

TFS Helpdesk KnowledgeBase

Opportunity: [Funding Finder Opp reference and name]

UKRI is now taking a 'front door' approach and all enquiries, technical and non-technical are routed via the TFS helpdesk. To support the helpdesk in responding to research council specific questions, we ask for all councils to complete this FAQ document 10 working days before launching an opportunity.

Please bear in mind the following when completing this document:

1. When the helpdesk is responding to queries, this document is their first point of contact.
2. This is a living document and should therefore be updated prior to and during the opportunity pre deadline, this includes FAQ trends.
3. If the helpdesk is unable to answer a query because this is easily not identified in the funding finder or this FAQ document, all emails will be forwarded to the contact provided in the summary table (next page).
4. When responding to an enquiry, please ensure the case no. is in the subject field and no new emails are sent. Unfortunately, when responding to an email in a separate email with no case no, a new case is created.
5. Please do not reply to multiple enquiries in one email.
6. To ensure the helpdesk are providing customer excellence, we ask that councils respond as soon as possible to avoid chases from our external community.
7. If a council responds to an email directly to the customer, please copy in the helpdesk, so the helpdesk can resolve the case in Salesforce. The helpdesk keeps a record of all email threads therefore, it is important to keep the helpdesk updated.
8. A report will be shared with CCWG once a week to highlight any outstanding council emails yet to be responded to.

OFFICIAL

Summary – To be completed by the Research Council

Useful information	
Link to pre-announcement (if applicable):	n/a
Link to Webinar, slides and recording Please be aware of the time delay in publishing slides and recordings.	n/a
Link to Opportunity Guidance (Funding Finder):	
No. of expected Applications:	27
Council Zoom chat Y/N and group name Could this be a 1st triage stage i.e add note before needing to forward email? Or urgent queries only?	
Opportunity Leads (email and phone number) and anyone responding to enquiries i.e central mailbox Please specify if there is a hierarchy for enquiries & escalations and any instructions for the helpdesk i.e CC opportunity leads to enq.	<p>Opportunity Leads: Andrew Eustace, John Baddeley, Emmanuel Owobu, Laura Totterdell</p> <p>Andrew.eustace@epsrc.ukri.org John.baddeley@epsrc.ukri.org</p> <p>Central Mailbox: Healthcare@epsrc.ukri.org</p>

Timeline – To be completed by the Research Council – If on funding finder – this info is not required.

Event	Date	Time
Full Opportunity Opening date	03 October 2023	09:00
Full Opportunity Closing date	28 November 2023	16:00

Opportunity Q&As (generic and scheme specific) – To be completed by the Research Council and Helpdesk to identify email trends

OFFICIAL

Q: Am I eligible to apply? – This funding opportunity is by invitation only. Eligible applicants must have submitted a successful outline to the previous round of this opportunity and been invited to submit a full application by EPSRC

Q: When will I receive an acknowledgement for my expression of interest?

A: There is no EOI for this opportunity. As above, this funding opportunity is by invitation for successful outlines from the previous stage

Q: Is my organisation eligible to apply, i.e., is this an open call?

A: Standard EPSRC eligibility rules apply but this full application stage is not an open call. It is by invitation only from the previous stage

Q: How long is the assessment process and when will we receive the outcomes of our application?

A: Information is available on funding finder

Q: What funding is available, and do you have a rough estimate per award?

A: Information is available on funding finder

Q: Can funds for equipment purchase be requested?

A: Equipment over £10,000 in value (incl. VAT) is not available through this call. Smaller items of equipment (individually under £10,000) should be in the Directly Incurred – Other Costs heading

Q: What is the maximum time length the award should be?

A: The maximum length of award for this opportunity is two years

Q: What is the maximum award value for this opportunity?

A: £187,500. EPSRC will fund 80% of the full economic cost (£150,000)

Q: Does the opportunity allow for more than one application from one research organisation?

A: Yes, but again this opportunity is closed to new applicants and is available only to those successfully invited from the previous round

Please add any other Q&A's that you think may be applicable for this opportunity