

SocialTech4EU

SocialTech for Europe for Resilient and Responsible Ecosystems

Call for Social Enterprises in Europe

Financial support for Innovation

SocialTech4EU/2023/Call2:Innovation

Deadline: 18 October 2023, 15:00 CET

Guidelines for applicants

SocialTech4EU is co-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 EISMEA. Neither the European Union nor EISMEA can be held responsible for them.

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§ 1. About the SocialTech4EU project

The project **SocialTech4EU - SocialTech for Europe for Resilient and Responsible Ecosystems** aims at strengthening the **resilience and innovation capacity, competitiveness, and sustainability of social economy ecosystems and of start-ups and SMEs of the social economy**.

The project is co-funded by the European Union under the Call SMP-COSME-2021-CLUSTER-01.

The project will do this through providing them with support in the form of grants/financial support, training and networking activities and other activities.

This project is linked to the EU Industrial Strategy and is part of the Proximity and Social Economy Industrial Ecosystem. In September 2022, 30 Euroclusters were launched to implement the EU Industrial Strategy. **Euroclusters** are cross-sectoral, interdisciplinary, and trans-European strategic initiatives of industry clusters and other economic actors such as research organisations, companies, etc. Learn more on the European Cluster Collaboration Platform [here](#).

SocialTech4EU is implemented by a consortium of 6 partners:

- [Torino Social Impact](#), represented by [Fondazione Giacomo Brodolini](#) (Italy).
- [ADV Romania Foundation](#) (Romania).
- [Coompanion Örebro](#) (Sweden).
- [Silicon Vilstal gemeinnützige UG](#) (Germany).
- [Asociacion Investigacion, Desarrollo E Innovacion En Aragon](#) (Spain).
- [European Network of Social Integration Enterprises](#) (Belgium).

For details about the project:

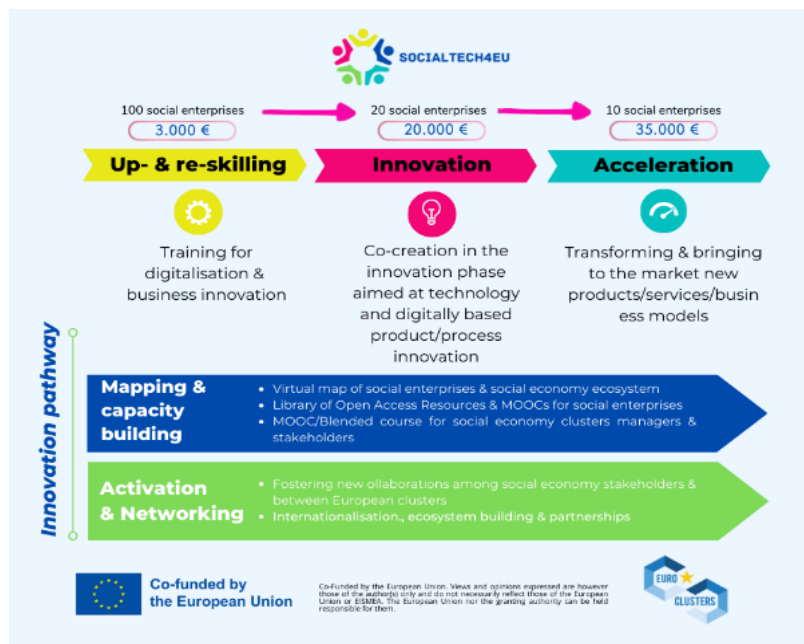
<https://clustercollaboration.eu/eu-cluster-partnerships/euroclusters/socialtech4eu>,
www.socialtech4eu.org

§ 2. Overview of the financial support provided by the SocialTech4EU project

SocialTech4EU provides financial support to **SMEs that are Social Enterprises**¹ to enable them to embrace the twin (digital and green) transition.

The financial support is provided across three stages (*Calls for applications*), as follows:

¹ Social Enterprises as defined by the European Commission: https://single-market-economy.ec.europa.eu/sectors/proximity-and-social-economy/social-economy-eu/social-enterprises_en



The **first stage “Up- & re-skilling”** aimed at fostering the up-skilling and re-skilling of the social enterprises and their workforce, by providing financial support for **training** on business, digitalisation, and innovation/tech management.

