COMPETITIVENESS AND INNOVATION FRAMEWORK PROGRAMME (CIP)

ICT POLICY SUPPORT PROGRAMME

ICT PSP WORK PROGRAMME 2012

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1 INTRODUCTION

The Competitiveness and Innovation Framework Programme (CIP) was adopted on 24 October 2006 by Decision No. 1639/2006/EC of the European Parliament and of the Council (the "Programme Decision"). This European Union programme runs from 2007 to 2013 and is organised around three specific programmes:

- The Entrepreneurship and Innovation Programme (EIP);
- The Information and Communication Technologies Policy Support Programme (ICT PSP);
- The Intelligent Energy-Europe Programme (IEEP).

The detailed activities to be supported by the three specific programmes each year are described in three separate Work Programmes. Further information on CIP, its specific programmes, the related work programmes and their implementation can be found on the CIP portal: http://ec.europa.eu/cip/

The present document is the Work Programme (WP) of the ICT PSP. It defines the priorities for calls for proposals, calls for tender and other supporting actions to be launched in 2012.

For further information relating to this programme, please refer to the CIP ICT Policy Support Programme web site at http://ec.europa.eu/ict_psp.

2 CONTEXT, OBJECTIVES AND OVERALL APPROACH

2.2. CONTEXT: THE DIGITAL AGENDA FOR EUROPE

The European Commission launched the Europe 2020 Strategy[1] in March 2010 to address the economic crisis and prepare the EU economy for the challenges of the next decade. Europe 2020 sets out a vision to achieve high levels of employment, a low carbon economy, productivity and social cohesion, to be implemented through concrete actions at EU and national levels.

The Digital Agenda for Europe (DAE)[2] is one of the seven flagship initiatives of the Europe 2020 Strategy. It defines the key role of Information and Communication Technologies (ICT) for Europe to succeed in its ambitions for 2020.

The objective of this Agenda is to chart a course to maximise the social and economic potential of ICT, most notably the internet, a vital medium of economic and societal activity, for doing business, working, playing, communicating and expressing ourselves freely. Successful delivery of this Agenda will spur innovation, economic growth and improvements in daily life for both citizens and businesses.

Wider deployment and more effective use of digital technologies will thus enable Europe to address its key challenges and will provide Europeans with a better quality of life through, for example, better health care, safer and more efficient transport solutions, cleaner

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1 http://ec.europa.eu/europe2020/

2 COM(2010) 245: A communication from the Commission to the European Parliament, the Council, the Social and Economic

Committee and the Committee of Regions: A Digital Agenda for Europe: http://ec.europa.eu/information_society/digital-agenda/

environment, new media opportunities and easier access to public services and cultural content.

2.2 OBJECTIVES OF THE ICT PSP

The ICT PSP supports the realisation of European policies and in particular the Digital agenda for Europe and is aligned with its priorities. It aims at stimulating smart sustainable and inclusive growth by accelerating the wider uptake and best use of innovative digital technologies and content by citizens, governments and businesses.

The programme addresses obstacles hindering further and better use of ICT based products and services and barriers for the development of high growth businesses, notably SMEs, in this field. In addition to illustrating and validating the high value of digital technologies for the economy and society, it will foster the development of EU-wide markets for innovations enabling every company in Europe to benefit from the largest internal market in the world.

Particular emphasis is put on areas of public interest given their weight in the European economy and the unique solutions that ICT can bring to the societal challenges that lie ahead such as health and ageing, inclusion, energy efficiency, sustainable mobility, culture preservation and learning as well as improving efficiency of public administrations. The main challenges include the relatively slow uptake of ICT innovations in the public sector and the high fragmentation of relevant markets due notably to a lack of interoperability between ICT solutions deployed across the Member States and other countries participating in the programme (associated countries).

The ICT PSP covers technological and non-technological innovations that have moved beyond the final research demonstration phase[3]. The ICT PSP does not support research activities; it may cover, when needed, technical adaptation and integration work in order to achieve the objectives.

Coordination will be ensured between the ICT PSP and actions to be supported under the Innovation Union flagship[4], as well as the European Regional Development Fund (ERDF). This will be done in order to maximise the impact of Union support, in particular by informing - via the existing governance structures set out for ERDF and ICT PSP - the national/regional authorities of organisations which have benefited from ICT PSP grants established in their respective territories.

2.3 SMES AND THE ICT PSP

The ICT PSP offers opportunities both for innovative SMEs in the ICT sector and for SMEs that can make better use of ICT to improve their products, services and business processes. It does so by contributing to the creation of wider market opportunities and better services for SMEs. The ICT PSP will build on and complement national, regional and other EU initiatives for SMEs. In particular, the ICT PSP will:

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[3] The ICT PSP is not a follow up of the European Framework programme for Research and Technological Development (EU FP), ie there is no requirement for a solution tested or promoted in an ICT PSP project to have been previously supported in a project of the EU FP.

[4] http://ec.europa.eu/research/innovation-union/pdf/innovation-union-communication_en.pdf (p.40)

– accelerate the deployment of EU-wide services of public interest that are of direct benefit for all businesses and in particular for SMEs, improving and expanding their working environments.

– help develop the internal market for innovative ICT based services and products which is essential for the growth and development of innovative SMEs that can benefit from wider markets for the diffusion of their innovations;

– fund the participation of SMEs supplying innovative ICT based solutions in pilots and networking activities together with the main users of these solutions;

The ICT PSP is expected therefore to have an impact on a wide range of SMEs extending far beyond those that participate directly in the supported actions.

2.4 THE ICT PSP WORK PROGRAMME FOR 2012

2.4.1. Work Programme content

The WP2012 describes the themes, objectives and types of actions that will be supported in the ICT PSP following calls for proposals and tenders in 2012. It also includes the selection criteria and rules for participation in the programme.

For the themes addressed, the WP specifies: the objectives to be reached with Union support; the targeted outcomes; and, the expected impact. For each objective, it also describes the types of actions (funding instruments) to be supported (sections 3 and 4).

2.4.2. Approach: Focus on a limited number of themes, complemented by horizontal actions

In order to optimise the impact of Union support, funding is concentrated on a limited number of themes and objectives that are selected on the basis of the following criteria:

– addressing the EU policy priorities as expressed notably in the Digital Agenda for Europe;

– improving the innovation capacity of the Union and facilitating the development of EU-wide markets for innovative ICT-based products and services and exploitation of digital content;

– a clear need for financial intervention at EU level;

– readiness of stakeholders to mobilise the appropriate financial and human resources to carry out actions in support of the objective.

The recommendations resulting from the second evaluation of the ICT PSP[5] completed in 2011, have been also taken into account for the WP2012.

Based on these criteria and recommendations, the WP 2012 focuses on 5 themes:

– ICT for "smart" cities

– Digital content, open data and creativity

– ICT for health, ageing well and inclusion

– Innovative government and public services

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5 http://ec.europa.eu/dgs/information_society/evaluation/non_rtd/programmes/cip_ict-psp_interim_evaluation_report.pdf

– Trusted eServices and other actions

These themes and actions will be supported by a limited number of high impact pilot or best practice projects, as well as thematic networks. The projects will be selected through a call for proposals.

For each of the above themes, a set of objectives has been identified. They are presented in section 3.

