



**TECHNICAL SUPPORT INSTRUMENT  
Regulation (EU) 2021/240 (TSI Regulation)<sup>1</sup>**

**Guidance  
accompanying the template for request for technical support  
(Article 9 of the TSI Regulation)**

The request for technical support (hereunder “the request”) should be filled in after careful reading of this guidance and the [TSI Regulation](#).

The purpose of this guidance is to facilitate the submission of requests for support under the TSI 2023 to the Commission. The Commission will analyse the request for support in line with Article 9 of the TSI Regulation. The information submitted will also serve as a basis for reaching an agreement with the Member State concerned, resulting in a Cooperation and Support Plan.

***Should a Member State want to submit a request for special measures under urgency (Article 12(7) of the TSI Regulation), the Member State should contact DG REFORM at [REFORM-TSI@ec.europa.eu](mailto:REFORM-TSI@ec.europa.eu) for the relevant template. Please note that the request for special measures under urgency should be filled **only if** there are **serious grounds of urgency requiring an immediate response**. The special measures that may be provided under urgency will only be interim support (for a maximum of six months), that could be replaced by support measures that are to be provided under normal circumstances, and according to the procedure thereof, under the TSI Regulation. If the Member State concerned wishes to continue receiving support under the TSI, after the special measures expire, the standard request for support will need to be submitted according to Article 9 of the TSI Regulation.***

The information included in the template for the request will be considered sensitive or confidential to the Member State insofar as it concerns the public interest of the Member State, unless otherwise specified by the authorities submitting the request.

Personal data provided in the request are processed in accordance with the applicable data protection rules. The privacy statement explaining the processing

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<sup>1</sup> Regulation (EU) 2021/240 of the European Parliament and of the Council of 10 February 2021 establishing a Technical Support Instrument, OJ L 57, 18.2.2021, p. 1–16.

of personal data could be found in section 7 of the record at the following link: <https://ec.europa.eu/dpo-register/detail/DPR-EC-04667>.

This guidance is accompanied by a pre-filled example of the template.

## **INTRODUCTION**

### **Who submits the request for support?**

All requests need to be formally submitted by the **Coordinating Authority**. Under the TSI 2023, the Coordinating Authority is responsible for submitting requests for technical support on behalf of the Member State concerned, for coordinating the planning and submission of the requests for support, as well as for the overall implementation of the support measures, in cooperation with the Commission.

The Coordinating Authority is the single contact point for the interaction with the Commission on the matters related to the TSI 2023. Member States designate the Coordinating Authority in accordance with their legal framework.

Please note that each request should be submitted separately through the DG REFORM portal<sup>2</sup>.

When submitting a request in the portal, please select the type of request you wish to submit: either standard request or one of the proposed Flagship technical support requests).

Please, note that you can submit a multi-country request in coordination with other Member State/s both for a standard request and for the Flagships technical support request. For information on what is considered a multi-country request and how to submit one, please see section below.

### **Flagship technical support projects**

The TSI 2023 call offers the possibility for Member States to submit a request for technical support related to one or more Flagship technical support projects.

Flagship technical support projects were developed to address Member State needs, while meeting top EU priorities where reforms are anticipated to take place across Member States. You can find the information on the Flagship technical support projects in the following link: [TSI 2023 annual conference \(europa.eu\)](https://ec.europa.eu/tsi2023/)

Requests related to Flagship technical support projects must be submitted using the dedicated templates, which are partially pre-filled (see specific explanations in dedicated boxes below).

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<sup>2</sup> <https://webgate.ec.europa.eu/srss-portal/>

Requests for Flagship technical support projects **can also be submitted as multi-country requests** (for multi-country requests please see section below).

### **Multi-country requests**

A multi-country project is a project that is similar (almost the same)/common to more than one Member State as beneficiary; in principle, it concerns the same policy area and the same priorities for support across the different beneficiary Member States. A multi-country project may also have a cross-border dimension although this is not necessarily the case. Under TSI, “multi-country” requests may take the following forms:

- **One or several other Member States submit a similar/same request in parallel to this request in a coordinated way.** After selection, the requests may be partially or fully merged by DG REFORM during implementation;
- **A request submitted by one Member State (“lead” Member State), involving/on behalf of one or several other Member States.**

Should a Member State or a group of Member States want to explore the possibility of submitting a multi-country request, the Member State(s) **should contact DG REFORM at [REFORM-TSI@ec.europa.eu](mailto:REFORM-TSI@ec.europa.eu).**

**DG REFORM can assist in coordinating and facilitating the relevant exercises.**

## **FILLING THE TEMPLATE**

### **Title of the requests**

For standard requests, please indicate the title of the request. The title should be concise and indicate the purpose of the request for support (e.g. removing restrictions in the professional services sector).

#### **For the Flagship technical support requests:**

The title of the flagship project is be prefilled on the basis of the type of request selected. Nevertheless, the request template provides for the possibility to add a project subtitle.

The Coordinating Authority submits all requests **in the order of priority** decided by the Member State; this includes requests emanating from independent authorities.

### **General information: contact details and title of the request**

Please indicate the relevant **contact details** of the national Coordinating Authority, the recipient national authority and the relevant contact persons, including their contact details (name, address, function, email, phone number, etc.).

The **recipient national authority** is the national authority of the Member State within the meaning of the TSI Regulation (including authorities at regional and

local levels) that requests the support, and, in case of selection, that will be responsible for its implementation, in cooperation with the Commission (i.e. DG REFORM).

Please note that there could be several recipient national authorities for one request. In that case, please indicate the contact details for all relevant recipient national authorities.

## **0. MULTI-COUNTRY REQUEST**

### **0.1 Is this a multi-country request?**

A multi-country request is a technical support request that is relevant or common to more than one Member State as it belongs to the same policy area and addresses the same priorities for technical support/the same needs.

Multi-country requests can involve any Member States, not only neighbouring Member States. Several regions can also submit coordinated requests under the TSI as part of a multi-country request (the so called multi-regional requests), including for outermost regions.

### **0.2 Type of multi-country request**

This question only applies if you answered 'Yes' to Question 0.1 of the template.

