

Q: “In the call, it is mentioned that a maximum of 90 % will be funded by the European Commission and the rest from the joint venture. Is it possible to cover the residual amount in kind instead of money. For example, with volunteer work or with assignment of office space?”

A: Please see the Call for Proposals point 4.1 and the Guide for submission Article VI.16.

Q: “Should the Grant Agreement be signed before or after the award of the project?”

A: Afterwards

Q: Is it possible for intergovernmental organizations to be partners?

A: Yes

Q: Can we have access to the following statistical facts?

- Website traffic
- Categories of businesses addressing the Helpdesk
- Number of cases
- European countries addressing their issues to the Helpdesk
- Customer Satisfaction

A: With regard to statistics on website usage, we can provide the following information, which is the most recent available information at the time of preparation of this reply:

Website Traffic:

Total users of website: 44,009

Total hits on website: 1,882,204

New users per month: on average about 2,000 during each month of operation

Categories of businesses:

The industries addressing the greatest proportion of inquiries to the Helpdesk were: mechanical engineering, consumer products, and food products; much smaller proportions of inquiries came from furniture, business services, ceramics, and energy-using products.

Numbers of cases:

285 confidential inquiries

75 workshops offered around China and Europe for some 2,300 SME participants

European countries addressing issues to the Helpdesk:

The top five countries addressing the Helpdesk are Belgium, Germany, the UK, France and Spain, although altogether these five countries total only about 1/3 of total inquiries. Contacts have been established with every European Member State and events have been held in or with the collaboration of businesses/administrations from at least 22 Member States to date.

All Helpdesk activities are followed up to assess customer satisfaction; current ratings are about from 3.5-4 on a 1-5 point scale.'

The above information covers the period of active operation of the present Helpdesk from May 2008 until end of April 2010, which is the most recent for which information is available now.

Q: When you refer that the applications from legal entities established in one of the following countries are eligible: You mean one of (1), (2), (3) (4) or one of (1), (2), (3).

A: *Applications from legal entities established in countries mentioned in point 5.1 (1 – 3) of the Call for Proposal are eligible.*

Q: The part (4) is it necessary for all the applications?

A: *The point 5.1 (1 - 4) sets out the geographical eligibility for the Call for Proposal and shall be taken into consideration as a whole.*