In addition, support will be given through calls for tender for studies, analysis, benchmarking activities, conferences and events that help monitor and promote the development of the Digital Agenda. These are presented in section 5.

2.4.3. Implementation

The different nature and specificities of the objectives detailed in section 3 require distinctive implementation measures. Four types of funding instruments have been identified:

– Pilot (Type A) - building on initiatives in Member States and associated countries;

– Pilot (Type B) - stimulating the uptake of innovative ICT based services and products;

– Thematic Network (TN) - providing a forum for stakeholders for experience sharing and consensus building;

– Best Practice Network (BPN) - exclusively for support to Europeana under the theme 2 "Digital content, open data and creativity".

Each of the objectives described in section 3 indicates which funding instrument to use for addressing the objective.

Section 4 defines these funding instruments in more detail (§4.1), and also describes the evaluation process for selecting proposals following a call for proposals (§ 4.3). This includes notably the evaluation criteria that are described in §4.3.3 and in annex 2 of this WP.

3   CONTENT OF THE CALL FOR PROPOSALS IN 2012

SUMMARY TABLE: THEMES, OBJECTIVES, FUNDING INSTRUMENTS, INTENTIONS OF FUNDING

Themes and objectives	Funding Instrument	Indicative Budget and intended number of actions to be funded
Call for proposals (details are provided in section 3.1 to 3.6)		
Theme 1: ICT for "smart" cities		***27 M€***
1.1: Smart urban digital services for energy efficiency	*Pilot B*	Several pilots EU funding: 8 M€
1.2: Cooperative transport systems for smart mobility	*Pilot B*	1 or 2 pilots EU funding: 5 M€
1.3: Open Innovation for Internet -enabled Services and next generation access (NGA) services in "smart" Cities	*Pilot B*	Several pilots EU funding: 14 M€
Theme 2 : Digital Content, open data and creativity		***41 M€***
2.1: Europeana and creativity: • Content for Europeana • Experimenting with the use of cultural material for creativity • European Rights Information/Registry of Orphan Works for audiovisual content • Thematic Network on new business models for publishing in the digital age	*Best Practice Network* *Pilot B* *Thematic network*	Several BPNs, 2 pilots and 1 thematic network EU funding: 24 M€
2.2: Open Data and open access to scientific information • Geographic Information • Open access to scientific information • Legal aspects of Public Sector Information and standards for open data • Organising competitions for using open data	*Pilot A* *Pilot B* *Thematic Network*	1 or 2 pilots A, 1 or 2 pilots B and 3 thematic networks EU funding: 12 M€
2.3: eLearning	*Pilot B*	1 or 2 pilots EU funding: 5 M€
Theme 3 : ICT for health, ageing well and inclusion		***24 M€***
3.1: Wide deployment of integrated care services	*Pilot A*	1 pilot EU funding: 8 M€
3.2: Towards open and personalised solutions for active and independent living	*Pilot B*	1 pilot EU funding: 5 M€
3.3: Digital capacity and skills • Digital capacity and skills building of health, social care and social inclusion actors • Community Building for digital literacy and skills	*Pilot B and Thematic Network*	1 pilot, 1 thematic network EU funding: 3 M€
3.4: Fall prevention network for older persons	*Thematic Network*	1 thematic network EU funding: 1 M€
3.5: Large scale deployment of telehealth services for chronic conditions management	*Pilot A*	1 pilot EU funding: 5 M€
3.6: Adoption, taking up and testing of standards and specifications for eHealth interoperability	*Thematic Network*	1 thematic network EU funding: 1 M€
3.7: Community building on Active and Healthy Ageing	*Thematic Network*	1 thematic network EU funding: 1 M€
Theme 4: ICT for Innovative government and public services		***20 M€***
4.1: Basic Cross Sector Services	*Pilot A*	1 pilot EU funding: 12 M€
4.2: Extension of eCODEX (on eJustice)	*Pilot A*	1 pilot extension EU funding: 5 M€
4.3: Extension of HeERO (on eCall)	*Pilot A*	1 pilot extension EU funding: 3 M€
Theme 5: Trusted eServices and other actions		***15 M€***
5.1: Cybersecurity • Fighting botnets • Community building for information sharing and effective responses to cyber threats	*Pilot B and Thematic Network*	1 pilot and 1 thematic network EU funding: 9 M€
5.2: Mobile cloud for business applications	*Pilot B*	1 or 2 pilots

		EU funding: 5 M€
5.3 Contribution of satellite systems to 100% EU broadband coverage	*Thematic Network*	1 thematic network EU funding: 1 M€

The above actions are complemented by support measures implemented through calls for tender or grants without call for proposals which are detailed in section 5.

THEME 1: ICT FOR "SMART" CITIES

The Digital Agenda for Europe highlights the importance of ICT for energy efficiency and a low carbon economy; the role of ICT for smart mobility as well as the development of a new generation of web-based applications and services that leverage standards and open platforms.

Those topics are addressed under the Theme 1 concerning services to be tested in cities, through the following objectives:

- – Objective 1.1: Smart urban digital services for energy efficiency;
- – Objective 1.2: Cooperative transport systems for smart mobility;
- – Objective 1.3: Open Innovation for Internet-enabled services and next generation access (NGA) services in 'smart' cities.

Total funding available for this theme is 27 M€ and it is intended to fund projects under the three objectives listed below.

Objective 1.1: Smart urban digital services for energy efficiency

Funding instrument: *Pilot Type B - It is intended to support several pilot actions for 8 M€ EU contribution in total*

Focus and outcomes

The objective is to stimulate the creation, provision and use of innovative digital services supporting energy-efficient, low-carbon activities in an urban context. Those services should build on and interoperate with existing infrastructures. They may include digital solutions to facilitate energy-efficient, smart processes (e.g. tele-working, green public services, improved logistics, use of micro-generation), as well as transformational approaches which drive new values and behaviours (e.g. promoting inclusive sustainability through making energy savings and emissions data visible through '*ecomaps*').

Actions should be driven by service providers and should involve other businesses, public sector organisations, and citizens, as appropriate.

Pilots should promote integrated approaches to creating innovative digital services for achieving systemic energy efficiencies and emissions reduction in cities (between 15% and 30%), and should accelerate the adoption of these services.

The target group of those innovative digital services should be publicly owned buildings (including administrative offices, social housing) and buildings in public use or of public interest. Energy service companies (ESCOs) are expected to be involved in pilot projects, providing innovative business models for energy consumption and detailed information on energy consumption and savings. The objective is to ensure that energy savings from ICT enabled new business models are greater than the cost for the provision of those services.

The pilot actions should aim to validate the effectiveness of ICT-based solutions, serve as showcases and facilitate their wider uptake and replication, and generally support the concept of smart cities.

Conditions and characteristics

- The pilots are to use existing user-friendly ICT (off-the-shelf or mature/tested research results) for data collection, storage, execution of innovative management and control algorithms and user-friendly interaction.

- The approach should ensure acceptance and uptake, involving public authorities at the appropriate level (national, regional or local), public building owners, building managers.

- The consortia must include ESCOs (energy service companies), ICT providers, building managers.

- Validation must be carried out in real life conditions, for at least 1 year, and result in a consolidated set of best practices, including guidelines, business models, manuals, training material.

