ANNEX 2: Business Support Organisations selection questionnaire

The Questionnaire is divided into the following sections:

Organisation Profile

Business Support Service Value Chain

Impact Metrics

Please remember that responses do not automatically save as each question is answered. You need to click the Next or Done button on each page to save the questions as you progress through the survey.

All the sections you have completed will be automatically saved until you complete the submission of the questionnaire.

You will be able to close the survey at any time and come back to it with the same link we have provided you.

In case you don't dispose of all the information requested and you cannot collect it in useful time, we can allow you to you to submit the final questionnaire with partially unfilled information. However please consider that more information you will provide, easier will be for the consortia to evaluate your application as well as to follow-up in the overall process of support.

Should you have any questions or doubts on the process, please contact us (reference contact can be found in the open call).

Contact details

1. Please fill in below your organisation name and the contact details of the main point of contact for the ACCELERO selection process and responsible of the implementation of the project if selected.

Main point of contact - First Name

Main point of contact – Surname

Organisation Name

Year of establishment of the organisation

Short description of your organisation

City

Country

Email Address

2. Does your organisation have or follow an internal Gender Equality Plan?

   ☐ Yes

   ☐ No

3. Gender of the main person responsible of ACCELERO implementation (if selected)

   ☐ Male

   ☐ Female

   ☐ Prefer not to say

   ☐ Other

4. Please upload your CV or paste your LinkedIn profile here

   [Choose File] [Choose File]

5. Are you able to interact and provide services to your clients in English?

☐Yes

☐No

6. What is your motivation to take part in ACCELERO?

Organisation Overview

7. Please indicate the **mission** of your organisation.

8. Please indicate the **legal status** of your EU|BIC.

☐For profit

☐Not for profit

9. Please indicate the **ownership structure** of your EU|BIC.

☐Fully public

☐Fully private

☐Mixed (public-private partnership)

10. Could you please specify who are the **shareholders** of the organisation?

11. Please indicate the organisation type/types that best identifies your organization's operations:
If needed, please check the glossary of terms here.

☐Business Incubator/Accelerator

☐Chamber of Commerce &

☐Industry Cluster

☐Development/Innovation Agency

☐Entrepreneurship/Innovation Centre

☐Government Organisation

☐Research Organisation

☐Science/Technology Park

☐University-linked Incubator/Accelerator

Other (please specify):

Catchment Area

12. Please indicate the catchment area of your organisation.

    ☐ City

    ☐ Province/Department
    ☐ Region

    ☐ Nation

    ☐ International

    Other (please specify)

    [   ]

13. Please indicate the **population** of your organisation's catchment area.

    Provide the most recent known number of inhabitants of your catchment area.
    Please provide a whole number and do not use any dot or comma.

    [   ]

13. Please specify the geographic location of the catchment area:

City

[   ]

Province/Department

[   ]

Region

[   ]

Nation

[   ]

International

[   ]

[Insert text from
Other

[   ]

14. Please indicate the focus of activity of your organisation:

    ☐ Generic or mixed sector
    ☐ Sector-specific

15. Is your organisation financially sustainable with an allocated and autonomous budget (own profit and loss account)?

    ☐ Yes

    ☐ No

16. Does your organisation have autonomous management?

☐ Yes

☐ No

17. Eco-Innovation

Areas of expertise

☐ Agriculture & Farming

☐ Blue Economy (Marine and Fisheries)