The Member State must indicate the type of the multi-country request between the two available options:

- The Member State submits this request on behalf of one or several other Member States
- One or several other Member States is/are submitting a similar/same request in parallel to this request, in a coordinated way

Multi-country requests can be submitted by one Member State (through its Coordinating Authority) on behalf of more Member States or can simply refer to similar or same requests for technical support that are submitted by more than one Member State in parallel.

### **0.3 Other Member State(s) involved**

This question only applies if you answered 'Yes' to Question 0.1.

In the case of a Member State submitting the request on behalf of other/s, please indicate on behalf of which other Member States you are submitting the request.

This information must also be provided in cases where one or several other Member States coordinate the submission of similar requests. Please, indicate which other Member States you have been coordinating with and are submitting similar requests.

Similarly, please **add the name of the Beneficiary Authorities** of the other Member State(s) involved and **concerned by the multi-country request**. Please, add information on both those that have confirmed already their involvement in the request as well as the name of the Beneficiary Authorities that potential might join the request.

## 1. DESCRIPTION OF THE PROBLEM/NEED TO BE ADDRESSED

*Article 9 of the TSI Regulation **defines the criteria for analysis by the Commission of the request for support: urgency, breadth and depth of the challenges identified, support needs in respect of the policy areas concerned, analysis of socioeconomic indicators and institutional and general administrative capacity of the Member States concerned.***

*The Commission will use the information requested herewith, and that must be provided by the Member State, to carry out the analysis of the requests.*

Note for submission of multi-country requests:

For sections 1.1 to 1.6, for multi-country requests where a lead Member State is submitting on behalf of other/s Member States, the request should provide information of the problem and needs to be addressed in each of the concerned Member States in a balanced manner.

### **1.1 What is the problem/need to be addressed with the support requested?**

Please provide a detailed description of the problem or the need to be addressed with the requested support measures, identifying:

- a) The core problem
- b) The direct cause (s) of the problem
- c) the consequences of the problem including on the affected population/stakeholders

#### **For requests related to Flagship technical support projects**

This section has been partially prefilled with a general overview of challenges and technical support needs that are relevant across Member States.

The prefilled text does not provide any information about the specific situation in the Member State submitting the request. Member States are therefore asked to briefly **outline their specific problems and needs on the basis of the general overview**, and to provide any additional information relevant to their specific context.

The prefilled section of the template is intended to help Member States describe their specific problems and needs, and to ensure coherence between the different requests submitted relevant to the same Flagship technical support project.

## **1.2 Breadth of the problem/need**

Please explain how broad the problem/need is. Does the problem that the request is trying to address affect a significant part/sector of the economy, which is particularly important to the Member State? Does it extend across several policy areas (i.e. could the results of the action also have an impact on other policy areas)? Is the problem/need likely to spread to other policy areas ('spill-over')? Does it cover different aspects of a specific policy area?

## **1.3 Depth of the problem/need**

How deep is the problem/need? Is the problem/need severe? Were there any previous reform efforts? What was the impact of those efforts? What did not work and why? What still needs to be addressed?

## **1.4 Urgency of the request for support**

*[NOTA BENE: the urgency of the request should not be confused with the request for (temporary) "special measures" under urgency]*

In order to determine the urgency of the request, information should be provided on the basis of the following elements.

- Is the problem/need a new/emerging one?
- Is the request for support linked to a deadline that must be respected (e.g. in the context of the implementation of recovery and resilience plans under the Recovery and Resilience Facility<sup>3</sup>, European Semester Country-Specific Recommendations, National Reform Programmes (NRPs), Union priority deadlines such as emission reduction objectives, deadlines imposed by Union law (due to infringement procedures, transposition of Union directives), enabling conditions in EU Funds, etc.?)
- Is the rapid execution of the support a key factor in resolving the problem/need?
- Is there a date after which the requested support measures become irrelevant?

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<sup>3</sup> Regulation (EU) 2021/241 of the European Parliament and of the Council of 12 February 2021 establishing the Recovery and Resilience Facility, OJ L 57, 18.2.2021, p. 17–75.

NOTA BENE: If there is a deadline (at national, European or international level) for starting the implementation/delivery of the measures, please clearly indicate the deadline.

### **1.5 Socioeconomic (and environmental) indicators and data**

The relevant socioeconomic (and environmental) indicators (i.e. figures, statistics, data) will be taken into consideration when analysing the request. These indicators may be macro-economic indicators, environmental indicators, general indicators or indicators related to the relevant policy area (e.g. unemployment rates, rates for early leavers from education, at-risk-of-poverty-or-social-exclusion rates, investment rates, indicators of investment bottlenecks, non-performing loans rates, etc.). These data will back-up the request for support. Therefore, please make sure that the statistics and data provided is related to the problem to be addressed and the support requested and that it is recent.

For each request, if available, please provide socioeconomic (and environmental) indicators relevant to the policy area(s)/sector(s). Detailed quantitative evidence can be submitted as an Annex to the request, or at a later stage.

### **1.6 Other means/funding**

Please provide a short description of the means/funding that the Member State considered for implementing the requested support. If such options have been explored, please specify which ones. If possible, please indicate also what the complementarity of the other funds is with the technical support requested.

Please note that this section refers not only to means/funding at EU level but also at international, regional and national levels (capacity at national level to carry out the measures).

## **2. INDICATIVE DESCRIPTION OF THE SUPPORT MEASURES REQUESTED AND THE ESTIMATED COST**

### **2.1 Expected support: outputs and related activities.**

The request should outline the objective of the support requested. Please, indicate what you expect DG REFORM to deliver to support your reform.

Please, indicate the envisaged key outputs/deliverables that you want DG REFORM to provide. The full list of eligible actions is provided in Article 8 of the [TSI Regulation](#) (see box below).

If already envisaged, for each of the support measures please indicate the key activities to be delivered e.g.: provision of ad hoc experts; placing resident experts on the ground; capacity building: seminars, conferences, workshops,

working visits, training; collection of data; development of methodologies; studies and expertise related to policy advice, policy change, legislative, institutional, structural and administrative reforms, etc.