- Validation should provide socio-economic evidence for ICT investments in the field, including user's acceptance and recovery of investment. Proposals should include detailed plans for sustainability and larger-scale uptake beyond the project's life time.

- Proposals should address interoperability issues, comply with relevant standards (e.g. ISO 50001 International Standard on energy management) and take into account best practices and relevant standardisation efforts. They should also provide appropriate ethical and privacy safeguards.

- Information should be shared and synergies should be established with other relevant projects, notably those already funded through the ICT PSP[6], with a view, in particular, to define and adopt a common methodology for measuring energy gains via ICT.

- Exploitation plan, dissemination and communication activities need to constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

- Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

- Pilots should link to existing pilots already funded through the ICT PSP and to broader initiatives on sustainable smart cities (e.g. *Green Digital Charter*[7]) to facilitate uptake and establish critical mass for replication, and should develop synergies with areas like the Future Internet[8] and others.

- Pilots should explore the possibility of building new stakeholder networks dealing with the creation, provision and use of services in various domains (energy efficiency, health, inclusion, security, etc).

Expected impact

- Ensure cities' leading role in maximising the potential for ICT to contribute to reduced GHG (greenhouse gas) emissions and energy savings, *inter alia* by engaging in measurement methodologies, and delivering innovative digital solutions to this end.

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6 http://ec.europa.eu/information_society/activities/sustainable_growth/funding/

7 http://ec.europa.eu/information_society/activities/sustainable_growth/green_digital_charter/

8 http://ec.europa.eu/information_society/activities/foi/

- Enlarge the network of smart, energy efficient, low-carbon cities across Europe that work actively together to contribute to meeting Europe's climate and energy targets for 2020, thus giving also impetus to the *Green Digital Charter*.

- Accelerate market acceptance and wide deployment of innovative ICT solutions creating smart urban digital services for energy efficiency.

- Empower ESCOs to play a role in increasing energy efficiency and reducing CO_2 emissions.

Objective 1.2: Cooperative transport systems for smart mobility

Funding instrument: Pilot Type B - It is intended to support one or two pilot actions for 5 M€ EU contribution in total

Focus and outcomes

The aim is to facilitate deploying cooperative systems which have reached technical maturity and are able to significantly improve both safety and energy efficiency of the European transport system. Cooperative systems applications use vehicle-to-vehicle (V2V) and vehicle-to-infrastructure (V2I) communications and are based on a common communications architecture which is currently being standardised[9]. The applications of particular interest are those chosen for global harmonisation:

- Forward Collision Warning System

- Red Light Warning System

- Energy Efficiency Application (traffic signal approach or green wave, smart access and integration of connectable charging systems).

The outcome of pilots should lead to harmonised testing, installation, monitoring and assessment of one or more of these globally prioritised cooperative systems applications, thereby contributing to a safer and more sustainable mobility in Europe.

Conditions and characteristics

- The pilots should focus on mature applications based on vehicle-to-vehicle and vehicle-to-infrastructure communications with proven capability of contributing to a safer, more sustainable mobility. Identified applications of particular interest are forward collision warning system, red light warning system and energy efficiency application.

- The pilots should involve stakeholders from the whole value chain needed to ensure effective deployment of the application (e.g., automotive manufacturers, telecom, suppliers industry) and when relevant cooperate closely with public authorities and operators that are responsible for transport network operations, including such aspects as safety, efficiency, sustainability, maintenance and traffic network management. Users must participate in the pilots.

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9 Linking the vehicle with the transport infrastructure is a priority area under the 'Action Plan for the Deployment of Intelligent Transport Systems in Europe' COM(2008) 886 an its associated DIRECTIVE 2010/40/EU of the European Parliament and the Council of 7 July 2010 on the framework for the deployment of Intelligent Transport Systems in the field of road transport and for interfaces with other modes of transport

–   Validation must be carried out in real life conditions, for at least 1 year, and result in a consolidated set of best practices, including guidelines, business models, manuals, training material.

–   It is expected that the pilot present a strategy for a sustainable deployment of the systems and services beyond the pilot phase.

–   Special attention should be paid to interoperability and the use of existing standards, namely those developed by ETSI and CEN within the Commission mandate M/453 in the field of information and communication technologies to support the interoperability of co-operative systems for intelligent transport in the European community[10].

–   The pilots should take into account the global dimension, and in particular the cooperation agreements in this field with the USA and Japan[11]

–   The pilots should be complementary to the ongoing pilots from previous projects launched under the ICT PSP and other programmes and clearly focus on enhancing the co-operative element of smart mobility[12].

–   Exploitation plan, dissemination and communication activities need to constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

–   The proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project life.

Expected impact

–   Significant contribution to the deployment of harmonised cooperative ICT systems in at least 4 countries.

–   Use of globally harmonised standards in ICT for transport.

–   Assessed impact of cooperative systems (through established impact assessment methodologies).

Objective 1.3: Open Innovation for Internet-enabled services and next generation access (NGA) services in 'smart' cities[13]

Funding instrument: Pilot Type B - It is intended to support several pilot actions for14 M€ EU contribution in total

Focus and outcomes

The aim is two-fold:

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10 http://ec.europa.eu/enterprise/sectors/ict/files/standardisation_mandate_en.pdf

11 http://ec.europa.eu/information_society/activities/esafety/intlcoop/

12 See http://ec.europa.eu/information_society/activities/esafety/research_activ/ & http://www.comesafety.org

13 For the purposes of this work programme, "smart" cities or possibly regions are local areas that makes a conscious effort to uptake innovative ICT based solutions to improve conditions of living and working and support a more inclusive, and sustainable urban environment.

a) To facilitate the creation of efficient innovation ecosystems that develop services and applications making use of information generated by users (e.g. through social networks) or captured from sensors (Internet of Things[14]).

The pilots launched will complement current pilots[15] with a view to reinforcing common strategies and methodologies, and exploiting best practices, for quick development of services through open platforms, and accelerating their adoption. The pilots are to undertake cross border testing and validation[16] of services.

b) To stimulate demand for innovative services and applications based on next generation access (NGA) networks.

One or two pilots will be supported. At least one pilot will be funded that tests and validates sophisticated connected TV apps that are open to collaboration with third parties, with a view to promoting the early adoption of new paradigm for users and media interactions. Enhancement of the competitiveness of the European media industry, in particular sectoral SMEs, is the ultimate goal.

These pilot TV apps should integrate information provided from multiple private and public sources and be tested in real life pilot conditions with supporting institutions (public and private) from different EU countries.

For both a) and b)

–   This will be achieved through large scale service demonstrations, accelerating the take-up of innovative digital services for cities or regions committed to improving living, working and environmental conditions through ICT based solutions.

–   This will require the involvement of key stakeholders such as public bodies and businesses, with strong involvement of end users, as well as SMEs (as providers of services and applications).

Conditions and characteristics

Specifically for a)

–   The pilots need to adapt, integrate or extend existing open platforms/environments for stimulating the development and validation on the platform of innovative Internet-based services. The pilots should, as far as possible, build on Living Labs or open "city platform" initiatives supported with EU, national or regional funding.

–   The pilots need to have a strong focus on the integration of several services on a single platform, and on the cross border capabilities of that platform.

–   Use of Free and/or Open Source Software is encouraged.