☐ Circular Economy and Sustainability

☐ Construction

☐ Energy

☐ Environment

☐ Life Sciences

☐ Mobility - Transport – Automotive

☐ Natural resources

Technologies

☐ Agriculture technology

☐ Autonomous Vehicles and Smart Mobility technology

☐ Batteries technology

☐ Biotechnology

☐ Clean energy technology

☐ Clean Hidrogen technology

☐ Eco-building technology

☐ Food technology

☐ Transport technology

18. Creative and Cultural Industries

Areas of expertise

☐ Architecture

☐ Art

☐ Audio Visual

☐ Books and publishing

☐ Cultural heritage

☐ Fashion and Textiles Music

☐ Tourism

Technologies

☐ Animation technology

☐ Audio Visual (AV) technology

☐ Augmented & Virtual Reality technology

☐ Cloud computing technology

☐ Digital Media technology

☐ Graphic design technology

☐ Metaverse technology

☐ Video games technology

19. Smart Manufacturing

Areas of expertise	Technologies
☐3-D Production	☐Artificial Intelligence technology
☐Cyber-security	☐Blockchain
☐Digitised production	☐ICT and Software Development
☐Drones	☐IoT technology
☐E-commerce	☐Manufacturing technology
☐Industry 4.0 and Digital transformation	☐Nanotechnology
☐Mechatronics	☐Next generation internet
☐New advanced materials	☐Photonics
☐Robotics	☐Quantum computing and Big Data

20. Space

Areas of expertise	Technologies
☐Defence & Intelligence	☐Fintech
☐Earth observation & Environment	☐Clean Aviation technology
☐Global positioning & Navigation	☐Consumer solutions technology
☐Satellite Infrastructure	☐Data mining / Data analytics
☐Space and Sky Exploration	☐Integrated Communication technology
☐Telecommunication & broadband product/services	☐Land and Sea Navigation technology
☐Urban Development	☐Smart Cities

21. Health

Areas of expertise	Technologies
☐Coronavirus, COVID-19 pandemic	☐Biomarkers and nanotechnology
☐Health security and chronic infectious diseases	☐COVID-19 vaccine technology
☐Mental health and mental illness	☐Health Data, AI, Health digital twins
☐Organs, blood, tissues and cells	☐Next generation advanced therapies (i.e. genome editing, RNA)
☐Pharmaceuticals	☐Smart medical devices and sensors

22. Other areas

☐Civil security for society

☐Education

☐Social and inclusive entrepreneurship

23. If you did not find in the questions above areas of expertise or technologies your client companies specialise in, please specify them below:

Areas of expertise

Technologies

Ecosystem

24. Does your organisation partner or collaborate with the following public sector institutions in your ecosystem?

(Tick as many as relevant)
If needed, please check the glossary of terms here.

☐EU institutions and EU Agencies

☐European and International networks

☐Industry federations/associations and Chambers of Commerce

☐International Agencies

☐Investment and Development Agencies

☐Investors

☐Local governments (provinces/municipalities)

☐Members of other EU support networks

☐National government and National Innovation Agencies

☐NGOs

☐Regional government and Regional Innovation Agencies

☐Tech Transfer Office

☐Universities & Research and Technology Organisations (RTOs)

25. When developing your service offer, which actions do you undertake to ensure that your service offer align with local and regional policies in the field of entrepreneurship support?

[   ]

26. Does your organisation partner or collaborate with other Business Support Organisations/Innovation stakeholders?

☐ Yes - Please indicate the name and nature of your partnership and the actions/activities you have done jointly.

☐ No

[   ]

Funding Available

27. Please report the total amount for the certified organisation.

Amounts in Euro (€), please provide a whole number and do not use any dot or comma.

Total Annual Income (please include here all subsidies and grants)

[   ]

Total Annual Expenditure

[   ]

28. Please indicate the % distribution of the **sources of income** of your organisation over the last year.

Please fill in %, up to 100%, without the % sign. If exact percentages are not available, please use estimates. Please provide a whole number and do not use any dot or comma.