## **Article 8**

### **Eligible actions for technical support**

To pursue the objectives set out in Articles 3 and 4, the instrument shall finance, in particular, the following types of action:

(a) the provision of expertise related to policy advice, policy change, formulation of strategies and reform roadmaps, as well as to legislative, institutional, structural and administrative reforms;

(b) the short-term or long-term provision of experts, including resident experts, to perform tasks in specific domains or to carry out operational activities, where necessary with interpretation, translation and cooperation support, administrative assistance and infrastructure and equipment facilities;

(c) institutional, administrative or sectoral capacity building and related supporting actions at all governance levels, also contributing to the empowerment of civil society, including social partners, as appropriate, in particular:

(i) seminars, conferences and workshops, with, where appropriate, stakeholder involvement;

(ii) exchanges of best practices, including, where appropriate, working visits to relevant Member States or third countries to enable officials to acquire or increase their expertise or knowledge in relevant matters;

(iii) training actions and the development of online or other training modules to support the necessary professional skills and knowledge relating to the relevant reforms;

(d) the collection of data and statistics, development of common methodologies, including on gender and climate mainstreaming and tracking, and, where appropriate, indicators or benchmarks;

(e) the organisation of local operational support in areas such as asylum, migration and border control;

(f) IT capacity building, including expertise related to development, maintenance, operation and quality control of the IT infrastructure and applications needed to implement the relevant reforms, cybersecurity, open source software and hardware solutions, data protection solutions as well as expertise related to programmes geared towards the digitalisation of public services, in particular in services such as healthcare, education or the judiciary;

(g) the carrying out of studies, including feasibility studies, research, analyses and surveys, evaluations and impact assessments, including gender impact assessments, and the development and publication of guides, reports and educational material;

(h) the establishment and execution of communication projects and strategies for learning including e-learning, cooperation, awareness raising, dissemination activities and

exchange of good practices, organisation of awareness raising and information campaigns, media campaigns and events, including corporate communication and, where appropriate, communication through social networks or platforms;

(i) the compilation and publication of materials to disseminate information and the results of technical support provided under the instrument, including through the development, operation and maintenance of systems and tools using information and communication technologies; and

(j) any other relevant activity in support of the general objective and specific objectives set out in Articles 3 and 4 respectively.

If appropriate, please differentiate between support “phases”; this could help to identify which activities need to take place first, or which activities can only start at a later stage (e.g. after the finalisation of some other actions, etc.).

If known, please specify also the form of expertise that would be needed (e.g. short-term experts, long-term experts, capacity building actions such as seminars, conferences and workshops, working visits to other Member States, trainings, collection of data and statistics, studies, research, analysis, etc.).

### **2.1.1 Contribution of outputs/deliverables to policy results**

For the key activities that you have indicated, please also describe how these outputs/deliverables will help to address the problem identified, and how they contribute to deliver lasting policy results.

For requests related to Flagship technical support projects, this section has been partially prefilled with a list of proposed technical support measures that Member States can choose from. Member States can also request additional measures (optional – by ticking “Other” and explaining the additional measures).

Please tick the boxes corresponding to each measure that is requested. Also please **provide justification for each selected or proposed support measure** explaining how it will help to address the problems identified in section 1.1.

## **2.2 Indicative duration of the support measures requested**

Please provide the overall estimated starting and end date of the requested technical support (covering all proposed measures). If possible, please provide also an indicative starting and end date of each individual requested support measure/activity and/or their estimated duration.

Please consider the deadlines (if provided) in the description of the urgency of the request (1.4).

### **2.3 Indicative estimated total cost of the support measures requested (in EUR)**

Please indicate how much you estimate the support measures/activities would cost. Please note, however, that this is only an estimation, which can help determine the final costing. It does not bind the Member State nor the Commission in any way.

Indicate the estimated total cost (in EUR) of the support measures (number). Please note that this is a numerical field - only enter numbers - no letters, spaces, full stops, nor commas.

#### **➤ 2.3.1 Additional information (indicative cost estimation for each key output/deliverable)**

Please provide (if known) a more detailed budget breakdown of the estimated total cost or information on the indicative cost items of requested support measures.

Indicative cost items are supposed to assist in quantifying the effort required to deliver the requested support measures (if already known and indicated in point 2.1.) and breaking down the request into tangible tasks/steps. It can be the form of expertise that would be needed, for example:

- capacity building seminars, conferences and workshops (X working days for Y participants and with Z experts);
- benchmarking analysis, studies, research (finalised in a report and dissemination workshop for X participants);
- short-term experts, long-term experts (X experts for Y amount of time);
- study visits to other Member States (to approx. X countries), expert mission/workshop (X number of days for Z participants to approx. X countries).

Please provide further explanation and indicative cost estimation not only for each key output/deliverable but also for all foreseen activities.

### **2.4 Indicators to measure success of the project.**

Include the indicator(s) that you would intend to use to measure that the project was a success. This can be provided at two levels:

- Indicators to measure success in the short term of the project (for example, to measure in a year's time)
- Indicators to measure success in the mid-term of the project (you can indicate what is mid-term for your project and include related indicators, for example in a 3 years' time).

If the information is available to you, please indicate whether these indicators already exist or whether they would need to be developed throughout the lifetime of the project.

## **2.5 Use of the results of past TSI/SRSP support measures**

In case your entity has already received technical support under the SRSP or the TSI in the past and this support concerns a policy area that is relevant to the reform/support currently being requested, then please indicate how your entity has used the results of this past support and how did it ensure sustainability of reforms.

## **2.6 Administrative capacity of the Member State**

*(This refers to the recipient national authority and its capacity to implement and absorb the requested support measures).*

The administrative capacity should take into account the capacity of the Member State to implement and absorb the support measures to be provided and to carry out the reforms for which support is requested.

Please indicate if there is any structure/team within the recipient national authority to manage this project and to follow-up on the results after this project completion.

In addition, please indicate the resources (staff, budget for complementary activities, etc.) that the recipient national authority requesting support is ready to dedicate for these purposes.

Please describe the team that will be responsible for coordinating/following the reform and the work of DG REFORM and its providers.

## **2.7 Other stakeholders**

Please elaborate on the wider inter-institutional cooperation envisaged for the technical support project and subsequent reform. How will relevant stakeholders, such as other ministries or implementing agencies, be involved?

What other stakeholders (e.g. other Ministries or beneficiaries) may need to be involved in the design or implementation of the requested support measures?