–   All pilots are to:

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14 See the ITU 2005 report www.itu.int/dms_pub/itu-s/opb/pol/S-POL-IR.IT-2005-SUM-PDF-E.pdf or the ISTAG report

ftp://ftp.cordis.europa.eu/pub/ist/docs/istagscenarios2010.pdf

15 Including pilots already supported by ICT PSP:

http://ec.europa.eu/information_society/activities/ict_psp/projects/portfolio/index_en.htm

16 In comparison to the Future Internet Public Private Partnership16 with its results expected to enter the market in the second half of this decade, this theme is shorter term. Internet-based technologies to be used should be sufficiently mature for rapid take-up in services and products. Results of the pilots are expected to enter the market already during and directly after the end of the pilots, i.e. starting from 2014.

- collaborate in a joint working group[17] to exploit synergies such as addressing legal, governance and platform interoperability aspects,

- position European concepts and approaches in an international context.

Specifically for b)

– The pilot(s) need to adapt, integrate or extend existing open platforms/environments for stimulating the interest of the public for the development of services and applications on NGA networks.

For both a) and b)

– Each proposal needs to justify their approach by providing concrete information in terms of:

- the functionality of the platform on which the integration will take place;

- the services / applications that are proposed to be delivered on the platform;

- the scale at which these services are planned to be piloted;

- the extent to which users and citizens will be involved at all stages;

- the value added in comparison to existing services and applications.

– Each proposal will include at least 3 cities or regions located in different Member States or associated countries.

– User-centered methodologies are to be applied in order to enable the early adoption of new services or applications and reduce time-to-market.

– The funding of infrastructure is beyond the scope of this objective. EU funding should be significantly complemented by other sources or contributions. It is expected that industrial stakeholders take-up a strong role, that SMEs with high growth potential be engaged as services and applications providers and that large user groups be involved.

– Exploitation plans for the platforms and services tested during the course of the pilots need to be provided.

– Dissemination and communication activities need to constitute an integral part of the proposed work. They should address not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solutions/services, as well as the public at large.

– Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project life.

Expected impact

– Establishment of common strategies, methodologies and standards for delivering user-driven, innovative Internet-enabled services through open platforms for with proven efficiency in accelerating the provision and wider up-take of those services.

– Showcases of valued added and users interest for services based on NGA networks.

– Improved capacities for SMEs to develop, validate and rapidly scale-up new product and services through open platforms.

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[17] This Working Group includes representatives of the pilots addressing "Smart" cities that have been selected under CIP- ICT-PSP calls in 2010 & 2011 (see http://www.fireball4smartcities.eu/?p=156).

THEME 2: DIGITAL CONTENT, OPEN DATA AND CREATIVITY

The Digital Agenda for Europe promotes the creation, production and distribution of digital content and services for a vibrant single market.

This theme contributes to the design of added-value products and services across Europe based on high-quality digital content.

The theme 2will support:

 – Objective 2.1Europeana[18] and creativity;

 – Objective 2.2 Open Data and open access to content;

 – Objective 2.3 eLearning.

The total funding available for this theme is 41 M€, encompassing three objectives.

Objective 2.1 – Europeana and creativity (24 M€)

The 'European Competitiveness Report 2010' identified the cultural and creative industries as one of Europe's most dynamic sectors. According to some recent estimates, the cultural and creative industries is one of Europe's most dynamic sector and it accounts for 4.5% of total EU GDP and some 3,8 % of its workforce. . The future of this industry is "digital" and its positioning world wide depends on whether it can embrace ICT and make the best use of it as it has started indeed to do in areas like digital games or industrial design.

The aims of the objective are:

 • to ensure access for all citizens to Europe's cultural resources;

 • to lay down the best conditions for further development of our creative and cultural capacities and of our industrial presence on this field;

 • experimenting with models, innovative applications and services for creative re-use of cultural resources, and in particular the material accessible through Europeana.

Activities shall be carried out in full respect of copyright and related rights.

The objective is supported by four distinct target outcomes, each with specific funding instrument.

a) Content for Europeana

Funding instrument: Best Practice Network – It is intended to support several Best Practice Networks

Focus and outcomes

The aim is to enhance the Europeana content base by aggregating cultural heritage content complementing collections already accessible through Europeana and be representative of

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18 www.europeana.eu

the diversity and richness of Europe's cultural heritage. The content must be of interest to a broad public.

Support will go to projects addressing the following actions:

– Aggregation[19] of existing digital cultural heritage content held by cultural institutions (libraries, archives and museums) and private content holders (e.g. publishers) in the Member States or associated countries in order to make it accessible through Europeana.

– Explore the potential of cloud computing technologies for Europeana experimenting with new ways of aggregating, storing, and re-using digital content, particularly for small and medium cultural heritage institutions.

– Work on interoperability protocols between Europeana and third-party content management systems in order to step up support to re-use of digital content.

Conditions and characteristics

– The content to be contributed to Europeana, which may include different types of material (e.g. books, audiovisual, sound, archival records), should be held by cultural institutions and private content holders from different Members States and associated countries.

– The quality and quantity of the digital content (and related metadata) to be effectively contributed to the project by each content provider must be clearly identified.

– The criteria for the selection of the content to be aggregated should be clearly identified. The proposal should demonstrate the European added value of bringing the selected content to Europeana and that the content to be contributed constitutes critical mass.

– The metadata to be contributed to Europeana should comply with technical and licensing conditions and agreements in force as agreed by the Europeana Foundation.

– The consortium must demonstrate to have the rights to provide access to the content through Europeana and, where possible cater for the reuse of the material for creativity.

– The consortium must include content providers and can also include national or domain specific aggregators.

Expected impact

– Increase quantity and quality of digital content available through Europeana (towards the 30M objects 2015 target) from across Europe and associated countries.

b) Experimenting with the use of cultural material for creativity

Funding instrument: Best Practice Network – It is intended to support several Best Practice Networks

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19 An aggregator in the context of Europeana is an organisation that collects metadata from a group of content providers and transmits them to Europeana. Aggregators gather material from individual organisations, standardise the file formats and metadata, and channel the latter into Europeana according to the Europeana guidelines and procedures. Aggregators also support the content providers with administration, operations and training.- Europeana Aggregators' Handbook (2010)

Focus and outcomes

Experimenting with models, innovative applications and services for creative re-use of cultural resources and in particular the material accessible through Europeana.

The actions should lead to open lab environments for experimentation, creative applications and services that make the best use of Europeana cultural resources. This should pave the way to a wider re-use of our cultural resources and boost creativity and business development.

Conditions and characteristics

Proposals should:

– Involve the creative industry to extend the use of cultural heritage resources beyond Europeana's portal (e.g. use of Europeana's content for education, leisure, tourism, games and research);

– Clearly identify the proposed scenarios for experimentation, applications and services to be stimulated through the BPN.

– Address the necessary licensing or clearing arrangements for any Intellectual Property Rights (IPR) of content, services or applications arising from the project to ensure their wider use and dissemination of the project output.

– Describe the exploitation/business potential of the proposed solutions.