The **Call for Social Enterprises in Europe - Financial support for training (SocialTech4EU/2023/Call1: Training)** was open from 8 February to 21 April 2023.

The **second stage “Innovation”** aims at supporting the innovation of the social enterprises, by providing financial support to assess the **feasibility** of an “innovation project” for their organisation, that is, for the development and/or customization of digital and/or tech solutions.

The **Call for Social Enterprises in Europe - Financial support for Innovation (SocialTech4EU/2023/Call2:Innovation)** is open from **28 July 2023 to 18 October 2023 15:00 CET**. These Guidelines for Applicants present this Call.

In the **third stage “Acceleration”**, to be launched in late 2023/early 2024, financial support will be provided to social enterprises to implement – “accelerate” - the innovation projects presented under the second call.

N.B.: The total amount of financial support awarded to each social enterprise by the SocialTech4EU project across the different Calls/stages cannot exceed €60.000.

§ 3. Overview of the Call for Social Enterprises in Europe - Financial support for innovation (SocialTech4EU/2023/Call2: Innovation)

The **Call SocialTech4EU Call for Social Enterprises - Financial Support for Innovation** aims to contribute to strengthen the resilience, innovation capacity, competitiveness, and sustainability of Social Enterprises (SEs), so as to enable them to embrace the twin digital and green transition.

This Call is **open to the 100 social enterprises awarded** under the SocialTech4EU Call for Social Enterprises in Europe - Financial support for training (SocialTech4EU/2023/Call1:Training). Applications must be submitted by a single social enterprise (i.e. consortia are not eligible to apply).

In order to be funded within this Call, the applicant must have already signed the agreement under the SocialTech4EU/2023/Call1:Training, as well as created its account on the [SocialTech4EU Map of Social Enterprises](#), at the latest by the deadline of the present Call.

Applicants to this Call can request a financial support of **up to € 20.000**. It is foreseen that at least 20 social enterprises will be selected under this Call.

The Call provides financial support to SEs to carry out a **feasibility study, in collaboration with innovation providers**, for the development of an “innovation project” for their organisation. For a detailed overview of the eligible activities, please see Section 6.

Applications under this Call must include the participation of **at least 1 and up to 3 innovation providers**. These are external third parties that **participate in the development of the feasibility study**, by bringing their knowledge, experience and skills.

For detailed information about innovation providers, please see Section 4.2.

A series of **online matchmaking sessions** will be organised between the launch of the call and its deadline to support the matching and the development of collaborations between social enterprises and providers, in view of the submission of the proposals. Participation in these sessions is highly recommended.

For additional guidance, a **“Social Impact Hackathon”** organised by SVG (SocialTech4EU WP4 Leader) will take place in Holzhausen, Germany, on 22-24 September 2023. The Event aims at developing durable ideas for the innovation projects to be submitted under the present Call. The Event is based on a "Design Thinking" method: creatives, applicants and providers work together in an interdisciplinary way, to shape and stabilise their innovation ideas over a short period of time, in a joint design process. The Hackathon is organised as a Living Lab with input from external experts. To be noted that social enterprises willing to participate in the event must cover all the related costs autonomously, as no financial support will be provided under this call to cover for those costs. To receive more information about the event, please email Natascha Brunner, Silicon Vilstal gUG, SocialTech4EU WP4 Leader: ortsmitte@siliconvilstal.de.

Definitions:

Innovation project: the objective of an innovation project is the development and/or customization of digital and/or tech solutions (services, products, processes) that will improve the social enterprise's innovation/digitalisation/tech development and reinforce its transformation into a greener and more digital organisation. Examples may include the development of digital platforms for engaging clients / users, or digital tools for a more efficient / effective delivery of services, or technology solutions to improve environmental impact. This list is non-exhaustive: proposals can vary according to the specific needs of the social enterprises applying but all of them must have the development of more green and digital organisations as an objective.

Feasibility study: A feasibility study is a comprehensive analysis and evaluation conducted to assess the viability, practicality, and potential success of a proposed project (the "innovation project"). It aims to determine whether the intended undertaking is feasible and advisable from various perspectives, including technical, financial, operational, legal, and environmental considerations, as well as in the timeframe foreseen to implement the innovation project. During a feasibility study, key aspects and factors related to the project are thoroughly examined, such as the project's objectives, scope, requirements, resources, costs, risks, and potential benefits. The study involves collecting and analysing relevant data, conducting market research, assessing technical feasibility, reviewing regulatory requirements, estimating financial projections, as well as prototyping, intended as initial testing of new products/services/processes.