## **2.8 Envisaged provider(s) (if applicable)**

*According to Article 12 of the TSI Regulation, technical support **may be provided in cooperation with other Member States' entities, international organisations, individual experts, public or private bodies or other entities.***

If applicable, please indicate suggestions you may have for support provider(s) for certain support activities (a Member State authority or public body, international organisations, other public-sector entities, etc.). Indicate also which entity/organisation – and why – could help carry out the support measures. In particular, please elaborate on the know-how/capacity of the envisaged provider(s).

If more than one and/or if you envisage to use both public and private providers, please indicate accordingly. Please do not provide names of private providers.

Please note also that this is only a suggestion; the final selection of the provider is undertaken by the Commission on the basis of the applicable rules, notably, the relevant rules stemming from, *inter alia*, the Financial Regulation (Regulation (EU) No 2018/1046).

### 3. CIRCUMSTANCES OF THE REQUEST

*According to Article 9(3) of the TSI Regulation, the request can be related to **different circumstances** ("triggering factors").*

- The preparation, implementation, amendment and revision of Recovery and Resilience Plans (RRP) under the Recovery and Resilience Facility<sup>4</sup>, including REPowerEU chapters if relevant;
- The implementation of growth-sustaining and resilience-enhancing reforms in the context of economic governance processes, in particular the country specific recommendations issued in the context of the European Semester (the Country Reports or the implementation of economic adjustment programmes);
- The implementation of the actions linked to Union priorities, e.g. Capital Markets Union (CMU), Energy Union, Customs Union, other Union priorities;
- The implementation of actions related to the implementation of Union law (e.g. infringement procedures, other governance cycles);
- The implementation of reforms by Member States, undertaken on their own initiative, in particular to support recovery, achieve sustainable economic growth and job creation and enhance resilience (e.g. national reform priorities linked with Union priorities, etc.).

#### 3.1. Additional information

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<sup>4</sup> Regulation (EU) 2021/241 of the European Parliament and of the Council of 12 February 2021 establishing the Recovery and Resilience Facility, OJ L 57, 18.2.2021, p. 17–75.

Please indicate to which of the above-mentioned circumstances your request is related. Please also add relevant explanations as appropriate. These can relate to the number of the CSR, a policy priority, relevant national strategy documents, information on the link with the recovery and resilience plans under the Recovery and Resilience Facility (including REPowerEU chapters if relevant).

For economic governance, please indicate also the Member State's country-specific recommendation(s) and country report(s) concerned (number(s), years(s)).

For Union priorities and own reforms, indicate specific priorities and add references to national reform(s).

For actions related to implementation of Union law, please refer to ongoing infringement procedures or to other governance cycles.

Please provide supporting information to justify your selection: e.g., reference to the National Reform Programme or other relevant government documents and mention the link between the request and the reform.

### **3.2. Link to Recovery and Resilience Plans (RRP)**

For the preparation, implementation, amendment and revision of the Recovery and Resilience Plans under the Recovery and Resilience Facility, including REPowerEU chapters (if relevant), please provide more detailed information on how the request relates to your RRP.

Please, indicate first the type of link – whether there is a **direct link** (e.g. TSI support would have a direct contribution to the implementation of a reform or investment in the RRP and its corresponding deadlines), or only an **indirect link** (i.a. the support is in principle not linked directly, but only benefits indirectly, the implementation of a specific reform or investment in the plan).

Should you state that there is a direct link to the RRP, please specify for which reforms and/or investments of the RRP, the corresponding timeline for the implementation of this/these measure(s), and how the support would contribute to its implementation. Please note that where there is a **direct link**, the related RRP reform/investment should in principle have a corresponding deadline **in Q1 2024 or later**, in order to allow sufficient time for the implementation of the TSI project.

Should you state that there is an indirect link to the recovery and resilience plan, please provide additional information to describe the indirect link (i.a. support will in general facilitate the implementation of a specific component of the recovery and resilience plan, but it is not linked to a specific measure with a corresponding deadline).

**For requests related to Flagship technical support projects**

This section has been partially prefilled with one or more references to EU or European Commission priorities to which the requested technical support and the related reform contributes. Please do not delete or amend the proposed text.

Because the prefilled text does not provide any information about the specific circumstances of relevance to the Member State request, please **complement with Member State specific information**.

**4. AGREEMENT FROM THE COORDINATING AND BENEFICIARY AUTHORITIES TO COMMUNICATION ACTIVITIES**

*DG REFORM may engage in communication activities to ensure visibility of the EU funding for the support measures funded under the Technical Support Instrument. The communication activities may include, but are not limited to, press releases, publication on the Reform support website, or the publication on the @EU\_reforms tweeter account.*

**4.1. Agreement to share information on submitted requests**

For communication purposes, the Commission asks Coordinating Authorities and Beneficiary Authorities involved in the request whether they agree that the information on the submitting entity and the area of request could be made public. Please, indicate whether your Member State is in agreement.

For some communication purposes, please state if you agree that the Commission communicates about the support measures in the event that the request is selected.

In case you indicate that you object with the Commission to communicate on the support measure, please provide a justification for it.

**Disclaimer:**

Please note that the request for support is fully subject to the principles governing the TSI Regulation and Regulation No 2018/1046 on the Financial Regulation applicable to the General Budget of the Union. In compliance with the principle of prohibition of double funding, the recipient national authority shall immediately inform the European Commission of other related on-going actions financed by the EU budget. **In no circumstances, shall the European Commission finance the same costs twice.**

By submitting this request, the Member State accepts that, should the request for support be selected for funding under the TSI, **the Member State will confirm to**