Expected impact

– Increase substantially the use and re-use of cultural heritage resources (and in particular those available through Europeana) by creative industries, organisations and individuals and bring out the economic potential of digitisation actions in Europe through innovative applications and services.

c) European Rights Information management

Funding instrument: Pilot B– It is intended to support two pilot actions - the first on a Registry of Orphan Works for Audiovisual content to and the second on an Open Infrastructure for Managing Rights Online

Focus and outcomes

The aim is to develop and demonstrate solutions to provide better information on rights to users and to facilitate clearance of these rights.

Building on ongoing work at national and European level, the aim of this objective is to support 2 pilots:

a) One pilot on Registry of Orphan Works for Audiovisual Content: to develop, test and demonstrate interoperable systems for the exchange of rights, the creation of a registry of

audiovisual works (in particular orphan works and out-of-commerce works) and rights and a comprehensive network of rights clearance centres.

and

b) One pilot on Standards for better rights information for companies and end-users, in order to facilitate the development of systems for online rights trading including automated licensing. The aim is to create an interoperable communication layer between registries and user transaction services through the identification of standards for identity and semantic interoperability, tested in a limited number of proof of concept demonstrations.

Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level.

– The issues addressed and the way to tackle them should have a European dimension, i.e. they should impact on a large number of users in the largest possible number of Member States or associated countries .

– The users and their needs, also beyond the consortium participants, must be clearly identified. Proposers must present an analysis of demand based as much as possible on quantified evidence. Users and their needs are to be at the centre of the proposed approach.

- Exploitation plan, dissemination and communication activities need to constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders.

– Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

Specific to a):

– The consortium must include representatives of all relevant stakeholders, e.g. audiovisual rights holders, cultural institutions, reproduction rights organisations, etc.

– The consortium and its members must ensure the availability of the necessary information on the rights status of audiovisual works to be covered by the project.

– Links with on-going initiatives/projects such as the Arrow project[20] (and its follow up) should be clearly identified.

Specific to b):

– The consortium must include representatives of all relevant stakeholders, e.g. publishers and other rights holders, technology and standardisation experts, etc.

– The infrastructure should support better verification systems for rights information (for companies and end-users) and more cost-effective trading in rights across different sectors. It should enable transparent operations and adopt – as much as possible - non-proprietary standards, protocols, and licensing schema (open nature).

Expected impact

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20 http://www.arrow-net.eu/

–   Enabling the retrieval of information on the copyright status and data about European works and the identification of appropriate rights holders.

–   Establishing a registry of audiovisual works and rights (in particular orphan works and out-of-commerce works).

–   Facilitating the clearance of rights for out of distribution works in view of their digitisation and online accessibility.

–   Creating a sustainable open infrastructure facilitating trading in rights across Europe.

d) Thematic Network on new business models for publishing in the digital age

Funding instrument: Thematic Network– It is intended to support one Thematic Network

Focus and outcomes

Establishing a network of publishers and ICT solution providers to discuss, create and experiment with strategies for business models and revenue streams for publishing in the digital age.

The network should carry out joint activities identifying and addressing challenges and opportunities.

Conditions and characteristics

–   The network should include a balanced mix of publishers and ICT solution providers.

–   The network should engage with stakeholders beyond the consortium participants. Target constituencies must be clearly identified.

–   Activities should include roadmaping for developing, validating and promoting innovative business models and revenue streams in feasible scenarios.

–   The consortium should demonstrate convincingly its capacity to elaborate valid strategies, disseminate and promote the uptake of the results in the majority of the EU Member States or associated countries.

Expected impact

–   Reinforce partnership and consensus among stakeholders on the innovation potential offered by ICT to support the evolution of the publishing sector in the digital age.

Objective 2.2: Open Data and open access to scientific information (12 M€)

The DAE recognises[21] that making public sector information (PSI) available on transparent, effective, non-discriminatory terms can stimulate content markets as it represents a major resource for innovative applications and services. This objective stimulates the opening up

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21 http://ec.europa.eu/information_society/newsroom/cf/fiche-dae.cfm?action_id=162&pillar_id=43&action=Action%203

of European data resources for re-use by businesses. Moreover, specific activities will discuss legal aspects of Public Sector Information and standards for open data. In particular, as Geographic Information represents a significant component of PSI and is an important source of potential growth of innovative online services, this objective contributes to opening up and harmonising GI data resources for cross-border applications and services.

This objective also supports experiments with Open Access to scientific information, including experiments exploring new paradigms for rendering, querying, mining, linking and evaluating scientific content. Open Access is the online, free availability of research outputs without restrictions on use commonly imposed by publisher copyright agreements; this includes peer-reviewed journal articles, conference papers and datasets of various kinds.

The objective is supported by four distinct target outcomes, each with specific funding instrument.

a) Geographic Information

Funding instrument: *Pilot Type A - it is intended to support one or two pilot actions*

Focus and outcomes

The aim is to foster the wider use of spatial data by public and private sector organisations and citizens in line with the Directive on the re-use of Public Sector Information, and to enable the creation of value-added services.

The activities will contribute to making available harmonised information related to one or more of the specific themes enumerated in annexes I-III of the INSPIRE Directive and to fostering the development by the private sector of innovative value-added services based on this interoperable information on a cross-border or pan-European level. At the end of the action, the datasets will be made available for access, use and reuse for a variety of uses.

Conditions and characteristics

–   Proposers should demonstrate that the content constitutes the critical mass necessary to make a significant impact in terms of increasing access and use on a large number of users in the largest possible number of Member States or associated countries. The pilot should cover the datasets of a significant part of the territory of at least 6 Member States or associated countries.

–   The consortium must demonstrate to have the rights to provide access to the spatial data through the infrastructure to be developed and cater for its reuse.

–   The harmonization activities should result in datasets that are easily accessible and reusable by third parties through the use of open standards. These datasets should be available at a cost in line with the Public Sector Information directive.

–   The multilingual aspects of accessing, exploiting, using, and re-using the underlying content should be an integral part of the proposed implementation activities, where relevant.

– The consortium must include content providers and users. The consortium should also demonstrate its capacity to achieve a broad consensus beyond the pilot beneficiaries on methods and standards involving all relevant stakeholders.

– The infrastructure should be scalable to pan-European coverage. It should explore the possibilities of extending to all spatial data themes covered by the INSPIRE Directive.

- Exploitation plan, dissemination and communication activities need to constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders.

– Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

Expected impact

Low cost availability of harmonized, public geographic information datasets as well as economic growth through innovative value-added services by the private sector allowing users to identify, access, use and reuse spatial data covering a significant part of Europe from local to European level.

b) Open access to scientific information

Funding instrument: Pilot B – It is intended to support one or two pilot actions

Focus and outcomes

The aim is to support experiments with open access to scientific information and explore new paradigms for accessing and using this information.

Scientific information refers to the results of scientists' or scholars' research work (in particular scientific articles and associated datasets, monographs) in the EU Member States or associated countries.

Innovation experiments should focus on new publishing methods addressing areas such as: developing data journals and linking data to scientific articles; finding new ways to peer review articles and the associated data; opening up new possibilities for data mining of journal articles and of research data; developing new research evaluation systems taking into account the way in which results are made available to other researchers (eg. complementing the ISI/Impact Factor method).

Proposals may cover legal and practical barriers related to the above initiatives and ways to overcome the barriers.

Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level. At European level proposals should take into account previous activities carried out under different FP7 Work Programmes, such as the FP 7Open Access pilot.