Revenue from business support services and programmes from supported companies and entrepreneurs

[   ]

Revenue from membership fees from supported companies and entrepreneurs

[   ]

Revenue from membership fees from other stakeholders

[   ]

Revenue from events

[   ]

Revenue from housing/renting of office space

[   ]

Returns from Investments in supported companies

[   ]

Corporates sponsorships

[   ]

Grants from philanthropic donors

[   ]

European structural and investment funds (e.g. ERDF, ESF)

[   ]

EU programmes (e.g. HE, Digital Europe)

[   ]

Grants & Subsidies from local/ regional public bodies

[   ]

Grants & Subsidies from national public bodies

[   ]

Other (Please specify)

[   ]

29. Which were the main **destinations of expenses** of your organisation over the last year?

Please fill in %, up to 100%, without the % sign. If exact percentages are not available, please use estimates. Please provide a whole number and do not use any dot or comma.

Facilities costs, (e.g., maintenance, mortgage costs, leases, rent, amortisation of infrastructure, etc.)

[   ]

Consultants/outside contractors

[   ]

Event Costs

[   ]

Marketing

[   ]

Direct funding provided to entrepreneurs

[   ]

Staff Payroll Costs

[   ]

Education/training for staff

Other Administrative Costs

Other

Human Resources

30. How many **staff members** does your organisation have in the following categories?

Staff to be counted in full time equivalent numbers (FTE) and may be split across roles, e.g. 0.5 Incubator Management; 0.5 Project Management. Please fill in all the fields, using 0 for 'None'.

General Management

Direct services to supported companies and entrepreneurs

Project Management

Communication and Events

Administration

Other personnel

31. Please indicate the gender distribution of your staff.

Please fill in %, up to 100%, without the % sign. If exact percentages are not available, please use estimates. Please provide a whole number and do not use any dot or comma.

Female

Male

32. How many **days of support from External Consultants** did your organisation use over the last year? (man/days)

Please provide a whole number and do not use any dot or comma. Please fill in 0 for 'None'.

<div style="border:1px solid #000; width:200px; height:40px;"></div>

33. What **core expertise** did your Business Support Staff and External Consultants have?
(Please tick where relevant)

	In house staff	External consultants
Accounting	☐	☐
Advanced ICT development	☐	☐
Coaching and Mentoring	☐	☐
Commercialization	☐	☐
Design and product development	☐	☐
Fundraising	☐	☐
Impact Management (e.g. theory of change development, impact assessment)	☐	☐
Intellectual Property	☐	☐
Internationalization	☐	☐
HR development	☐	☐
Legal Services	☐	☐
Marketing	☐	☐
Support at creation (e.g. business planning, business modelling skills assessment)	☐	☐
Technology / Innovation Assessment	☐	☐
Partnering and matchmaking	☐	☐

Other (please specify)

<div style="border:1px solid #000; width:200px; height:40px;"></div>

Infrastructure (facilities, incubator space, equipment)

Please complete this survey using figures for the **2021** reporting period.

34. Does your organisation offer **incubation space?**

☐ Yes

☐ No

35. Please indicate the **total square meters** of your incubation space.

Please provide a whole number and do not use any dot or comma.

[   ]

36. What was the **average incubation time** (in months) of current tenant companies at the end of the reporting period?

Please provide a whole or decimal number.

[   ]

37. Please indicate the **average occupancy rate** of the incubation space over the last year.

(Please fill in the % of square meters, without the % sign)

[   ]

38. What is the current number of companies hosted in your physical incubation space?

Please provide a whole number and do not use any dot or comma.

[   ]

39. Does your organisation provide virtual incubation services?

☐ Yes

☐ No

40. In case you provided Incubation Services (Physical or Virtual), what types of facilities and services does your organisation provide?

(Tick as many as relevant)

☐ 24/7 access   ☐ Industrial workshop

☐ Advanced materials lab   ☐ Legal/Tax domiciliation

☐ Café/canteen   ☐ Mail reception

☐ Dedicated offices   ☐ Meeting rooms and conference facilities

☐ End-user testing (e.g. Living Lab, co-creation lab)   ☐ Rapid prototyping centre (e.g. FabLab)

       ☐ Wet lab (e.g. for bio / medical fields)

☐ Flexible coworking space

☐ Other (please specify)

[   ]

41. Entry strategy

Did you implement a pre-selection process used to filter applications from entrepreneurs seeking support?

