety and business support, to facilitate commercial exploitation, will be coordinated by ITENE (safety), PARTICULA (sustainability and circularity) and EBN (route to market).

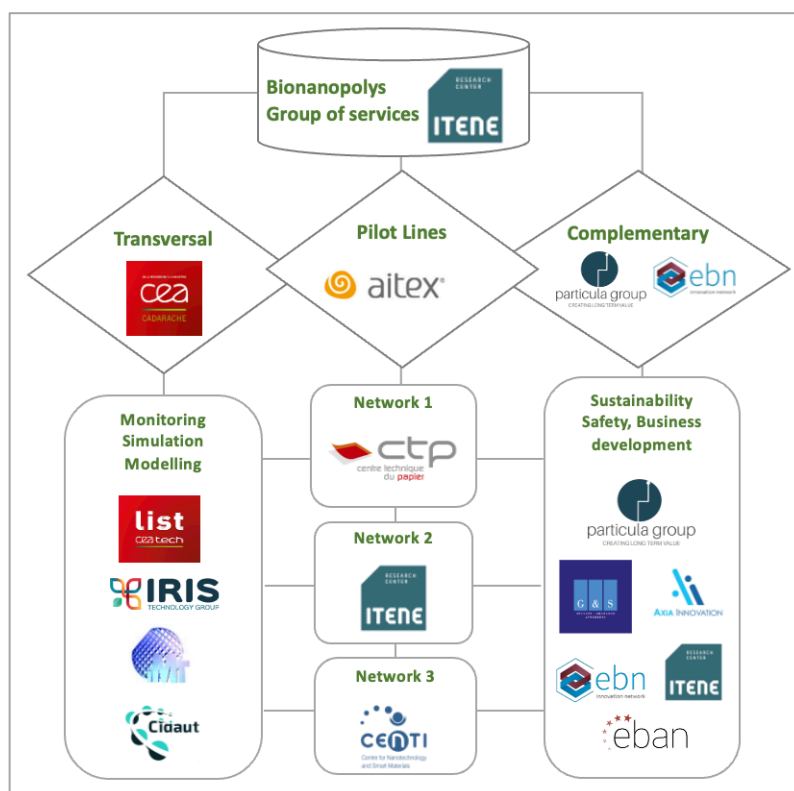


Figure 3 Bionanopolys OITB group of services

The technical group offers 14 upgraded pilot plants, divided into 3 main networks starting from the raw materials and nano additives (network 1), to develop nanomaterials (network 2) and then the development of the bio-based nanoproducts (network 3), as shown in Figure 4 below. AITEX will be coordinating and leading the Bionanopolys networks, supported by CTP (network 1), ITENE (network 2) and CENTI (network 3).