Call for Social Enterprises in Europe - Financial support for innovation

Project	SocialTech4EU - SocialTech for Europe for Resilient and Responsible Ecosystems Grant Agreement 101074518
Call opening	28 July 2023
Call deadline	18 October 2023, 15:00 CET
Maximum amount per applicant	Up to 20.000 EUR (Lump Sum)
Total budget of the Call	400.000 EUR
Eligible organisations	Social enterprises selected under the SocialTech4EU Call for Social Enterprises in Europe - Financial support for training (SocialTech4EU/2023/Call1: Training). For all eligibility criteria, please see section 4.
Eligible activities	Feasibility study for the development of an "innovation project", in collaboration with selected innovation providers. For all eligible activities, see sections 4 and 6.

§ 4. Eligible organisations

4.1 Applicants: social enterprises

Applicants are social enterprises who must meet all the following requirements:

1. **Be a Small and Medium Enterprise (SME) as defined by the EU.** A SME will be considered as such if coherent with the [Commission Recommendation 2003/361/EC](#) and the [SME user guide](#).
2. **Be established/registered (legal office) in one of the following countries:**
 - a. Countries of the SocialTech4EU project: Italy, Belgium, Germany, Romania, Spain, Sweden.
 - b. Another EU Member State.
 - c. [EEA countries and countries associated](#) to the COSME part of the Single Market Programme or countries which are in ongoing negotiations for an association agreement and where the agreement enters into force before grant signature. Please note that a minimum of 10% of selected organisations in the Call must be established in a country other than the project partners' countries.
3. **Be compliant** with the following situations:
 - Is no bankrupt or being wound up, is not having affairs administrated by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters or is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations.
 - Is in compliance with its obligation relating to the payment of social security contributions and the payment of taxes, in accordance with the legal provisions of the country in which it is established.
 - Is not subject to a conflict of interest in connection with the grant.
4. **Be one of the 100 social enterprises awarded** in the first stage/Call of the SocialTech4EU project, i.e., the SocialTech4EU Call for Social Enterprises in Europe - Financial support for training (SocialTech4EU/2023/Call1: Training).

Please note that being awarded/contracted in the first Call does not exempt the applicants to the current Innovation Call from complying with all the eligibility criteria set in these Guidelines for Applicants, nor the SocialTech4EU partnership from performing checks on the eligibility of the applicants and requesting documentation at any time during the application and selection process.

Applicants to the current Innovation Call must confirm in their application form that they meet all eligibility criteria. It is mandatory for applicants to the Innovation Call which underwent any changes in their legal status since being selected in the first Call, to communicate these changes in their application form.
5. **Have already signed the agreement for SocialTech4EU/2023/Call1: Training** at the latest by the deadline of this Call.

6. **Have an account published on the [SocialTech4EU Map of Social Enterprises](#)** at the latest by the deadline of this Call.
7. **Apply as an individual organisation** (i.e. consortia are not eligible to apply).
8. **Include in their application at least 1 and up to 3 innovation providers.** For eligibility of providers, see Section 4.2.
9. **Not have a conflict of interest with the SocialTech4EU project partners.** Members of the Cluster organisations participating in the project are eligible to apply, but project partners are not.
10. **Not have a conflict of interest with any of the innovation providers** included in the application. The social enterprise and the providers must be autonomous to one another (without capital or personal links).

In addition, for the whole selection and evaluation process and the duration of the agreement with Foundation Giacomo Brodolini (FGB) as SocialTech4EU project coordinator, selected applicants must commit to:

- Comply with the obligations that the European Commission set in the [Model Grant Agreement of the Single Market Programme](#) (GA), including, among others:
 - Conflict of interest (art. 12 GA)
 - Confidentiality and security (art. 13 GA)
 - Ethics and values (art. 14 GA)
 - Visibility (art. 17.2 GA)
 - Specific rules for carrying out the action (art. 18 GA)
 - General information obligations (art. 19 GA)
 - Record-keeping (art. 20 GA)
 - Checks, reviews, audits and investigations (art. 25 GA)
- Provide information on the innovation activities undertaken (non-confidential), for communication and dissemination purposes, to both the SocialTech4EU project partners and EISMEA - European Innovation Council and SMEs Executive Agency

4.2 Providers

At least 1 and up to 3 innovation providers must be part of any application submitted under this Call.