☐ Yes

☐ No

42. What are the **entry criteria** for potential tenants and entrepreneurs supported through programmes?

(Tick as many as relevant)

 ☐Decision of the external selection committee

 ☐Coachability of entrepreneurs

 ☐Focus on the business

 idea

 ☐Other (please specify)

43. Exit strategy

Did you implement processes used to assess whether companies being supported are mature enough to sustain themselves without support?

☐ Yes

☐ No

44. What are the exit criteria for potential tenants and entrepreneurs supported through programmes?

(Tick as many as relevant)

 ☐Companies can be hosted for a fixed period of time

 ☐Companies leave when they exceed threshold for capital raised or revenue run rate

 ☐Companies leave when they outgrow available working space

 ☐Companies leave when they achieve agreed business objectives

 ☐Companies leave when they require support the EU|BIC cannot offer

 ☐Other (please specify)

45. What is the current number of **tenant companies**?

Please provide a whole number and do not use any dot or comma.

46. How many **tenant businesses graduated** and left the incubator over the last year?

Please provide a whole number and do not use any dot or comma.

[   ]

Lead Generation Services

* 48. Which awareness-raising events did your organisation plan over the last year?
(Tick as many as relevant)

☐Competitions/awards

☐Hackathons

☐Networking/matching events

☐Open innovation events

☐Pitching events/Demo days

☐Promotional events (e.g. fairs, festivals, trade shows)

☐Referrals via Alumni Network

☐Start-up weekends

☐Targeted Advertisement

☐Training events

☐None

Other (please specify)

[   ]

49. How many awareness-raising events did you run over the last year?

Please provide a whole number and do not use any dot or comma.
Please fill in all the fields, using 0 for 'none'.

Total number of events ran

[   ]

Total number of participants

[   ]

Lead Generation Services

50. Please specify how many events of each kind your organisation has planned last year. In case you don't have this information, please leave this question blank (or only answer partially).

Please provide a whole number and do not use any dot or comma.

Competitions/awards

[   ]

Hackathons

[   ]

Networking/matching
events

[   ]

Open innovation
events

[   ]

Pitching events/Demo
days

[   ]

Promotional events
(e.g. fairs, festivals,
trade shows)

[   ]

Referrals via Alumni
Network

[   ]

Start-up weekends

[   ]

Targeted

[   ]

Advertisement

[   ]

Training events

[   ]

None

[   ]

[Insert text from Other]

51. Please specify how many people participated to each type of event last year.
<u>In case you don't have this information, please leave this question blank (or only answer partially).</u>
Please provide a whole number and do not use any dot or comma.

Competitions/award

Hackathons

Networking/matching events

Open innovation events

Pitching events/Demo days

Promotional events (e.g. fairs, festivals, trade shows)

Referrals via Alumni Network

Start-up weekends

Targeted Advertisement

Training events

None

[ ]

[Insert text from Other]

[ ]

Entrepreneurship Services

52. Which entrepreneurship selection services did you provide over the last year?

    (Tick as many as relevant)

- ☐ Access to funding (access to early stage finance)

- ☐ Proof of business (business modelling; business planning; financial simulation/forecasting)

- ☐ Proof of concept (business idea acceleration programme)

- ☐ Proof of innovation/technology (innovation/technology assessment/diagnostics)

- ☐ Team assessment (Skills assessment, Training)

- ☐ None

Other (please specify)

[ ]

Startup Services

53. Which startup services did you provide over the last year?

    (Tick as many as relevant)

- ☐ Access to markets (business intelligence; strategic Marketing partnering; internationalisation)

- ☐ Coaching/mentoring

- ☐ Differentiation

- ☐ Finance and funding (investment readiness)

- ☐ Legal and accounting support (prev. Support at creation)