– The consortium must ensure the necessary availability of the content to be contributed to the pilot. In particular, the input content should not depend on proprietary third-party rights or any other constraints, which would limit its use.

- Proposers should demonstrate that the underlying content constitutes the critical mass necessary to make a significant impact in terms of increasing access and use in the concerned area or that the experiments exploring new paradigms can have a considerable impact on the future development of the scientific information area.

- The users, i.e. researchers, and their needs, also beyond the consortium participants, must be clearly identified. Proposers must present an analysis of demand based as much as possible on quantified evidence. The users and their needs should also be at the centre of the proposed approach.

- Exploitation plan, dissemination and communication activities need to constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders.

- Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

Expected impact

- Opening wider access to more scientific information.

- Contributing to new ways to review scientific information.

c) Legal aspects of Public Sector Information and standards for open data

Funding instrument: Thematic Networks - it is intended to support two Thematic Networks, one on legal aspect and one on standards

Focus and outcomes

Two Thematic Networks will be funded covering the following topics of PSI in a broad sense (following the OECD approach covering the sectors subject to the Public Sector Information Directive as well as the educational, scientific and cultural sectors)[22]:

Thematic Network N.1 (TN1): Legal aspects of PSI:

The aim is to identify and discuss legal barriers to access to and reuse of PSI in the digital environment and suggest ways to overcome them. In 2012 one Thematic Network of legal experts will be supported to analyse the legal challenges and opportunities as well as related areas (including topics such as orphan works, out of print works and access to and use of public domain material held by public sector organisations).

Thematic Network N.2 (TN2): Standards for open data:

The aim is to bring together a broad range of stakeholders in the re-use of public sector information, including policy-makers, public sector content-holders, commercial re-users, standards bodies, academics and civil society to agree on standards to enable interoperability and integration of public sector information across Europe and beyond.

Conditions and characteristics

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22 See the OECD declaration of the Council for Enhanced Access and More Effective Use of Public Sector Information of 18 June 2008, http://www.oecd.org/dataoecd/0/27/40826024.pdf

The network should involve

– legal experts (TN1).

– A broad range of stakeholders interested in standards in the re-use of public sector information and open data, including policy-makers, public sector content-holders, commercial re-users, standards bodies, academics and civil society (TN2) from a majority of Member States and associated countries.

– Experts should have thorough knowledge of the situation concerning PSI in their country and at European level.

– The coordinator should have solid experience in the field of legal aspects of PSI (TN1) or standards (TN2) as well as the capability of organising coordination activities (meetings, workshops etc) at the European level.

Expected impact

– Identification of legal barriers to access to and reuse of PSI and suggestions for ways to overcome them (TN1).

– Agreement on standards to enable interoperability and integration of public sector information across Europe and beyond (TN2).

d) Organising competitions for using open data

Funding instrument: Thematic Network (based on actual costs) - it is intended to support one Thematic Network for 0.6 M€ EU contribution

Focus and outcomes

The aim is to create a network to organise competitions for using open data and stimulate the winners to start business ventures. The competitions would cover the following areas: government data, publicly funded scientific data and publicly funded cultural content (and/or the related metadata). The competitions will contribute to the open data policy of the Commission and its efforts to stimulate the re-use of public sector information.

Conditions and characteristics

– The coordinator should have solid experience in the field of open data as well as the capability of organising coordination activities (meetings, workshops, competitions etc) at the European level.

– The network should be able to ensure a follow-up for the winners in terms of facilitating the start of business ventures based on the prize-winning applications. In particular, this would include introducing winners to the investor community.

– It is expected that the network will be operational for two years.

Expected impact

– Foster the creation of economic activities based on government data by showcasing the potential of re-use of government data in innovative applications.

Objective 2.3 - eLearning (5 M€)

The aim is to contribute to DAE policies on "Enhancing digital literacy, skills and inclusion" with a view to modernising education by mainstreaming eLearning in national education systems.

eLearning for mathematics, sciences and technology

Funding instrument: Pilot B – It is intended to support one or two pilot actions for 5 M€ EU contribution

Focus and outcomes

Large-scale pilots to introduce and evaluate innovative use of existing e-learning tools for scientific disciplines (including science, mathematics, physics, chemistry, etc) and technology in primary and secondary schools. This is with a view to support mainstreaming e-learning in education as an agent for modernization and innovation.

The pilots will:

– Demonstrate the value of using e-learning resources for teaching and learning science, mathematics and technology (including assessment of benefits including new knowledge and competencies acquisition).

– Develop and validate large scale experimentation scenarios where teachers and pupils use technologies – on a range of devices - both inside and outside the classroom. These scenarios should, *inter alia*, address teachers-learner interactions and/or peer learner interaction with a view to engage and motivate low achievers in mathematics, sciences and technology. They should also include appropriate and relevant actions to support the acquisition of necessary ICT skills required for an efficient use of eLearning resources by teachers and learners.

– Take into fullest account the usability of the tools by children with special needs.

– Apply latest technology - including tablets, active surfaces and mobile phones - and software applications (simulation, visualisation, educational games) in innovative teaching practices.

– Include models for peer practices reviewing and sharing of resources.

– Foster multi-stakeholder partnerships to leverage commitment by involving relevant stakeholders, including intermediaries, regional and local actors associations, networks, national, regional and local actors as well as relevant existing education and training industry-based initiatives.

– Experiment with innovation practices which combine formal, non-formal and informal learning, and encourage user-oriented creative and design thinking.

- Exploitation plan, dissemination and communication activities need to constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

– Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

Conditions and characteristics

Proposal should present their activities in a comprehensive roadmap with well defined aims and outcomes and include:

– Evaluation metrics and benchmarking activities on the use of e-learning, as well as on the impact of the intervention on achievement levels in mathematics, sciences and technology.

– Strategic activities with a view to analyze enabling and inhibiting adoption factors.

– Awareness raising plans on the pilot and its results targeting the range of stakeholders necessary to stimulate wider adoption.

A pilot should cover at least 5 countries with the support and commitment of national education and training authorities as well as highly innovative ICT and e-learning companies and include a statistically significant number of schools, teachers and students in each of them.

The consortium should include, link or network professionals, national and European associations and/or networks that can serve as intermediaries of change, supporting the commitment and linking practitioners.

Expected impact

– Support the implementation of the "Digital Agenda for Europe" and in particular Action 68 "*Mainstream eLearning in national policies for the modernisation of education and training, including in curricula, assessment of learning outcomes and the professional development of teachers and trainers*".

– Stimulate the demand for innovative eLearning resources and their sustainable integration into teaching practices.