<p><b>the Commission that there is no overlap between the request selected under the TSI and concrete actions funded under other EU instruments and that double funding is not present for this selected request.</b></p>
<p>Please note that the Commission shall establish a single online public repository through which it may, subject to applicable rules and on the basis of consultation with the Member States concerned, <b>make available final studies or reports produced as part of eligible actions set out in the TSI Regulation.</b> Where justified, the Member States concerned may request that the Commission does not disclose such documents without their prior agreement.</p>
<p>Please note that the Commission promotes "zero tolerance to fraud and corruption". In this context, <b>the Commission implements controls to prevent, detect and address irregularities/fraud instances, whether these occur in connection with its activities and funds, and inside or outside its organisation.</b> In order to counter fraud affecting the financial interests of the Union (art. 325 TFEU), it is of paramount importance that our partners in the Member States and the providers of support strive to achieve an equivalent stand against fraud.</p>
<p>It is to be noted that the support provided is intended to assist the Member State in its efforts to identify suitable investments and reforms [and to develop action plans]. The Member State remains fully responsible for such investments and reforms [and action plans], including their implementation. The provision of the technical support does not commit the Commission in any way to further support, whether financial or otherwise.</p>
<p><b>For the requests linked with the RRP:</b> The provision of the technical support under the TSI is without prejudice to the responsibility of Member States in relation to the fulfilment of relevant milestones and targets of the RRP and is without prejudice to the assessment that the Commission carries out in relation to the Member State’s RRP and any request for payment.</p>
<p>DG REFORM monitors the implementation of the Technical Support Instrument based on a performance reporting system for which data and results are collected in an efficient, effective and timely manner and, where relevant and feasible, in a gender-disaggregated form. To that end, proportionate reporting requirements are imposed on recipients of Union funding. As foreseen in the TSI Regulation, monitoring activities include, but are not limited to, the TSI mid-term and ex-post evaluations. Should this request be selected, the information provided therein may be used for evaluation purposes.</p>

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**TECHNICAL SUPPORT INSTRUMENT (TSI) PROGRAMME**  
**Regulation (EU) 2021/240 (TSI Regulation)<sup>1</sup>**

**REQUEST FOR TECHNICAL SUPPORT<sup>i</sup>**  
**(Article 9 of the TSI Regulation)**

**DEADLINE: 31 October 2022**  
**To be submitted [by/via]**

<b>Member State:</b>	<b>Country XX</b>
<b>Title of the request:</b>	<b>Removing restrictions in the professional services sector</b>
<b>Order of priority of the request:</b>	<b>2</b>
<b>Total number of requests:</b>	<b>10</b>
<b>Date of submission:</b>	<b>10/10/2022</b>

<b>COORDINATING AUTHORITY</b>	
<b>Name</b>	<b>Secretariat-General for EU Affairs</b>
<b>Address</b>	<b>Xxx Street 1; 1000, City, Country</b>
<b>Contact person</b>	<b>[Mr/Ms x, y, z]</b>
<b>Email</b>	<b>xxxx@xxxx.xx</b>
<b>Telephone number</b>	<b>+3X XXX XXX XXX</b>

<sup>1</sup> Regulation (EU) 2021/240 of the European Parliament and of the Council of 10 February 2021 establishing a Technical Support Instrument, OJ L 57, 18.2.2021, p. 1-16.

<b>RECIPIENT NATIONAL AUTHORITY</b>	
<b>Name</b>	<b>Ministry XX</b>
<b>Address</b>	<b>Xxx Street 1; 1000, City, Country</b>
<b>Contact person</b>	<b>[Mr/Ms x, y, z]</b>
<b>Position</b>	<b>Director / Head of Sector / Head of Unit</b>
<b>Email</b>	<b><u>xxxx@xxxx.xx</u></b>
<b>Telephone number</b>	<b>+3X XXX XXX XXX</b>

Personal data provided in the request for technical support are processed in accordance with the applicable data protection rules. The privacy statement explaining the processing of personal data can be found in section 7 of the record at the following link: <https://ec.europa.eu/dpo-register/detail/DPR-EC-04667>

<b>MULTI-COUNTRY REQUEST</b>	
<b>0.1</b>	<b>Is this a multi-country request? (a multi-country request is a request developed and/or submitted in collaboration with one or more authorities of other Member State(s))</b>
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>0.2</b>	<b>Please indicate the type of this multi-country request</b>
<input type="checkbox"/> The Member State submits this request on behalf of one or several other Member States <input checked="" type="checkbox"/> One or several other Member States is/are submitting a similar/same request in parallel to this request, in a coordinated way	
<b>0.3</b>	<b>Please indicate the name of the other Member State(s) and Beneficiary Authority (s) concerned by this multi-country request</b>
Country YY : Authority of ABC Country ZZ: Ministry of XYZ	

<b>1</b>	<b>DESCRIPTION OF THE PROBLEM/NEED TO BE ADDRESSED</b>
<b>1.1</b>	<b>What is the problem/need to be addressed with the support requested?</b>
<p>Please provide justification of the specific problem/need, identifying:</p> <p>a) The core problem</p> <p>Several previous reform efforts had been made in the past (reform X in 2002, reform Y in 2005). With the changes brought about in the globalised economy over the past 10 years, it is essential to review the regulatory framework for professional services. As reflected in the National Reform Programme, the Government is currently planning to reform the regulation of professions. However, the Ministry XX is lacking the ability to analyse market data that would enable to define a plan of actions to gradually reduce administrative and regulatory barriers. In this context, additional measures to enrich the analysis of the current situation and to define opportunities for the reform would ensure that a well substantiated reform proposal can be put forward by the Government during 2023.</p> <p>b) The direct cause(s) of the problem</p> <p>In country XX, services currently contribute to XX% of GDP. However, high administrative burden and regulatory barriers hamper productivity of the market, especially for professional services, i.e. regulated professions and new business models. This high level of regulation co-exists with falling Total Factor Productivity (TFP) in the services sector, which is below comparator countries. It is likely that a high level of regulation constrains competition, which then results in allocative, productive, and dynamic inefficiencies in services sector but also in subdued output and high prices in other sectors. According to a recent research, liberalising services in 12 areas has the</p>	