- ☐ Market Research

- ☐ Product Development

- ☐ Team development (training; mentoring; recruiting)

- ☐ None

Other (please specify)

[ ]

Growth Services

54. Which startup services did you provide over the last year?

    (Tick as many as relevant)

☐Access to funding

☐Access to markets (internationalisation, B2B support)

☐Access to Open Innovation programmes ☐Clustering

☐Cooperation with corporates

Innovation diagnostic (technology search; IP assessment)

☐Internationalisation/access to foreign markets

☐ Team development (training; mentoring; recruiting; HR department creation)

☐None

Acceleration Services

55. Does your organisation provide acceleration services?
Acceleration Services are business programs that supports startups through intense business support services (e.g., training, mentorship and financing). Startups typically enter accelerators for a fixed period of time and as part of a cohort of companies.

☐Yes

☐No

56. Which services do you offer as part of your acceleration programme?
(Tick as many as relevant)

☐Team assessment and development (Skills assessment, skills training, recruiting assistance)

☐Coaching/mentoring

☐Access to funding

☐Proof of concept (business idea acceleration programme)

☐Proof of business (business modelling; business planning; financial simulation/forecasting)

☐Proof of innovation/technology (innovation /Technology assessment /diagnostics/ IP assessment)

☐Market Research
☐Product Development
☐Other (please specify)

☐Access to markets (business intelligence; strategic marketing partnering)

☐Internationalization/access to foreign markets

☐Investment readiness training

☐Access to your organisation funding scheme (e.g., seed fund or grants)

☐Access to external funding opportunities and potential investors

☐Legal and accounting support

☐Networking events

57. How many acceleration programmes does your organisation run per year?

[   ]

58. What is the length of your acceleration programme(s)?

[   ]

59. How many startups have you supported through acceleration services?

[   ]

60. How many startups have applied for your acceleration programme?

[   ]

61. Which criteria do you consider when selecting startups?

[   ]

62. Do you have a selection committee?

☐ No

☐ Yes - please describe its composition

[   ]

63. What is the thematic of your acceleration programme?

[   ]

64. Please indicate the gender distribution of the acceleration programme participants (last edition).

Please fill in %, up to 100%, without the % sign. If exact percentages are not available, please use estimates. Please provide a whole number and do not use any dot or comma.

Female

[   ]

Male

[   ]

Other

[   ]

65. In case you do not provide any acceleration service, would you be willing to include an acceleration programme in your service portfolio through ACCELERO?

[   ]

66. Which internationalisation services does your organisation provide?
(Tick as many as relevant)

☐ Access to Internationalisation Events

☐ Access to soft-landing programmes for client companies to explore markets abroad

☐ Advise for elaboration of internationalisation plans or strategies

☐ Funding support for internationalisation activities (business trips, adaptation of marketing materials, fees for participation in trade fairs, etc.)

☐ Internationalization maturity assessment
☐ Language training and Cultural integration ☐ Legal & Regulatory support

☐ Market access, including leads generation ☐ None

Other (please specify)

67. Does your organisation or other local partners offer specific incentives to attract foreign companies in your region?

☐ Yes

☐ No

If yes, could you please specify what type of incentives?

Continuous Improvement

68. Are you currently using a CRM tool or platform to manage your incubation and business support processes?

☐ No

☐ Yes (please specify which tools

69. Did you **monitor the entrepreneurs' satisfaction**?

	Yes	No
While they were incubated/receiving business support?	○	○

○ ○

After they stopped
being
incubated/receiving
business support

70. Are you using any other system, methods or tools, allowing you to measure the quality of your services in relation to your client companies or overall ecosystem of partners?

☐ No
☐ Yes (please specify which tools)

[   ]

Client Metrics

71. Please indicate the number of clients supported over the last year according to their stage of development.

Please provide a whole number and do not use any dot or comma.