Providers participate in carrying out the feasibility study but they are not “partners”. The financial support will be provided to the social enterprise only, who will be responsible for administering the grant, including contracting the providers and transferring part of the grant to them, if applicable.

A single provider can participate in more than one application.

Providers can come from any eligible countries (see below), either from the same country of the applicant or from other eligible countries. All applications will be evaluated against the evaluation criteria set in Section 9, regardless of the countries where the selected providers are located.

Providers must thus be selected at the application stage and duly described in the application form. Applications must include letters of intent from all the selected providers.

Providers must meet all of the following requirements:

- 1. Be a legal entity.**
- 2. Be established/registered (legal office) in one of the following countries:**
 - a. Countries of the SocialTech4EU project: Italy, Belgium, Germany, Romania, Spain, Sweden.
 - b. Another EU Member State.
 - c. [EEA countries and countries associated](#) to the COSME part of the Single Market Programme or countries which are in ongoing negotiations for an association agreement and where the agreement enters into force before grant signature. Please note that a minimum of 10% of selected organisations in the Call must be established in a country other than the project partners' countries.
- 3. Be part of and have an account published on the [SocialTech4EU Registry of stakeholders/providers for the social economy](#)² at the latest by the deadline of this Call.**
- 4. Not have a conflict of interest with the SocialTech4EU project partners.** Members of the Cluster organisations participating in the project are eligible to apply, but project partners are not.
- 5. Not have a conflict of interest with the social enterprise leading the application** they are participating in. The social enterprise and the providers must be autonomous to one another (without capital or personal links).
- 6. Comply with all the other eligibility criteria set in the [SocialTech4EU Invitation to register in the Registry of stakeholders and providers for social economy](#)**

² For information on how providers can apply to be part of the Registry, please visit:

<https://clustercollaboration.eu/community-news/socialtech4eu-invitation-register-registry-stakeholders-and-providers-social>

§ 5. Financial support

The total budget available for this Call is € 400.000.

Each applicant can request **up to € 20.000**, inclusive of the costs for the participation of providers that the SEs bring in with their application.

No co-financing is required from the selected SEs. However, they must commit to ensure the necessary resources needed to carry out the project and to have stable and sufficient sources of funding to maintain their activity throughout the development of the project.

This will be stated in the Declaration of Honour (see Section 8) and the agreement that the selected social enterprises will sign with Fondazione Giacomo Brodolini srl SB (see Section 10).

The financial support will be awarded in the form of a Lump Sum. A lump sum is a fixed payment defined up-front and set out in the agreement. It will be paid upon accomplishment of activities and is linked to the delivery of the expected outputs (e.g. feasibility study), with no financial reporting needed. For additional information on payment modalities, please see Section 9.

Applicants must complete and attach to their application a budget forecast, on the basis of the template provided by the Call (see Section 8). Costs described in the budget must be determined in accordance with the usual accounting and management principles and practices of the applicant. The budget must demonstrate cost-effectiveness and be consistent with the feasibility study detailed in the application form.

Since the granting of a lump-sum does not foresee the delivery of a detailed financial reporting, the use of the Lump Sum will be assessed on the basis of the monitoring and reporting process detailed in Section 11, including assessment of the coherence of the spent money versus the achieved results.

In all cases, SEs must keep all the original documents for all of the expenses incurred for a period of five years after the payment of the balance (e.g. timesheets, invoices, contracts) in case of checks and audits, carried out by both the SocialTech4EU partnerships and/or the EU agencies and institutions, and to demonstrate compliance with all eligibility rules set in these Guidelines.

The selected/contracted social enterprises are solely responsible for providing all necessary documents in case of checks and audits. If any problem occurs, the SocialTech4EU partnership is not responsible for possible subsidy reductions or claims that may be made to the selected/contracted social enterprises for an incorrect justification.