THEME 3: ICT FOR HEALTH, AGEING WELL AND INCLUSION

The objectives proposed under Theme 3, *ICT for health, ageing well and inclusion*, are inspired by extensive consultation with stakeholders, in particular via the *European Innovation Partnership on Active and Healthy Ageing* (EIP AHA) and the eHealth Action Plan[23]. The work planned in this area takes into account all stages in the life of citizens that impact their active and healthy ageing, namely: 1) prevention and health promotion; 2) care and cure, and 3) independent living and social inclusion of elderly people. The image below explains the relation between the objectives of Theme 3 and the three main areas listed above:
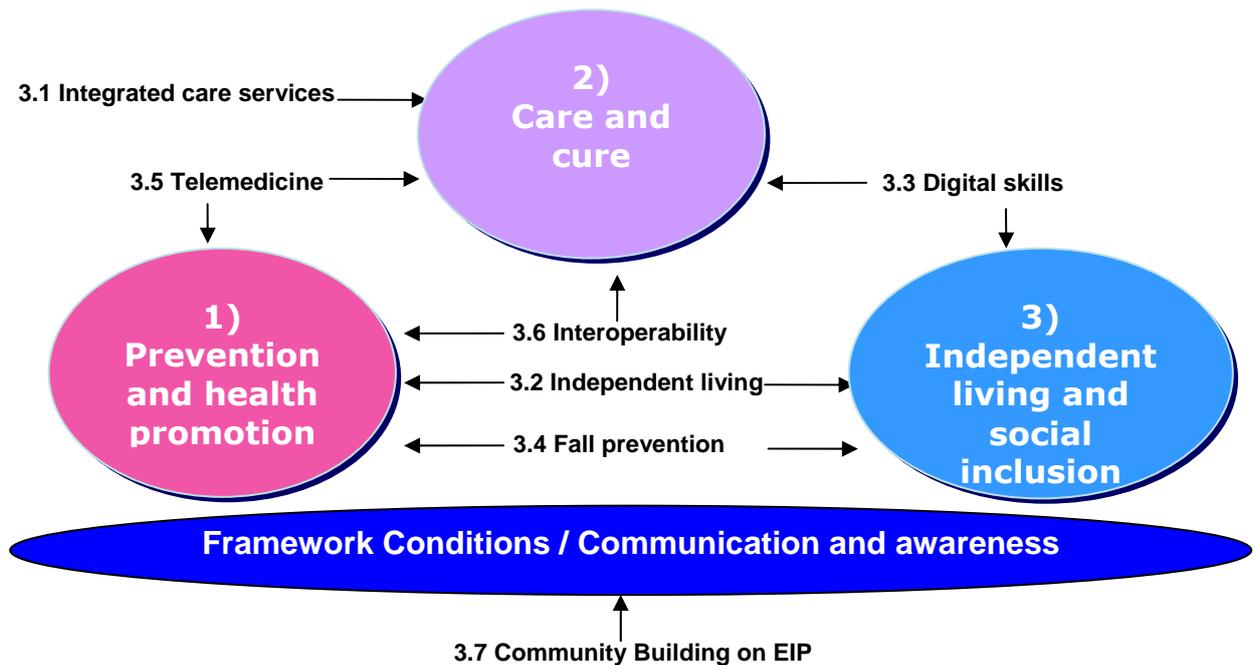
Activities in these areas aim to pursue a triple win for Europe:

- improving the sustainability and efficiency of health care and social systems;

- fostering the conditions to make it possible for more EU citizens to lead healthy, active and independent lives while ageing;

- boosting and improving the competitiveness of the markets for innovative products and services, thus creating new opportunities for businesses.

This is consistent with the overall approach of the EIP AHA whose final objective is to add, by 2020, two healthy life years to the average healthy life-span of European citizens.

The theme 3 will cover the following objectives:

– Objective 3.1: Wide deployment of integrated care services;

– Objective 3.2: Towards open and personalised solutions for active and independent living;

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23 http://ec.europa.eu/health/ageing/docs/consult_report_en.pdf

- Objective 3.3 : Digital capacity and skills;

- Objective 3.4: Fall prevention network for older persons;

- Objective 3.5: Large scale deployment of telehealth services for chronic conditions management;

- Objective 3.6: Adoption, taking up and testing of standards and specifications for eHealth interoperability;

- Objective 3.7: Community Building on Active and Healthy Ageing.

The total funding available for this theme is 24 M€ and actions will be funded under the objectives outlined below.

All proposals submitted under this theme should give appropriate attention to e-accessibility (which is the usability of ICT regardless of persons' ability, e-skills and impairments), in particular taking into account the needs of persons with functional limitations, such as older persons or persons with disabilities.

The ICT-PSP projects funded in this theme are expected to contribute to the European best practice exchange website (www.epractice.eu) as one of their dissemination platforms, becoming active members of the community and contributing to its overall success.

Objective 3.1: Wide deployment of integrated care services

Funding instrument: Pilot type A - It is intended to support one action for 8M€ EU contribution

Focus and outcomes

The focus of the pilot is on the role ICT services and applications can play in integrated care (i.e. the integration of healthcare, social care and self-care) for any kind of health/living conditions, including issues such as dementia and mobility with impairment.

The aim of the action will be to unlock new services and value chains in active and healthy ageing including the involvement of new actors (such as reimbursement scheme providers, insurers, regional development planners), leading to operational deployment of new care pathways and organisational models for integrated care.

Conditions and characteristics

The pilot will:

- Involve public authorities, providers of tele-care and tele-health services, associations of care professionals and informal care givers, patient and elderly organisations, reimbursement scheme providers, insurers, procurers, regional development planners.

- Validate the necessary organisational changes to support integrated care for improved health and wellness. This will include: patient care pathways; training of care teams, informal care givers and patients; reimbursement models and synergies between social care and healthcare budgets.

- The pilot shall contribute to the implementation and integration of actions as outlined in the Strategic Implementation Plan of the EIP on Active and Healthy Ageing [24]

- Ensure the deployment of integrated care models in several Member States or associated countries to result in a convincing case for large-scale deployment. The expectation is to involve 8 or more Member States or associated countries[25]; targeting in particular a significant number of national and/or regional authorities responsible for health and social care. To facilitate exchange of good practice and coaching of the regions involved, the pilot shall reflect a good balance between early adopter and follower regions.

- Develop guidelines for procuring, organising and implementing integrated care building upon innovative eHealth and active ageing services.

- Gather, and make available, evidence on remote patient monitoring and tele-care and evaluation of their impact in line with widely recognised methodologies in the field of health and social care.

- Deliver a credible and ambitious exploitation plan (dealing with both the sustainability and the expansion of services).

- Ensure dissemination and communication activities constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders.

- Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

Expected impact:

- Through its guidelines and support to Member States or associated countries and regions, contribution towards a long-term sustainability of a replicable plan for pan-European deployment of integrated care services.

- Contribution to improved communication and co-operation between health, social and informal care institutions.

- Provision of practical guidelines and solutions to address organisational, legal, regulatory and reimbursement issues for integrated care.

- Encourage deployment of innovative organisational and business models and new operational practices, based on new communication protocols and procedures, multidisciplinary teams and a multi-stakeholders approach.

- Enhance the body of evidence on sustainable and optimised management and on cost-effectiveness linked to integrated healthcare solutions, including efficient and holistic care at home.

- Raise awareness and knowledge of patients and the elderly population of the benefits of integrated care.

- Contribute to the competitiveness of the European ICT industry.

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24 http://ec.europa.eu/research/innovation-union/pdf/active-healthy-ageing/steering-group/implementation_plan.pdf#view=fit&pagemode=none

25 This corresponds to the expected level of involvement. It is a target and does not constitute an eligibility criterion.

- Contribute to the adoption by other parties of common ICT-based components/building blocks necessary for the deployment of integrated care services.