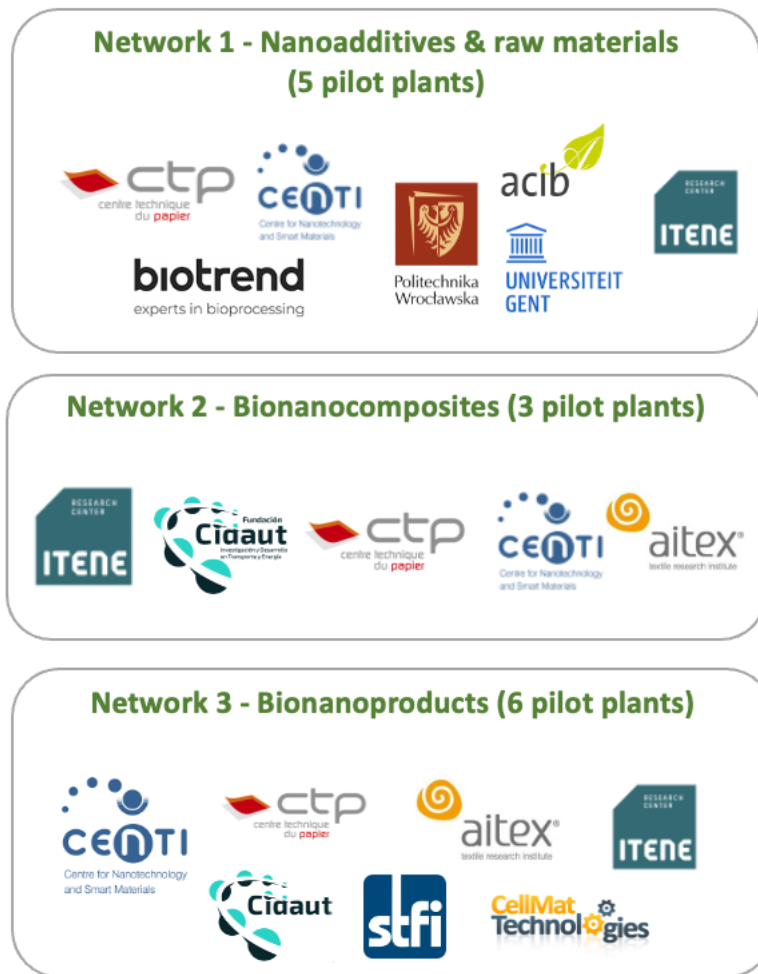


Figure 4 Pilot Plants Networks

Bionanopolys OTIB will offer to the industry a wide range of technical, transversal technological and innovation management services for the market uptake of new bio-based nano-enabled products targeting multiple sectors like packaging, pharma, cosmetics, food, agriculture, hygiene, and additive manufacturing.

4. Services portfolio

The service providers stated in the previous Chapter, will offer a holistic service-package with more than 25 services to support the upscaling of SMEs and industries, from technical, technological and business, environmental, safety and other complementary provisions.

The Bionanopolys OITB specific service catalogue is offered through the online interactive platform. The updated list can be accessed in this link <https://www.bionanopolys.eu>.

5. Eligibility Criteria

To be eligible and admitted for the evaluation and selection process, applications shall comply with the following requirements:

1. The Industrial application shall be connected to Bionanopolys OITB scope and services, this is in the field of nano-enabled bio-based materials and polymer bionanocomposites. Moreover, the scope comprises the development and upscaling of advanced materials and nanotechnologies, combining digital, chemical, and physical advances for innovative new products and services, supporting the testing of the Bionanopolys ecosystem functioning.
2. The new test case described in the application should be able to exhibit successful experiments showcasing the case potential, at least at a lab scale. Therefore, the test case should have a starting TRL¹ 3-4 and reach 6-7. (TRL is the Technology Readiness Level, a method for estimating the maturity of technologies throughout their research, development, and deployment phase progression.)
3. Applicants shall be profit and non-profit legal entities such as:
 - Start-up²
 - SME³,
 - Large Company⁴/ Midcap⁵
 - Universities
 - Research & Development organizations
 - Public entities
 - NGO
 - Industrial Association / Industrial District / Cluster
4. Entities should be established in an EU member state or associated countries as per the [Horizon 2020 list](#).
5. Application shall be submitted in English using the application online platform before the Open Call deadline. Proposals submitted in any other language will not be evaluated. A detailed explanation on the interactive application is included in Chapter 5 of this guidelines.
6. Applications are expected to include one technical service and two non-technical services (transversal and/or complementary).

Furthermore, the applicant shall agree to the General Terms and Conditions related to their financial status, novelty and innovation of their idea, ethical issues and other European provisions.

¹ <https://esto.nasa.gov/trl/>

² The term start-up refers to a company in the first stages of operations. Start-ups are founded by one or more entrepreneurs who want to develop a product or service and bringing it to the market because they believe there is a high demand. www.investopedia.com

³ The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding EUR 50 million, and/or an annual balance sheet total not exceeding EUR 43 million.' Extract of Article 2 of the annex to [Recommendation 2003/361/EC](#)

⁴ Concerning companies with 250 or more persons employed; 'persons employed' includes employees but also working proprietors, partners working regularly in the enterprise and unpaid family workers

⁵ Mid-cap (or mid-capitalization) are companies with a market cap (capitalization)—or market value—between EUR 2K and EUR 10K million. A mid-cap company falls in the middle between large-cap and small-cap companies.

Besides, by submitting the application of a new concept, the applicant declares that there are no conflicts of interest, to the best of their knowledge, which might affect the objectivity of the evaluation overview of the application by the Bionanopolys OITB Management Board. During the project implementation and until the establishment of the SEP, the Management Board is composed of each Bionanopolys Core Partner appointed member, including:



Figure 5 Bionanopolys OITB Management Board

6. Application procedure

The applicant shall submit the application online on the Bionanopolys web platform, which consists of a two-stage submission procedure. The first stage is intended to assess the technical advance and state-of-the-art, feasibility of the project idea and the expected results and their application. The second stage will be only targeting selected applicants, where they will need to provide specific and more detailed information to the ecosystem in order to prepare the Bionanopolys service package offer.