The financial support will be awarded to each applicant on the basis of the eligible costs outlined in their budget forecast.

The total amount awarded to each SE by the SocialTech4EU project across all Calls/stages cannot exceed €60.000.

Please note that the SocialTech4EU partnership has the right not to award all the financial support available in this Call, nor all the financial support requested by the applicants.

In addition, the transfer of the financial support from FGB to the selected social enterprises is subject to the condition that the European Commission makes the necessary funds available to FGB.

Double funding:

No double funding is allowed. Applicants must not be nor have been funded by national or European public funds for the same activities described in their application.

Social enterprises can apply to other Calls for financial support under the EUROCLUSTERS programme (<https://clustercollaboration.eu/euroclusters>). However, a single SE shall not benefit from several financial supports for the same activities.

The SocialTech4EU partnership may carry out the necessary control actions with other Euroclusters Consortia and other EU-funded projects to verify that the no double funding rule is respected.

§ 6. Activities supported/funded by the Call

This Call will provide each selected social enterprise with a financial support of **up to € 20.000 to carry out a feasibility study, in collaboration with innovation providers**, for the development of an “innovation project” for their organisation, that is, the development and/or customization of digital and/or tech solutions (services, products, processes) that will improve the social enterprise’s innovation/digitalisation/tech development and support its transformation into a greener and more digital organisation.

The **feasibility study** must be carried out between December 2023 and completed by 28 February 2024.

This Call will fund the feasibility study and not the innovation project itself (as this will be the purpose of the third and final Call/stage of the project, as explained).

However, in their application, applicants must provide details on both of these phases, as follows:

1. The concept of the innovation project, i.e. the digital and/or tech solutions to develop/customize.
2. How they will carry out the methodology for the feasibility study and the role of providers (see below).

After completing their feasibility study, the SEs will be able to present its outcomes and apply for further financial support to implement their innovation project within the third Call/stage of the SocialTech4EU project, as explained.

The financial support can cover the following costs related to carrying out the feasibility study:

- 1) **Personnel costs:** calculated based on the hourly rate of the internal staff of the applicant social enterprise dedicated to actual work on the feasibility study. For a definition of personnel costs, please see COSME Programme Grant Agreement Template, section 6.2, budget headings A1 and A2: https://ec.europa.eu/research/participants/data/ref/other_eu_prog/cosme/mga/cosme-mga-multi_en.pdf. Direct staff costs are limited to a maximum 40% of the total budget requested.
- 2) **Subcontracting:** this is the work carried out by the provider(s) which enters into an agreement on business conditions with the social enterprise. They can cover:
 - innovation, tech, research and/or consultancy services.
 - prototyping services related to:
 - a) Access to facilities and services for prototyping and testing new products/services .
 - b) Purchase of ICT services/software.
 - c) Consumables

Please note that costs for the purchase or installation of hardware are not considered eligible.

Other costs may be included in the budget forecast in exceptional cases (if necessary and duly justified) and will be subject to a thorough evaluation.

The costs listed above are eligible only if they meet all of the following requirements:

- 1) Incurred from the date of the signature of the agreement with Fondazione Giacomo Brodolini srl SB (see section 10) until 28 February 2024.
- 2) Included in the approved budget forecast attached to the agreement signed with Fondazione Giacomo Brodolini srl SB.
- 3) Incurred solely for the purpose of implementing what is foreseen within the approved application, attached to the signed agreement with Fondazione Giacomo Brodolini srl SB, and necessary for its implementation.
- 4) Incurred for one or more of the categories listed above.
- 5) Identifiable and verifiable, in particular recorded in the organisation's accounts in accordance with the accounting standards applicable in the country where it is established and with its usual cost accounting practices.
- 6) Compliant with the applicable national law on taxes, labour and social security.
- 7) Reasonable, justified and complying with the principle of sound financial management, in particular regarding economy and efficiency.

§ 7. How to submit an application³

Applicants must submit their application in English only⁴ by the deadline, 18 October 2023 at 15.00 CET, by:

- Completing and submitting their application via the **Cluster Submission Platform** at: https://clustersubmissionplatform.eu/eurocluster_post/socialtech4eu-innovation-open-call/
- Attaching the following mandatory annexes to their application:
 - Balance sheets of the last 2 years in English, signed by legal representative (certified translation not mandatory)
 - Budget forecast for the feasibility study (excel): Annex 1
 - Declaration of Honour: Annex 2
 - Signed Letters of Intent from all the participating innovation providers (on the provider's headed paper) : Annex 3

Applicants must also complete the **Financial Viability Self-assessment tool of the EC** at <https://ec.europa.eu/research/participants/lfv/lfvSimulation.do> and include the results in their application form.