<p>potential to increase productivity by 5.7% on average.</p> <p>c) The consequences of the problem including on the affected population/stakeholders</p> <p>Currently, professional services have restrictions on entry such as certificates, licences, mandatory trainings, and exams; restrictions on conduct like fee arrangements, geographical limits, bans to advertise or join multi-disciplinary practices; and restrictions on foreign providers, e.g. residency and nationality requirements.</p> <p>The Government acknowledges the need to enhance deregulation of some professional services and to develop better regulation for certain professions. At the moment, there are more than XX regulated professions, which is above the EU average (according to the Commission’s analysis). A new regulatory framework needs to be designed to improve the current system which can create barriers.</p>	
<p><b>1.2</b></p>	<p><b>How broad is the problem/need? Does it affect a significant part/sector of the economy or extend across several policy areas ('spill-over')?</b></p>
<p>Restrictive business environment in the services sector sets a limit on the country's growth potential. The problem affects services sector virtually across all areas of the economy, the most concerned are in particular: tourism, legal professions, accounting services and transport. There is a risk that the problem spreads to other areas of the economy.</p> <p>Overly regulated services sector unavoidably affects the investment attractiveness of the economy, causes business to seek more favourable conditions in other Member States and may lead to productivity and employment losses.</p> <p>A reform of regulation on professions could have positive spill-over effects in other economic sectors as high productivity in the professional services sector can have positive effects on other industries such as manufacturing, construction and food-processing. Easier services market access for professionals and new business models can open up employment opportunities.</p>	
<p><b>1.3</b></p>	<p><b>How deep or severe is the problem/need? Were there any previous reform efforts? What was the impact of those efforts? What did not work and why?</b></p>
<p>A cumbersome business environment depresses productive investment and productivity growth. Country XX’s productivity growth lags behind that of other EU Member States in all sectors of the economy. The average productivity of country XX’s firms has improved in recent years, but inefficient allocation of resources has prevented productive businesses from growing faster than their less productive competitors. Productivity is particularly weak in state-owned enterprises and in heavily regulated sectors such as energy, and to a lesser extent in transport. The persistent high level of the administrative burden in the provision of services and of parafiscal charges continues to constrain investment in business creation and expansion.</p> <p>The latest European Semester Country Report of the European Commission points out that the regulatory environment for professional services in country XX remains restrictive. This is particularly evident in legal and accounting services, where fixed tariffs and a marketing bans are still in force. Commission's finding is in line with the OECD’s Product Market Regulation (PMR) indicators of services market restrictiveness.</p> <p>Previous attempts of the Government to reduce regulatory barriers to services sector, and the regulated professions in particular (referred to in section 1.1) failed to achieve</p>	

substantial results as they were not comprehensive enough and limited to only a few professions (due to lack of analytical evidence, inadequate administrative capacity, lack of best practices examples from other countries, etc.).	
<b>1.4</b>	<b>How urgent is the need to address the problem? Is there a specific deadline (at national, European or international level)?</b>
<p>There is an urgent need to address the problem, which has been acknowledged by the national Government. The reform of professional services market regulations is envisaged by October 2023, within the National Reform Programme.</p> <p>A 2020 Country Specific Recommendation (CSR n° X) of the Commission for country XX calls for a services market reform: "Remove unjustified regulatory restrictions hampering access to and the practice of regulated professions. Reduce the administrative burden on businesses".</p> <p>Moreover, reform recommendations for professional services (as a part of the proposed Commissions "Services Package") indicate that country XX is above the EU average in regulatory restrictiveness in almost all of the main professions.</p>	
<b>1.5</b>	<b>Provide relevant socio-economic (and environmental) indicators, data and evidence that demonstrate the extent of the problem/need to be addressed. Please make sure that the data provided is related to the problem to be addressed and the support requested.</b>
<p>According to the OECD's PMR score, country XX is among the most regulated EU Member States, including in professional services. The overall PMR (restrictiveness) score for is xx. This is above the OECD and EU average of 1.5.</p> <p>As indicated in section 1.1, excessive level of regulation constrains competition, resulting in allocative, productive, and dynamic inefficiencies in services but also subdued output and high prices in other sectors. Reducing the levels of entry and conduct restrictions in key services has the potential to improve the productivity of the economy. Deregulating services may also help to create jobs and promote shared prosperity – an important consideration given the country's relatively high unemployment rates of 13% of the total labour force and 31% of the population aged 15-24 in 2018 (National Statistical Office). Regulating new business models may further stimulate employment in particular among the young people and it has the potential to reduce regional disparities in access to markets and employment (unemployment rates in the catching-up regions are two-three-fold compared to the rates in the capital – National Statistical Office).</p>	
<b>1.6</b>	<b>Have other means / funding (at national, regional, EU, international level) been considered for addressing the problem identified? Which ones? If so, what is the complementarity of other funds with the technical support requested?</b>
<p>Due to the high degree of specialisation and lack of knowledge at the level of the Ministry, there is no capacity to carry out the measures at national level. Moreover, no international or regional programmes have been identified that could provide the requested support. "XXX" programme has been deemed not relevant for the requested support, due to the limitations in the scope of the actions eligible for funding under the programme. There are no national sources of funding available for this type of measures.</p>	
<b>2</b>	<b>INDICATIVE DESCRIPTION OF THE SUPPORT MEASURES REQUESTED AND THE ESTIMATED COST</b>

2.1	<p><b>What do you expect DG REFORM to deliver to support your reform?</b></p> <p>1) <b>Indicate the key outputs/deliverables that you want DG REFORM to provide. For a full list of actions, please, see Article 8 of the <a href="#">TSI Regulation</a>.</b></p> <p>2) <b>For each of the outputs/deliverables envisaged, indicate the key activities to be delivered (i.e. workshops, trainings, study visits, etc.).</b></p>
<p>Building on the lessons learnt from the previous reform effort of the Government and to provide options for deregulating regulated professions, technical support is requested for the following three outputs/deliverables:</p> <ul style="list-style-type: none"> <li>• A <b>diagnostic report</b> focusing on a technical review of entry and conduct requirements for regulated professions, identifying the professions that pose a high economic return from a reform and outlining detailed recommendations for reform measures to be taken in at least 12 regulated professions. The review will require collection of relevant statistical data, stakeholder interviews and a review of relevant national and EU legislation in force for the selected regulated professions.</li> <li>• <b>Recommendations and advice</b> for identifying mechanisms to safeguard reforms, including the use of proportionality testing before the adoption of new regulation of professions (linked to Commission proposal for a new Directive).</li> <li>• <b>Workshops and training</b> for relevant staff of the Ministries and related Agencies (for at least 10 people), based on good practices examples identified by the analysis.</li> <li>• A <b>study visit</b> to a Member State(s) which have recently undertaken a similar reform and established mechanisms to safeguard the reform.</li> </ul>	
2.1.1	<p><b>Describe how these outputs/deliverables would help to address the problem identified. How would the envisaged outputs/deliverables contribute to deliver lasting policy results?</b></p>
<p>The results of the support measures will feed directly into the Government's commitment to prepare a reform package/proposal which is to be presented by the end of 2023.</p>	
2.2	<p><b>Indicate the possible duration of the support measures requested (all measures together) and if available, an indicative timeline of each individual measure.</b></p>
<p><b>Estimated duration:</b> 12 months starting as of April 2023. In 2023, it is expected that there will be strong political support for the reform process.</p> <p>Based on the previous experience in this sector, the preparation of the diagnostic report is estimated to take 5-6 months, while the support related to the development of recommendations and guidelines could be stretched out to a period of 10-12 months. Workshops, training, and the study visit would be planned during the second half of the project.</p>	
2.3	<p><b>Indicate the estimated total cost of the support measures requested (in EUR).</b></p>