Upon entering the web platform, registration is required to have access to the necessary information and tools. Specifically, once registered, the applicant will find an application form, available on <https://www.bionanopolys.eu/open-call/> to fill out and submit.

Each applicant may submit more than one application form. It is strongly recommended that after registering on the web platform, the applicant consults the Bionanopolys team via email at opencall@bionanopolys.eu, to discuss the test case requirements, identify the most suitable services

for which the applicant should apply, and sign a non-disclosure agreement, if requested by the client, prior to submitting the application.

Particularly, the applicant shall:

- Enter the web platform,
- Register as an applicant, and confirm the email received to finalise the registration,
- If necessary, contact the Bionanopolys team to discuss the potential test case and sign the Non-Disclosure Agreement (NDA), if considered,
- Fill the first step of the application form, as a draft online document, which can be edited and updated, as many times as needed,
- If necessary, clarify with the Bionanopolys OITB team any technical and relevant information to be included in the application form
- Submit the 1st stage of the online application form. Please note that once the application form has been submitted, no further modification can be made to this stage.

It is recommended that proposals shall be submitted before the deadline for submission, which is the **30th of April 2023**.

6.1. Registration on the web platform

Once the applicant enters the application platform, the first step is to register as an applicant. The following information is required for registration:

- **Organization name**
- **Type of organization**
- **Country**
- **Name of applicant**
- **Email of applicant**
- **“How did you know about Bionanopolys?”** where a drop-down menu will show some predefined options

Once the data are filled in, the applicant shall click the register button and they will receive a confirmation email. Follow the instructions included in the email to complete the registration. Now the applicant is ready to start their application to request access to the Bionanopolys OITB services.

If the applicant considers it necessary to sign an NDA, the applicant can submit the request through the online platform/an email on the contact email address, once officially registered on the web platform. Bionanopolys OITB will reply to this request, and send an NDA to the applicant upon request.

7. Submission of the application

The applicant may proceed to fill out the online application form on the Bionanopolys website <https://www.bionanopolys.eu/open-call/>. The application form shall be submitted only in English. There is an option to download the full application and requested questions so that the applicant can assess all the information to be provided.

The information provided in the application should be true, correct, and complete and should allow for the assessment of the proposal by the Bionanopolys OITB evaluation team.

The Bionanopolys application is divided into 2 stages. The first stage is mandatory for all the applicants and the deadline for submission is the 30th of April 2023. It includes information regarding excellence and the impact of the potential new test case.

In the first stage of the application, the applicant shall complete the general information provided during the registration related to the legal entity he/she represents and personal data. These are Sections 1 and 2 of the application. Then, a description of the proposed project (concept) and the required Bionanopolys services, including technical information, market, and innovation aspects shall be provided.

7.1. First Stage of the application. Deadline 30th April 2023.

In particular, the first stage of the application form consists of five sections, as follows:

Section 1 – General Information on the organization and the applicant

Section 2 – Organization information: Type, sector and market, role, goals, etc.

Section 3 – Bionanopolys OITB and open call interests: 3 questions focus on the main interest of the applicant in Bionanopolys OITB, specific services required and open call.

Section 4 – Case study: Technical services. In order to be able to evaluate the application, several information on the proposed test case will be required. The applicant shall provide the requested information, divided into two sub-sections: Excellence and Impact of the proposed concept and gathered through 7 questions with limited space to be answered.

Section 5 – Transversal and complementary services - Feasibility assessments. From a drop-down list, the applicant shall select at least two of the non-technical services that are the most suitable for their test case, stating their preference, as only one of these services will be offered as part of the Bionanopolys service offer free-of-charge package. These are the technical-technological (monitoring, modelling, simulation), and upscaling services (safety, sustainability, and business and innovation services). The Bionanopolys team will make the final selection of this service according to the availability of resources and time constraints.

The applicant can fill in the application form online, as a draft document, update and save any information required, as many times as necessary. However, once the application is submitted, no updates or corrections are allowed. The applicant will receive a confirmation email that the application has been successfully submitted.

The application will be first assessed by the SEP, to ensure it complies with the eligibility criteria, as listed in Chapter 4 of this guide. Right after, the eligible applications will be sent to the evaluation team, which will evaluate and score the applications received, based on the evaluation criteria set forth in Chapter 7 of these guidelines. Only the selected applications of the first stage will be invited to complete the second stage of the application.