If the outcome of the Financial Viability Self-assessment is not fully positive (i.e. if one or more criteria result as “weak”), applicants can decide to submit additional financial statements or documents, like e.g. a financial situation for the current year or for the last 3 months (by submitting the monthly verification balances - in which you can see the registration of income) or any other supporting financial document, such as: contracts for the sale of products/services (in progress), partnerships concluded for the development of the social enterprise, other financial-accounting documents that they consider essential to demonstrate the increase in financial capacity compared to the last fiscal year.

The final decision for funding will be based on the complete evaluation of the financing request - application form, and the financial capacity to implement the feasibility study. For this, it can be mentioned that, for the financial evaluation, the evaluation jury members can request additional information, if necessary.

Each applicant can submit one application only and will receive an acknowledgment of receipt via email by Silicon Vilstal gUG, SocialTech4EU WP4 Leader. If an applicant has not received the email acknowledgment within 3 working days from the submission of their proposal, they can ask for clarifications by contacting Silicon Vilstal gUG via email.

³ The article has undergone revisions, and the following represents its definitive and accurate form.

⁴ Applications even partially written in a language different from English will not be considered eligible.



It is strongly recommended not to wait until the last minute to submit an application. Failure of the application to arrive by the call deadline for any reason is the applicant's responsibility. Network communication delays are not acceptable as an extenuating circumstance.

Moreover, no additions or changes to an application can be made after it has been submitted, nor after it has been selected.

§ 8. Selection and evaluation process

1st step – Eligibility

All applications received by the Call deadline will be reviewed by the SocialTech4EU project partners against the eligibility criteria described under “Eligible organisations” and “Activities”.

In addition, applications will be deemed ineligible in the following cases:

- Completed in languages other than English (even partially).
- Submitted after the deadline.
- With no or incomplete attachments.
- With no or incomplete signatures, where mandatory.
- With attachments different from the Call's templates, where mandatory.

The SocialTech4EU partnership has the right to request documentation to the applicants in order to verify all eligibility criteria set in the Call. In case the request is not answered within 7 working days, the applicant will be deemed ineligible.

Only the eligible applications will move to the 2nd step: Evaluation.

2nd step – Evaluation

All eligible applications will be evaluated by an **independent external jury**, comprising experts from different EU countries.

Applicants are not allowed to contact any of the jury members; contacting a jury member is a reason for exclusion from this Call.

Each application will be reviewed by two jury members.

The jury will evaluate the applications against the following evaluation criteria:

1) Relevance (max 40 points - minimum threshold: 20 points):

- How relevant is the proposed innovation project to the objectives of the SocialTech4EU Call and the twin transition?
- To what extent the innovation project is based on an adequate analysis of the needs of the applicant?



- How relevant is the proposed innovation project to the technological and digital development of the applicant organisation?
- How innovative is the proposed innovation project?
- How relevant is the proposed feasibility study plan for studying/testing the innovation project?

2) Quality (max 40 points - minimum threshold: 20 points):

- To what extent the objectives of the innovation project are clearly defined and realistic? Are the new digital and/or tech solutions (services, products, processes) clearly described?
- How clear, coherent, realistic and effective are the activities for carrying out the feasibility study, including in terms of content, timeline, actors involved?
- Are the costs for carrying out the feasibility study clearly described? Is the budget cost-effective and clearly linked to the workplan? Are there any ineligible costs foreseen?
- What is the operational and financial capacity of the applicant?
- Is the role of all providers clearly described? To what extent their participation brings a clear added-value to the feasibility study?
- How diverse is the team composition (applicant social enterprise plus providers) regarding experiences, capabilities, skills, and knowledge? Is multidisciplinary ensured?