<b>500,000</b>	
<b>2.3.1</b>	<b>Additional information (if known, please provide further explanation and indicative cost estimation for each key output/deliverable, including the foreseen activities).</b>
<p><b>Estimated overall cost of the request:</b> EUR 500 000.</p> <p>Indicative cost breakdown by output/deliverable:</p> <ul style="list-style-type: none"> <li>• <b>Diagnostic report</b> (approx. X days of work by Z experts) estimated at EUR XXX;</li> <li>• <b>Recommendations and advice</b> (approx. X days of work by Z experts) estimated at EUR XXX;</li> <li>• <b>Workshops and training</b> (approx. X days of work by Z coaches) estimated at EUR XXX;</li> <li>• <b>Study visit</b> (X people traveling to approx. Z countries over Y days) estimated at EUR XXX.</li> </ul>	
<b>2.4</b>	<p><b>What would be the indicator(s) to measure that the project was a success? Please, indicate for:</b></p> <ul style="list-style-type: none"> <li>- the short term (i.e. after 1 year)</li> <li>- the mid-term (i.e. after 3 years)</li> </ul>
<p>The expected result of the support measures delivered is a comprehensive understanding of the barriers to entry to and conduct in professional services sectors, incl. summary of existing requirements for regulated professions and recommendations for the removal of the barriers which have a high economic cost. The objective is to prepare the ground for the Government to propose a law lowering regulatory barriers by 2023 and to facilitate stakeholder buy-in for the proposed reforms.</p> <p>The ultimate objective is to achieve productivity gains from more efficient and competitive professional services markets (easier access to jobs, higher employment and lower prices for professional services and new business models), and from attracting more skilled professionals to the service sector while guarding the interest of public health and safety. From a wider perspective, this would increase the productivity of the EU as a whole.</p> <p>The support provided will feed into the Government's preparation of new reform measures which will be part of the Government's action plan(s) on administrative burden reduction and services market liberalisation. It will be used by the Government in informing implementation of the reform measures identified in the National Reform Programme.</p> <p>Indicators to measure the success in the short-term (for the context of this project short term is consider 1 year), are the following:</p> <ul style="list-style-type: none"> <li>- Indicator 1;</li> <li>- Indicator 2;</li> </ul> <p>Indicators to measure the success in the medium-term (for the context of this project short term is consider 3 year), are as follows:</p> <ul style="list-style-type: none"> <li>- Indicator 3;</li> <li>- Indicator 4;</li> </ul>	

2.5	<b>In case your entity has already received technical support under the SRSP or the TSI in the past, in an area relevant to the reform/support requested, please indicate how your entity has used the results of this support and ensured sustainability of reforms.</b>
<p>In 2018, Ministry XX received technical support under the SRSP to run a preliminary benchmark analysis on the existence of restrictions in the professional services sector in the domestic market and in neighbouring countries' (project No XXXXXX).</p> <p>Since then, the results of that support have been used by Country XX's government to inform and discuss with the different social parties involved. Moreover, those results have enabled Ministry XX to draft a new legislative proposal, which is currently being analysed by one of the two national parliamentary chambers. Finally, the results have also led to the adoption of a new standard practice, which is the regular disclosure of a dedicated composite index that summarises the level and intensity of restrictions existing in the domestic professional services sector.</p>	
2.6	<b>Provide information on the administrative capacity of the recipient national authority (i.e. staff availability in relation with the requested support measures and the follow-up on their results). Please describe the team that will be responsible for coordinating/following the reform and the work of DG REFORM and its selected providers.</b>
<p>This project will be involving the following government partners: 3 public servants in the Coordinating Ministry in charge of service market regulations, 1 – 2 public servants in each line ministry with a mandate over specific regulated professions and 2 public servants in the Competition Agency.</p> <p>A dedicated working group will be established for this purpose. A platform for coordination among the coordinating ministry and the line ministries as well as the Competition Agency has already been established. The same working group will continue to work on the issue after the project is implemented to follow-up on the measures delivered.</p> <p>The beneficiary ministries (and professional chambers) will need to be trained to know how to implement the reform recommendations. There is a need to develop understanding of indicators and expected results and outputs. Coordinators from line ministries have basic knowledge on the relevant services market law and policy. However, the stock of knowledge needs to be enlarged and especially focused on practical motivation to do the reform job.</p>	
2.7	<b>Indicate the names of stakeholders (e.g. other Ministries or beneficiaries) which may need to be involved in the design or implementation of the requested support measures.</b>
<p>During the design and implementation of this project, the following additional stakeholders will be involved:</p> <ul style="list-style-type: none"> <li>- From the Government: Ministry YY, Ministry ZZ, Ministry WW;</li> <li>- From the Parliament: Committee JJ, Committee KK;</li> <li>- Other public institutions: Economic and Social Committee, Antitrust Authority;</li> <li>- Other stakeholders: Employers' union trades, Employees' union trades.</li> </ul>	
2.8	<b>(If applicable,) indicate any envisaged provider of support (please do not provide names of private providers). Include explanations as to their know-how/capacity.</b>
<p>A preference is expressed for partnering with an international organisation or a EU</p>	

Member State's body which has substantial experience and expertise with reforms of regulated professions. In addition, it might be beneficial to cooperate with the national statistical office on some parts of the support measures.

The reasons for the choice of an international organisation or a EU Member State's body is that similar reforms have already been started in several countries of Europe in the last few years and as a result we could benefit significantly from their experience and expertise. Moreover, the national statistical office would provide us with the data we need to adapt international guidelines and recommendations to the specificities of the domestic market.