In the 1st stage of the application, it is essential to provide detailed answers to the above-mentioned questions to allow the proper evaluation of the application. There is a possibility to share further information to support the test case, if available, such as drawings, certificates, diagrams, photos, etc. The attachments can be in pdf, tiff and jpg format, with a maximum size of 2MB. The aim of these attachments is to clarify and support the information provided in the specific questions. These attachments will not be considered for evaluation purposes.

During the open call, a maximum of 5 successfully selected applications will receive free-of-charge technical validation in the pilot plants (the most suitable technical service will be offered to the applicant), as well as one additional service from the Bionanopolys portfolio service for external users (one transversal or complementary service within the scope of standardization, regulation, safety, environmental and business services).

7.2. Second Stage of the application.

If selected by the Management Board, the applicant will be invited by the SEP to provide further information on the proposal by completing the second stage of the application in the online platform for a limited period of time.

In this second stage, applicants are requested to provide further information on the impact and feasibility (Section 4 of the application), of their novel idea for the field/industry, environment or society, and other relevant implementation data such as resources needed, risks and barriers and the duration expected to develop the idea, among others. Please refer to Chapter 7 of this guide for more details.

Besides, applicants will have to prepare a pitch, supported by EBAN and EBN, in order to complete the second stage of the application. For more details on the second stage refer to Chapter 8.

In this stage, more information can be attached to support the test case, if available, such as drawings, certificates, diagrams, photos, etc. The attachments can be in pdf, tiff and jpg format, with a maximum size of 2MB.

7.3. General T&Cs: protection of personal data, confidentiality.

The applicant acknowledges and agrees that all personal data and information submitted via the online application form will be processed by the Bionanopolys evaluation team under the frame of the Bionanopolys Open Call and with the purpose of achieving the Bionanopolys OITB project objectives.

The applicant may decide to sign an NDA with the SEP (or Project Coordinator meanwhile), which will govern all aspects of confidentiality. The data and content of the application will be confidential and will only be shared internally with the Bionanopolys partners and European Commission, which is funding the Bionanopolys project and the Open Call new test cases. Only general information (name of the entity, type of entity, country of establishment and operation) will be included in statistics and reports of Bionanopolys project that will be communicated and disseminated in order to support the exploitation activities of the project. Additionally, general information such as the name of the entity and country of the establishment will be also placed on Bionanopolys' website as part of the public reports of the project.

Any communication or publication under the Open Call should clearly indicate that the development of these activities has received funding from the European Commission within the scope of the Bionanopolys project (GA no. 953206) displaying the EU logo on all printed or digital material, including websites and press releases. The selected applicants will support the Bionanopolys dissemination measures when requested to engage with the public about such involvement and to highlight the financial support of the EC.

It is also worth mentioning that all parties (Bionanopolys service providers and applicants) will identify their background knowledge and will provide access rights of this background knowledge to the involved parties, if necessary, exclusively for the test case implementation.

Ownership of results (including joint results that were generated by at least two parties) will belong to the parties generating them. The management of the Intellectual Property Rights will be specified and foreseen in the Template Agreement, a service provision agreement that each selected applicant will sign with the Bionanopolys service providers, once their application is approved.

8. Evaluation and Selection Process

Once the potential client submits the online application form on the website, the SEP will conduct a first assessment of the application, ensuring the applicant has submitted all the required information.

The SEP will check that the applicant fulfils the eligibility criteria and that the requested services in the application are a combination of Bionanopolys services. If the application is compliant with the eligibility criteria, the application will be forwarded to the evaluation team in order to evaluate its content. Otherwise, the SEP will inform the applicant that the application is not compliant.

The evaluation team will evaluate the preliminary technical information of the application. The initial evaluation team, foreseen to have 5 members, will consist of AITEX (pilot lines services leader), CEA (technological services leader), PARTICULA & EBN (business and innovation services leader), along with ITENE (Bionanopolys Project Coordinator and safety services provider). The evaluation team will be supervised and supported by the Management Board of the Bionanopolys OITB, during the open call, for the selection of the new test cases that will access the test bed.