3. Impact (max 20 points - minimum threshold: 10 points)

- To what extent is the innovation project likely to have a tangible and substantial impact on the technological and digital development of the social enterprise?
- How can the solutions envisaged help the applicant deliver better services for the social economy and improve the impact of those services on the organisation's beneficiaries?
- How will the impact above be monitored?
- To what extent the innovation project can lead, in the longer term, to innovation in the social economy ecosystem and towards other stakeholders of the social economy?

Please note that jury members cannot use half points or decimals when assigning scores. However, when the two evaluations will be combined and the average scores calculated, half points can be used.

In case of ex-aequo, priority will be given to:

1) Applications submitted by organisations from regions with different levels of economic development and established in:

- EU-13 countries, i.e. member countries since 2004 (Bulgaria, Croatia, Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Romania, Slovakia and Slovenia).
- EU regions with which the SocialTech4EU project partners had no previous cooperation.



2) Ensuring balance at geographical level and with regards to sectors of activity of the organisations.

3) Applicants who are members of the clusters participating in the project.

In case of ex-aequo after this, priority will be given to applications with the higher score under the criterion “Impact”, then “Relevance” and “Quality”, in this order.

In case the difference in scoring between two jury members is over 30 points, a third jury member will evaluate the application, unless both members have scored the application below the thresholds under all criteria. The final score will then be determined by the two assessments that are closest in terms of their overall score.

In order to be considered for funding, within the available financial support for this Call (see section 5), an application has to score at least half of the maximum points for each award criterion and at least 60 points in total. A reserve list may also be prepared based on the results of the evaluation.

A minimum of 10% of selected applicants must be established in a country other than the SocialTech4EU partners’ countries.

The final selection decision will be made by the SocialTech4EU Steering Committee: this will oversee the proper execution of the evaluation process and guarantee its coherence, fairness and transparency, including among others, assuring that no conflict of interest takes place during the evaluation process and that each applicant is funded only once.

All applicants will be informed of the outcome of the evaluation process in due time.

Complaints:

Unsuccessful applicants willing to submit a complaint must fill in a complaint form and follow the procedure outlined below.

Please note that a complaint can be submitted only if there is a belief that the rejection of the application was based on a factual mistake in the selection procedure.

Complaints are subject to the following conditions:

- Complaints must be submitted via a form provided by the SocialTech4EU project and must be completed in English only.
- Complaints must be limited to procedural aspects, not on the merits of the application. The complaint must relate to the evaluation procedure, admissibility or eligibility checks and demonstrate a procedural irregularity, factual error, manifest error of assessment or abuse of powers. Mere repetitions of the content of the application or disagreements with the result or reasoning of the evaluation will not be considered.
- Only one request per application will be considered. The request cannot refer to the evaluation of applications submitted by other applicants or under different or previous calls.



- Requests will not automatically trigger a re-evaluation of the proposal. Re-evaluations will only be carried out if the complaint demonstrates that the procedural irregularity, factual error, manifest error of assessment or abuse of powers actually took place and possibly affected the decision on whether to fund the application.
- Re-evaluations will be made based on the application as it was originally submitted; no additional information will be admitted. Re-evaluations will be partial (limited to the criterion affected by the error) or full (when the whole evaluation has been recognized as flawed). They may be assigned to the same project partner or jury members or to new ones.
- The score following a re-evaluation may be lower than the original score.
- All requests for review will be treated as confidential.

Complaints must be submitted within 7 calendar days from the date of the evaluation letter. No requests will be accepted after this date. Applicants will receive a reply within 7 working days.

Complaints will be reviewed within seven calendar days from reception. In case more time is needed, the SocialTech4EU partnership will inform the applicant via email.

§ 9. Contracting and payment arrangements

All of the selected social enterprises will have to formally accept the proposal for financial support and, consequently, sign an **agreement with Fondazione Giacomo Brodolini SRL SB** (SocialTech4EU Coordinator). The agreement will detail all rights and duties of the selected organisation and the binding conditions for the social enterprise to receive the financial support.

The **payment** scheme is described below:

- 1) Subject to a favourable outcome of a financial capacity check, a prefinancing payment of 20% of the maximum grant awarded will be paid within 30 working days after Grant Agreement contract signature between the awarded SE and Fondazione Giacomo Brodolini srl SB.

The financial capacity checks will be carried out on the basis of the information provided in the application form, particularly the results of the Financial Viability Self-assessment tool of the EC, and the annexes to the application, particularly the balance sheets.