<b>3</b>	<b>CIRCUMSTANCES OF THE REQUEST</b>
The requested support is linked to:	
<input checked="" type="checkbox"/>	Preparation, implementation, amendment and revision of Recovery and Resilience Plans (RRP) under the Recovery and Resilience Facility (including REPowerEU chapters if relevant)
<input checked="" type="checkbox"/>	Reforms in the context of economic governance process (e.g. CSR, Country reports, implementation of economic adjustment programmes, etc.)
<input checked="" type="checkbox"/>	Implementation of Union priorities (e.g. CMU, Energy Union, Customs Union, etc.)
<input type="checkbox"/>	Implementation of Union law (e.g. infringements)
<input type="checkbox"/>	Implementation of Member States' own reform priorities to support recovery, sustainable economic growth, job creation and enhance resilience
<b>3.1.</b>	<b>Additional information</b>
<p>A legal reform to reduce barriers for businesses and deregulation of services sector is an important priority of the current Government, outlined in the Government's manifesto of xx/xx/xxxx, and included in the RRP as reform xx/xx.</p> <p>Reform of the regulated profession is called for in the Country Specific Recommendations of XXXX (CSR n°X) and is included in component xx of the national RRP. Support would be needed for x, y, and z, which are specific elements of the design of the reform xxx (FENIX reference + corresponding deadline).</p> <p>Liberalisation of regulated professions is part of Commission's priorities, as spelled out in Communication on the services package (COM(2016) 820, Communication on reform recommendations for regulation in professional services).</p>	
If "Preparation, implementation, amendment and revision of Recovery and Resilience Plans under the Recovery and Resilience Facility" is selected:	
<b>3.2.</b>	<b>Is there a direct link to the RRP (e.g. direct contribution to the implementation of a reform / investment)?</b>
<input checked="" type="checkbox"/>	Yes, there is a direct link
<input type="checkbox"/>	No, there is only an indirect link
<b>3.2.1</b>	<b>Please define for which reform/investment of the RRP this request has a direct link to (add FENIX reference and corresponding</b>

	<b><i>deadlines when available)</i></b>
The technical support is linked to the reform nr xx in component xx of the national RRP (FENIX reference xxx). With respect to the timeline of the reform, ideally, the support to aspects x, y and z in relation to xxx ( <i>name the specific measure that is linked</i> ) would be provided by Q1 2024. Support to aspects o, p and q in relation to yyy ( <i>name the specific measure that is linked</i> ) would be welcome by Q4 2024.	
<b>3.2.2</b>	<b>Please describe the indirect link of the requested support to the RRP</b>
N/A	
<b>4</b>	<b>AGREEMENT TO COMMUNICATION ACTIVITIES BY BOTH THE COORDINATING AUTHORITY AND THE BENEFICIARY AUTHORITY</b>
DG REFORM may engage in communication activities to ensure the visibility of the EU funding for the support measures funded under the Technical Support Instrument. The communications activities may include, but are not limited to, press releases, publication on the Reform support website, or the publication on the @EU_reforms tweeter account.	
<b>4.1.</b>	<b>Do you agree that the Commission's communication activities may involve publicly indicating that your entity has submitted this technical support request, as well as the area of the request?</b>
<input checked="" type="checkbox"/>	YES
<input type="checkbox"/>	NO
<b>4.2.</b>	<b>Would this request be selected, do you agree that the Commission communicates about the support measure?</b>
<input checked="" type="checkbox"/>	YES
<input type="checkbox"/>	NO

**DISCLAIMERS:**

Please note that the request for support is fully subject to the principles governing the TSI Regulation and Regulation No 2018/1046 on the Financial Regulation applicable to the General Budget of the Union. In compliance with the principle of prohibition of double funding, the recipient national authority shall immediately inform the European Commission of other related on-going actions financed by the EU budget. **In no circumstances, shall the European Commission finance the same costs twice.**

By submitting this request, the Member State accepts that, should the request for support be selected for funding under the TSI, **the Member State will confirm to the Commission that there is no overlap between the request selected under the TSI and concrete actions funded under other EU instruments and that double funding is not present for this selected request.**

Please note that the Commission shall establish a single online public repository through which it may, subject to applicable rules and on the basis of consultation with the Member States concerned, **make available final studies or reports produced as part of eligible actions set out in the TSI Regulation.** Where justified, the Member States concerned may request that the Commission does not disclose such documents without their prior agreement.

Please note that the Commission promotes "zero tolerance to fraud and corruption". In this context, **the Commission implements controls to prevent, detect and address irregularities/fraud instances, whether these occur in connection with its activities and funds, and inside or outside its organisation.** In order to counter fraud affecting the financial interests of the Union (art. 325 TFEU), it is of paramount importance that our partners in the Member States and the providers of support strive to achieve an equivalent stand against fraud.

It is to be noted that the support provided is intended to assist the Member State in its efforts to identify suitable investments and reforms [and to develop action plans]. The Member State remains fully responsible for such investments and reforms [and action plans], including their implementation. The provision of the technical support does not commit the Commission in any way to further support, whether financial or otherwise.

**For the requests linked with the RRP:** The provision of the technical support under the TSI is without prejudice to the responsibility of Member States in relation to the fulfilment of relevant milestones and targets of the RRP and is without prejudice to the assessment that the Commission carries out in relation to the Member State's recovery and resilience plans and any request for payment.

DG REFORM monitors the implementation of the Technical Support Instrument based on a performance reporting system for which data and results are collected in an efficient, effective and timely manner and, where relevant and feasible, in a gender-disaggregated form. To that end, proportionate reporting requirements are imposed on recipients of Union funding. As foreseen in the TSI Regulation, monitoring activities include, but are not limited to, the TSI mid-term and ex-post evaluations. Should this request be selected, the information provided therein may be used for evaluation purposes.

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<sup>i</sup> **Should a Member State wish to submit a request for special measures under urgency (Article 12(7) of the TSI Regulation), it should contact DG REFORM at [REFORM-TSI@ec.europa.eu](mailto:REFORM-TSI@ec.europa.eu) for the relevant template. Please note that the request for special measures under urgency should be filled in **only if** there are **serious grounds of urgency requiring an immediate response**. The special measures that may be provided under urgency will only be interim support (for a maximum of six months), to be replaced by support measures that are to be provided under normal circumstances, and according to the procedure thereof, under the TSI Regulation. If the Member State concerned wishes to continue receiving support under the TSI, after the special measures expire, the standard request will need to be submitted according to Article 9 of the TSI Regulation.**