Enquiries from
potential
entrepreneurs
received

[   ]

Potential
entrepreneurs
supported

[   ]

Startups supported

[   ]

SMEs supported

[   ]

72. How many programmes did you run over the last year?

Please provide a whole number and do not use any dot or comma.

[   ]

73. Overall, how many **days of coaching and mentoring** did you provide to the client companies you supported/incubated during the reporting period?

Please provide a whole number and do not use any dot or comma.

Entrepreneur Profile

74. Please indicate the **age** distribution of the supported founders.

Please fill in %, up to 100%, without the % sign. If exact percentages are not available, please use estimates.
Please provide a whole number and do not use any dot or comma.

18 - 29 yrs old

30 - 50 yrs old

≥ 51 yrs old

75. Please indicate the **gender** distribution of the supported founders.

Please fill in %, up to 100%, without the % sign. If exact percentages are not available, please use estimates. Please provide a whole number and do not use any dot or comma.

Female

Male

UREs

76. Please indicate which **under-represented entrepreneurs (UREs)** your organisation supported over the last year.
(Tick as many as relevant)

For definition of UREs, please check the glossary of terms here.

☐ Criminally convicted

☐ Disabled

☐ Migrants / Refugees

☐Women

☐Unemployed

☐None

☐This information is not traced by my organisation

77. Does you organisation have specific programmes for female entrepreneurship?

☐ Yes

☐ No

Access to Finance

78. Does your organisation have an affiliate seed fund that invests in startup companies, or a grant or loan scheme available to startups?

☐ Yes

☐ No

79. What is the total number of clients that accessed funding over the last year through your support (connection with access to finance, institutions, submission of grant proposal, etc.) ?

Please provide a whole number and do not use any dot or comma.

Potential entrepreneurs (pre-seed investments)

Startups

SMEs

Job Creation

80. Does your organisation track how many jobs have been created in the companies supported?

☐ Yes

☐ No

81. In case you answered Question 74 "Yes", please indicate how many FTE jobs (additional to those of the companies' founders) were created by the businesses you supported and in how many companies.

Staff to be counted in full time equivalent numbers (FTE). *Please provide a whole number and do not use any dot or comma. Please fill in all the fields, using 0 for 'none'.*

Supported Companies

How many FTE jobs were created in 2021 by companies that are still supported by your organisation?

In how many companies?

Survival Rates

82. Survival Rates

If needed, please check the glossary of terms here.
Please provide a whole number and do not use any dot or comma.
Please fill in %, without the % sign.

What percentage of supported businesses survived after 3 years?
Please indicate the percentage of companies that remain in business at least three years after receiving your support.

What percentage of supported businesses survived after 5 years?
Please indicate the percentage of companies that remain in business at least five years after receiving your support.

Intellectual Property

83. Total number patents held
Please provide a whole number and do not use any dot or comma.

What is the total
number patents held
by supported
companies?

By how many
companies?

84. Total number patents granted
Please provide a whole number and do not use any dot or comma.

What is the total

number of patents
granted to supported
companies during
2021?

To how many
companies?

Consent Statement

Data Disclaimer

All the data collected via this questionnaire will remain confidential: no uniquely identifiable information about Survey respondents will be shared with any external parties at any time without your prior consent.

Terms and conditions

By submitting this questionnaire, you agree to share the information contained herein with the ACCELERO project partners: EurA PT, The European Business and Innovation Centre Network, bwcon, Business Innovation Center Innobridge, Bpifrance – EuroQuity and Kraków Technology Park.

By agreeing to the terms and conditions, you will conset to take part in the ACCELERO Platform and receive information to the email address shared with us regarding this project.

By agreeing to the terms and conditions, you will be taking into account that you will offer new services, and although they must be free of charge for the entrepreneurs and companies receiving them, your organisation may be subjected to new national/regional taxes. If in doubt, please check your national/regional tax regulation.

85. Do you agree to the above Terms and Conditions? By checking the box, you consent that you are willing to answer the questions in this survey.

☐ I agree to the above Terms and Conditions