The decision to grant pre-financing will be based on a favourable outcome of the assessment method defined above.

On the basis of such results, in case of weak financial capacity, the SocialTech4EU project could decide to:

- a) Refuse the provision of pre-financing
- b) Reduce the amount to be granted in terms of pre-financing
- c) Pay pre-financing in multiple instalments
- d) Not pay pre-financing



e) Reject the application

- 2) 80% of the awarded financial support within 30 working days from the approval by FGB and the monitoring partner (see section 11) of the following documents:
 - o Completed Feasibility study.
 - o Technical report (on a template provided by the project) describing the activities implemented with, among others, a detailed description of the role and activities carried out by the social enterprise and the innovation provider(s) respectively.
 - o A financial report on incurred expenses (on a template provided by the project)
 - o Contracts, invoices and proofs of payment for each and every provider.
 - o Calculation of the actual hourly rate of the internal staff involved in the feasibility study (on a template provided by the project)

The documents must be submitted altogether in a single email no later than 15 March 2024⁵.

In case of serious risk or evidence of unsuccessful implementation, the SocialTech4EU project may decide to withhold part or the whole of the payment.

§ 10. Monitoring and reporting

Each selected/contracted social enterprise will be assigned to one of the SocialTech4EU partners, which will monitor the advancement of the activities, as well as any issues or support needed. Monitoring activities will be detailed in the agreement with Fondazione Giacomo Brodolini srl SB and will be mandatory for all social enterprises.

§ 11. Further information

All documents and information about the Call can be found at

SocialTech4EU website: www.socialtech4eu.org

European Cluster Collaboration Platform: <https://clustercollaboration.eu/open-calls>

Clusters Submission Platform:

https://clustersubmissionplatform.eu/eurocluster_post/socialtech4eu-innovation-open-call/

For general queries on the Call, please email: Natascha Brunner, Silicon Vilstal gUG, SocialTech4EU WP4 Leader: ortsmitte@siliconvilstal.de

Please note that no replies will be provided between 9 and 21 August 2023.

Alternatively, applicants may contact the SocialTech4EU partner in their country:

Italy	FGB	Debora Greco	socialtech4EU@fondazionebrodolini.eu
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⁵ Documents received later than 15 March 2024 will not be accepted and no payment will be delivered

Romania	ADV	Elena Vasiliu	elena.vasiliu@alaturidevoi.ro
Sweden	Coompanion	Malin Aronsson	malin.aronsson@coompanion.se
Germany	SVG	Natascha Brunner	ortsmitte@siliconvilstal.de
Spain	IDIA	Álvaro Lombardo	alvaro.lombardo@idia.es
Belgium	ENSIE	Flore De Pauw	flore.depauw@ensie.org

N.B. Please note that replies may be delayed during the month of August.

For the Matchmaking Event “Social Impact Hackathon”, please email: Natascha Brunner, Silicon Vilstal gUG, SocialTech4EU WP4 Leader: ortsmitte@siliconvilstal.de

N.B. Please note that no replies will be provided between 9 and 21 August 2023.

To keep updated about the Call, including about the online matchmaking sessions to be organised, please follow:

Facebook: <https://www.facebook.com/people/SocialTech4EU/100086282683945/>

Twitter: <https://twitter.com/SocialTech4EU>

Linkedin: [@SocialTech4EU](https://www.linkedin.com/company/socialtech4eu)

§ 12. Privacy policy

Applicants must read and accept the privacy policy before submitting their application: https://clustersubmissionplatform.eu/eurocluster_post/socialtech4eu-innovation-open-call/

§ 14. Gender equality

SocialTech4EU seeks gender balance. Therefore, applicants are invited to take all measures to promote equal opportunities between men and women in the implementation of the action. Applicants must aim for better gender balance at all levels of the personnel assigned to the action, including supervisory and managerial levels to the full extent possible.

§ 13. Useful resources

- [European Innovation Council and SMEs Executive Agency \(EISMEA\)](#)
- [EU Cluster Policy](#)



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- [Social Economy in the EU](#)
- [Towards a green and digital future - Key requirements for successful twin transitions in the European Union](#)
- [COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS An SME Strategy for a sustainable and digital Europe](#)