The evaluation team will assess and score the application, following the evaluation criteria (refer to Chapter 9 of this guide). Once the evaluation team has scored and drafted the evaluation reports for all the applications, the selection of the applications will be overseen by the Management Board of Bionanopolys in a specific selection meeting. The board is foreseen to be formed by the Core Partners and the SEP during the project implementation. Once the successful applications have been selected, the SEP will contact all the applicants (clients) and communicate the results. A declined application is one that fails to fulfil the evaluation criteria or it doesn't score enough to be selected.

All the applicants will be informed via an automatic email sent by the SEP (platform) that their evaluation report including the score and result is accessible to them on the online interactive platform. In addition, the selected applicants will be also contacted by ITENE to follow-up on the required next steps. The final decision of the 5 successfully selected test cases will be also published on Bionanopolys website, where only the name of the entities and the OITB service providers involved in each test case will be mentioned in respect to the confidentiality agreement.

8.1. Complete Stage 2 of the application request for the selected applications.

For the selected applications, the SEP or ITENE on its behalf will ask the applicants to complete the remaining information for the development of the test case using the interactive platform. The SEP will receive this information and will compile it together with the previous data for each selected applicant.

In addition, the selected applicants will be asked to prepare a pitch to complement their applications. This will be supported by EBAN and EBN as a complementary service. This pitching will not be considered for the scoring although it is necessary as part of the implementation of the test case.

The SEP will then identify the service providers to be involved in this test case and will contact them in order to prepare the service offer. If required by the OITB service providers, an interview with the applicant could be scheduled to clarify some information and tailor the service provision.

The SEP will then merge all service provider specifications into a single offer that will be presented to the successful applicants as a service package provision. At this point of the process, the SEP will propose the test case supervisor or also named pilot line leader for the test case, among the service providers, that will ultimately consent.

The specifics of the offer will be discussed among the applicant and the service providers. If a mutual agreement has been reached, then the offer is accepted by the parties, that will sign the so-called Template Agreement to cover the terms and conditions of the service delivery. Please refer to Chapter 10 of this document for further details. Once signed, the implementation of the test case will start in September 2023 (refer to Chapter 11 of the guidelines for more details).

9. Evaluation Criteria

Applications are evaluated following fair, transparent and confidentiality principles.

Full applications will be submitted in two stages and only stage one will be evaluated for scoring. Stage two will be only accessible to the successfully selected applicants from stage one.

The criteria for the evaluation of the new applications and the stated scoring scale are aligned with the Horizon 2020 programme and adjusted to the Bionanopolys OITB project.

During the evaluation, all the technical information provided in section 4 of the application form, through the two main divisions excellence and impact, will be carefully examined. The evaluation team (refer to Chapter 6 of this document) will follow a scoring system for each division criteria, and not for the different aspects, on a scale from 0 to 5 (half-point scores may be given), as described:

0. FAIL. The application does not address the criteria, or incomplete information does not allow the proper evaluation of this division.
1. POOR. There are serious weaknesses, or the criterion is inadequately addressed.
2. FAIR. The criterion is broadly addressed, but there are significant weaknesses.
3. GOOD. The criterion is addressed well, however, there are several shortcomings.
4. VERY GOOD. The criterion is addressed very well, with a small number of shortcomings present
5. EXCELLENT. All relevant criterion aspects are successfully addressed, with minor shortcomings.

The overall threshold for an application is 7/10. Particularly, each of the divisions/criteria (excellence and impact) has a threshold of 3/5.

CRITERION	EVALUATION DESCRIPTION
EXCELLENCE	<ul style="list-style-type: none"> • Technical advance, state of the art (innovation potential) (e.g. pioneer objectives, novel concepts and approaches) • Credibility of the concept and feasibility to be carried out by Bionanopolys OITB (methodology) • Feasibility to progress in the TRL positioning from 3-4 to 7
IMPACT	<ul style="list-style-type: none"> • Objectives and Expected results • Outcomes and outputs of the proposal (future applications) • Overall Impact (industrial, environmental, society)

There will be an evaluation report showing the results of the evaluation for each application, and a ranked list will be drafted with the scoring of each application for the evaluation criteria. The decisions of the Evaluation Team shall be final, with the supervision of the Bionanopolys Management Board.

The second stage of the application, which will include only the selected applicants, will gather further information related to:

- Market impact (potential customers, advantage to competitors)
- Social, environmental, and/or economic benefits
- Resources allocated by the applicant during the implementation
- Timeframe of delivery

Additional to the criteria for the technical services, other aspects will be examined by the Bionanopolys Evaluation Team, as it is considered important for the Bionanopolys OITB to support the competitiveness of the European businesses.

