

### **Service Provider Requirements and Obligations:**

- People wanted to be accredited to provide eligible services within Innovation Voucher Programs must have a university degree, as well as other official titles or recognitions in case of being particularly established for each service. Moreover, They must have a demonstrable experience of more than 2 years in companies or organisations that usually provide services similar to those requested, having to demonstrate the development of 5 previous works of a similar characteristics to the service for which they request accreditation in the 2 years prior to their application for requesting. These works must have been done for 3 different clients at least.
- It is mandatory for providers, in accordance with article 14.3 of Law 39/2015, dated October 1, of the Common Administrative Procedure for Public Administrations, to submit their accreditation application to Regional Development Agency of the Region of Murcia (hereafter INFO). Such applications and complementary documentation will be submitted by electronic means in compliance with the terms specified by the INFO Management resolution dated January 30, 2007 and published in the Region's Official Journal BORM nº 36 on February 13, 2007. The application template is available online at: [www.institutofomentomurcia.es/infodirecto](http://www.institutofomentomurcia.es/infodirecto)
- The service supplied by the accredited provider shall comply with the minimum requirements (structure, contents, etc.) included in the Innovation Services Catalogs, available on the INFO's website:
  - <http://www.institutofomentomurcia.es/web/innova/cheque>
- Having a valid accreditation from INFO to provide services contracted by the Innovation Voucher beneficiary SME.
- Reporting any incidence to the service supplier, especially when confronted with difficulties or the impossibility to carry out such service.
- Providing the service at a market price, issuing a final report on the tasks carried out and develop the expected deliverables.
- Providing INFO with the developed deliverables, as well as with a copy of the final report and the service acceptance or rejection by the beneficiary company.
- The service provided cannot be contracted out to third parties, with the exception of specific items which should be duly justified in the final report.
- If applicable, submit the grant certificate of expenditures together with the supporting documentation. This should result in no charge for the beneficiary SME.
- Use of IT tools made available by INFO to properly manage the program, as well as compliance with applicable operating regulations.



- Adherence to norms and good practices for consultancy services and technical support for companies, ensuring the confidentiality of the information accessed to carry out the tasks.

Failure to comply with these obligations shall result in accreditation loss and in not being eligible for accreditation in upcoming public calls. Likewise, in the call, it is established the time period of granted accreditations.

The accreditation application also establishes that the provider entity:

**ACKNOWLEDGES AND AGREES WITH:**

- The current public call for INFO's Innovation Voucher Programs, especially with regards to the terms and conditions specified for accredited providers, innovation service providers benefiting from the grant.
- The role of INFO guaranteeing the quality of services provided to beneficiary SMEs, committing to comply with applicable norms and instructions and respecting its decisions in case of potential conflict.
- The fact that people and service accreditations issued will be temporary and shall apply to the existing Innovation Voucher public calls. In any case, the INFO can extend such accreditation for upcoming public calls or programs under the conditions and terms laid down.

**COMMITTS TO:**

- Verify compliance with minimum beneficiaries' satisfaction and quality levels associated to delivered innovation services for which accreditation is requested.
- Be subject to measures for financial inspection, verification and control of the subsidized activity by the INFO or any other Agency from the European Union (and authorized representatives), the Central Government and the Regional Government.
- Inform individuals whose personal data is provided in this application about the existence and intent of files for data processing, as well as about their rights, the identity and address of the people/person responsible for data management and the fact that data will not be provided by INFO to any other party, excluding the clauses included in this application form.