

Service's Access Policy

V1.0, 08 November 2022

Index

1. EPTRI Services	2
2. Access model to EPTRI services	2
2.1. Feasibility evaluation	2
2.2. Provider(s) selection	2
2.3. Service assignment	3

1. EPTRI Services

The EPTRI AISBL will provide two types of services:

1. Centralised Services (CS), provided by the EPTRI Experts and Central Management Office (CMO) personnel;
2. Integrated services, provided by the EPTRI Research Units grouped within the EPTRI Thematic Research Platforms (TRP).

2. Access model to EPTRI services

EPTRI's services access policy is in line with the access models defined by the [European Commission Charter for Access to Research Infrastructures](#).

A Single Access Point - SAP (sap@eptri.eu), managed by the CMO, is the entry point for all requests of services. The CMO maintains track of all communications while providing the necessary privacy and security for the exchange of privileged or confidential information. Internal and external Users can submit request for accessing EPTRI services, using the form provided through the EPTRI website.

After receiving the service request from the User, the CMO follows a three-steps procedure:

1. Feasibility evaluation
2. Provider(s) selection
3. Service assignment

2.1. Feasibility evaluation

Once a service request is submitted, a Confidentiality Disclosure Agreement (CDA) is signed among the User and EPTRI AISBL.

The CMO processes the received request within 7 days from the receipt, to assess if it is in scope with the EPTRI aims.

The service request is forwarded to the CS/TRP Coordinators that assess the technical feasibility of the service(s) required, acquire additional information from the User and prepare a technical feasibility report within 15 days, supported by the CMO.

The technical feasibility report is sent to the User to get its approval.

2.2. Provider(s) selection

The procedure for Provider's selection is under the responsibility of CMO who consults and receives inputs from CS/TRP Coordinators and identifies the potential Provider according to expertise, technology capabilities, compliance with national and international standards, availability to provide the service(s) based on the User's needs. A Confidentiality Disclosure Agreement (CDA) is signed among selected potential Provider and EPTRI AISBL.

Dedicated meetings between the potential Provider and the User (with the assistance of CMO and CS/TRP Coordinators) are foreseen to define in more details the service requested. The potential Provider prepares a quotation with a clear description and a timeline for the offered services within 10 days. The quotation is sent to the User (through the CMO) for its approval.

2.3. Service assignment

CMO prepares the contractual agreements with the User and the Provider to establish criteria for the provision of the services including terms, standards, activities required, options to exit the agreement, and fees to be paid for services, based on a fair market value.

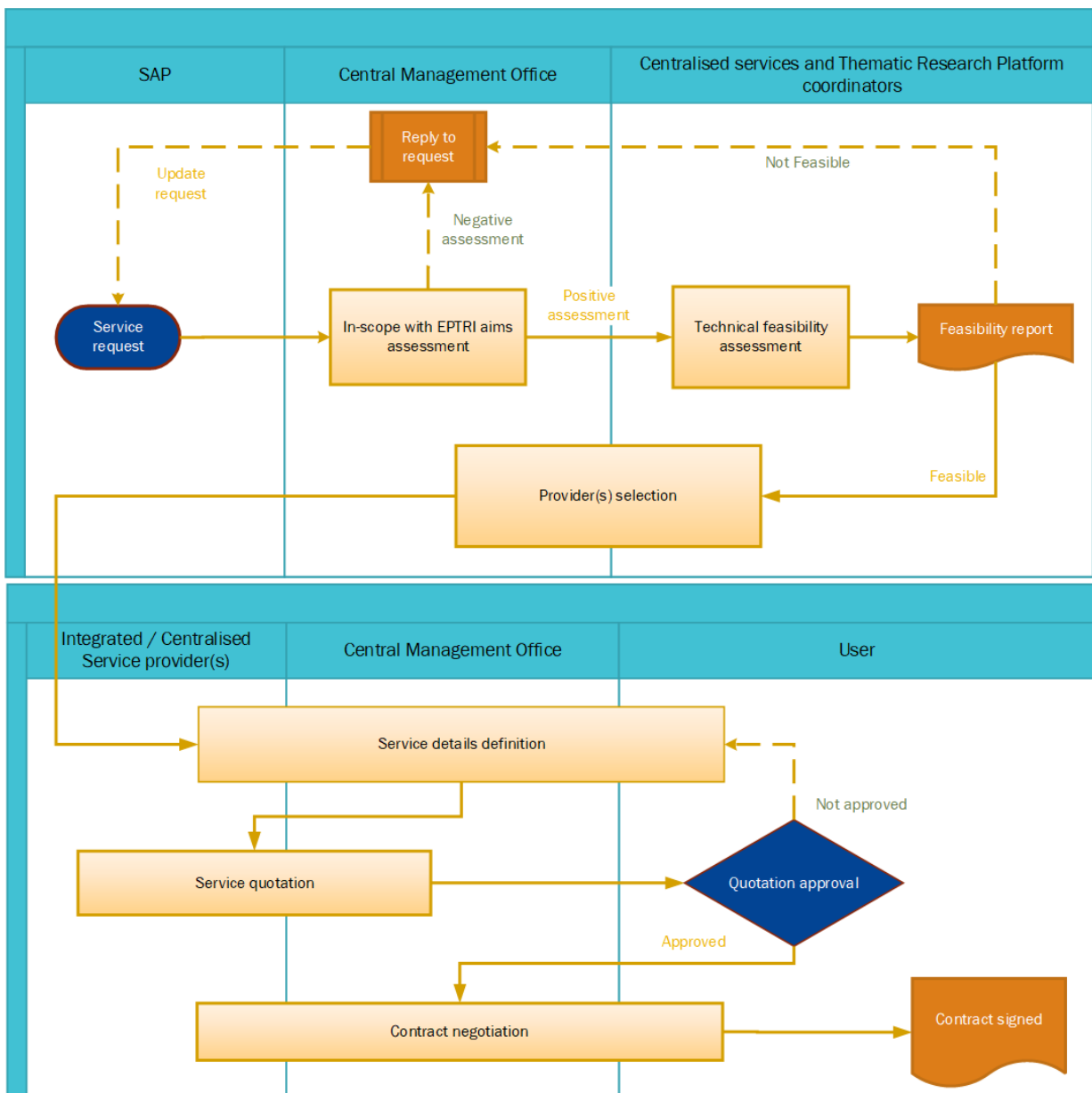


Figure 1: Schematic representation of the three-steps procedure for accessing EPTRI services