For example, SMEs participation during the Open Call will be the main recipient, hence in case of a tie, and given that they have scored above the threshold mentioned, European SME applicants may have priority over other organisation types. In addition, to ensure equal opportunities, the Open Call intention is to select 5 applications from 5 different countries across Europe.

Moreover, considering that the Bionanopolys OITB will follow the initiative led by the EIC Accelerator to promote gender balance, the communication campaign of the Open Call will especially target gender issues, aiming to achieve a significant number of applications submitted by women-led entities.

Finally, one additional aspect that shall be considered is the equal involvement of the Bionanopolys pilot plants in the 5 new test cases of the open call. The evaluation and selection process will ensure that the pilot plants and their resources are properly used in the open call test cases, avoiding the overexploitation of a pilot plant.

10. Contractual relationship

After the completion of the application for the selected applications, and once reaching a mutual agreement, the new clients are required to sign a legal document, the Template Agreement, that will foresee the terms and conditions of the new test case implementation among them and the OITB service providers.

The agreement will include the combined service provision specifications from each individual service provider, presented by the SEP to the client as a service package provision.

During the preparation of the Template Agreement, the applicant shall define the background of the selected entity, as this is necessary for any future modification concerning the new results generated through the implementation of the test case, as well as any joint results if applicable, and their potential exploitation. In case there are joint results, the involved parties will contemplate drafting a joint ownership agreement, aiming to define the specific terms and conditions of Intellectual Property Rights -IPR management.

In case the client disagrees with the results of the service delivered by the Bionanopolys OITB service providers during the open call, the client is not entitled to require further support free of charge.

The specific terms of collaboration between the client and the Bionanopolys OITB within the frame of the open call test cases will be governed by the legal document to be signed by the client and the involved Bionanopolys service providers prior to the initiation of the test case.

11. Implementation of the test case

Once the Template Agreement is signed by all involved parties, the new test case can start the implementation. The applicant is obliged to designate a manager to lead the communication between the applicant and the Bionanopolys OITB throughout the entire duration of the project. The specific contact person of the client shall supply any information requested by the service providers, that is necessary for the proper implementation of the project.

The applicant (client) will confirm the allocated project manager for the test case, as included in the application, and the OITB service providers will also confirm the selection of the pilot line leader /test case supervisor for this test case. He/she will oversee the execution of the work and will ease the flow of the activities and manage and communicate with the client. He/she will control the test case schedule to make sure deadlines are met, workflows are followed and prevent interruptions, and if necessary, propose minor adjustments for a productive execution. The supervisor or pilot plant leader will be the direct contact with the SEP and the client.

Once the implementation comes to an end, the allocated team providing the services will draft the final report including the work carried out, results and conclusions of the test case. This will be overseen by the service supervisor, and he/she will forward this to the SEP.

The SEP will contact the client to inform him/her that the test case execution is completed, to send the final test case report and to ask for feedback on the quality of services and the level of satisfaction when using the Bionanopolys OITB, by answering the questionnaire provided with the service offer.

12. Quality and Satisfaction Survey

By submitting an application during the Open Call and requesting access to facilities and services of the Bionanopolys OITB, the applicant agrees to fill in a quality and satisfaction survey providing feedback on their experience using the Bionanopolys OITB.

In particular, the successful applicants will provide feedback on the functioning, of the unique entry point, its visual appearance and easiness to access, the application process, the communication process, and the quality of provided services, as well as general feedback on the Bionanopolys OITB. The satisfaction questionnaire is structured to allow rigorous data collection to support performance evaluation. The survey will be reviewed when necessary to tailor the service provision and the client's needs.

The purpose of this survey is to improve the operational quality of the OITB, and any weak points identified during the testing process, as well as to evaluate the customers' satisfaction, so that the services and functioning of the OITB will be ready for the future clients that will request paid services after the end of the EU funded period.

13. Applicant Support

Consult the guidelines to find more information on the Bionanopolys Open Call conditions and processes. It is recommended that the applicant contacts Bionanopolys OITB for discussions and support on filling the application form before submission.

In case, the applicant requires support on the submission of the application, or if there are any concerns on the services to be selected, any questions for the technical implementation or generally any question on the proposed concept, the applicant may contact the opencall@bionanopolys.eu email.