Objective 3.2: Towards open and personalised solutions for active and independent living

Funding instrument: *Pilot Type B - It is intended to support one pilot action for 5 M€ EU contribution*

Focus and outcomes

Provision of flexible and cost-effective ICT based solutions in support of active and independent living of older people that are based on open standards and are interoperable has been identified as a major requirement for large scale uptake of such solutions. There is especially a need for solutions which are flexible and can be easily adapted to multiple and changing needs in differing organisational settings.

Pilots in this area will aim to demonstrate the socio-economic benefits of open service platforms as a basis for delivery of relevant active and independent living services that support older people and their carers.

Conditions and characteristics

The pilot shall:

- Bring together at least 5 organisations responsible for delivery of independent living services willing to work together across Europe in specification and implementation as well as measuring the socio-economic benefits of this approach in comparison to traditional approaches.

- Demonstrate the capability to deliver a set of services based on interoperation between multi-vendor solutions and should involve at least 5000 end users. Services to be supported should be relevant to independent living of older people and active ageing and can build on social innovation initiatives in those areas.

- Deliver large scale socio-economic evidence on return of investment on the case for open and flexible ICT solutions as a basis for active and independent living services.

- Support industry in delivering flexible and open interoperable solutions capable of meeting user needs.

- Provide reference specifications and guidelines for large scale deployment of ICT enabled solutions, systems and services for active and independent living.

- Directly support cooperation for active and healthy ageing and build on existing and emerging public or private initiatives.

- Include relevant stakeholders across industry, service provision, regions/municipalities and user organisations.

- The pilot will provide proven reference specifications and organisational best practice cases for replication through public procurement and use of EU regional funds.

- Gather and provide evidence on monitoring and evaluation of impact in line with widely recognised methodologies in the field of health and care.

– Build on the experience of existing pilots in this area – be they EU-funded or supported at national/regional level – by harnessing their capabilities and establishing the conditions for market deployment, systemic integration and widespread replication across the EU.

- Deliver a credible and ambitious exploitation plan.

– Ensure dissemination and communication activities need to constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders. Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

Expected impact

– Evidence of the return of investment for delivery of active and independent living services based on large scale experiences on open and flexible platforms.

– Widespread replication of solutions by 2015.

– Use of interoperability standards by 2015.

Objective 3.3 : Digital capacity and skills

a) Digital capacity and skills building of health, social care and social inclusion actors

Funding instrument: Pilot Type B - It is intended to support one pilot action for 2.5 M€ EU contribution

Focus and outcomes

Coherent, innovative ICT-based tools and content delivery are needed to ensure relevant and personalised training provision, to develop digitally-supported professional skills, and foster the establishment of digital inclusion ecosystems in the field of active and healthy ageing with expected positive outcomes in the wider field of digital inclusion.

Expected activities should cover ICT-based digital literacy training based on innovative, inclusive and creative technology solutions adjusted to and driven by end user needs (e.g. re-skilling, employability, independence) of the different target groups.

The main target group of the intervention are "social inclusion agents" (public and third sector staff, formal and informal involved in health, social care and social service delivery to groups at risk of exclusion). In addition providers of trainings and coordinators of digital Inclusion initiatives could be targeted.

The tools and cooperation developed by the pilot should be re-usable across the field of digital inclusion while leveraging the critical mass provided by the area of active and healthy ageing.

Conditions and characteristics

The pilot will:

– Ensure blueprint training materials (in terms of ICT tools and content), replicable in various contexts across Europe for the capacity building of actors in health, social care and inclusion domains.

– Define qualifications needed, curricula and toolkits for trainings provision- based on innovative web learning services and ICT tools.

– Link them to certification processes where relevant, to enable mobility and recognition of skills.

– Define European digital literacy / competence framework (to identify levels of skills needed) for carrying out specific tasks and identification of criteria for certification purposes[26].

– Deliver meaningful socio economic impact measurement methodologies (including indicators).

– Ensure coordination between policy makers, industry and academia across a sufficient number of Member States or associated countries. It is expected that 10 or more national and/or regional authorities can be involved[27] to ensure credibility of outcomes and results.

– Gather, and make available, evidence on monitoring and impact evaluation.

– Bring coherence in training and learning methodologies, ICT based tools and services from the multiplicity of actions across Europe.

– Build on the experience of existing pilots in this area – be they EU-funded or supported at national/regional level – by harnessing their capabilities and establishing the conditions for market deployment, systemic integration and widespread replication across the EU.

– Build on social innovation initiatives relevant to this topic.

- Deliver a credible and ambitious exploitation plan.

– Ensure dissemination and communication activities need to constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders. Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

Expected impact

– Provision of evidence on the return of investment for digital skills acquisition and capacity building of "Social inclusion agents".

– Establishment of replicable blueprint engagement models and training responses for efficient provision of relevant digital skills.

– Provision of examples and guidance to practitioners on methodologies, tools and teaching models including multichannel approaches.

– Make ICT a support tool truly recognised by actors in health, social care and social inclusion in 10 or more regions in Member States or associated countries.

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26 Taking into account European digital literacy / competence framework being developed in the framework of CEN ICT Skills

Workshop – coherent with "e-Skills for the 21st Century" COM (2007) 496

27 This corresponds to the expected level of involvement. It is a target and does not constitute an eligibility criterion

b) Community building for digital literacy and skills

Funding instrument: Thematic Network (Based on actual costs) - It is intended to support one Thematic Network for 0.5 M€ EU contribution

Focus and outcomes

The Thematic Network is to bring together existing national/regional/sectoral networks that are relevant to implementation amongst elderly people and their carers of digital literacy and e-skills[28], and exploration of synergies across formal and informal education. Connecting relevant actors is also expected to have positive effects on the advancement of digital literacy amongst excluded groups.

Conditions and characteristics

The network will:

– Identify and disseminate existing policy models, as well as best practices emerging from small but effective actors with a view to supporting scalability and transferability.

– The intention is to bring together stakeholders from at least 15 Member States or associated countries to coordinate actions, also enabling input from expert stakeholders not directly involved.

– Ensure dissemination of results of such experiences (including the use of a common, multilingual and self-sustained web 2.0 based space as a platform for exchange, translation and localisation of resources such as education and training materials).

– Help avoid duplication of efforts by coordinating emergence of relevant indicators, impact assessment methodologies, and certification schemes.

– Raise awareness amongst a wide range of relevant social and educational actors who currently do not taking advantage of the full potential of ICT.

– Identify mechanisms for building of successful multi stakeholder Public Private Partnerships for initiatives in this field.

Expected impact

– Creation of a sustainable network involving key European stakeholders in digital skills for the elderly.

– Significantly increase digital literacy and take up of innovative ICT based public and private services in the ageing well domain (with the focus being on elderly people and their carers with expected spill over effects on advancing digital literacy of other excluded groups).

– Wide availability across Europe of common guidelines and best practices for enhancing digital literacy, based on a comprehensive knowledge and evidence.

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28 Taking into account existing structures and initiatives related to "e-Skills for the 21st Century" COM (2007) 496 and the European e-Skills Week

Objective 3.4: Fall prevention network for older persons

Funding instruments: Thematic Network (based on actual costs) - It is intended to support one Thematic Network for 1 M€ EU contribution

Focus and outcomes

Innovative ICT & Ageing-well solutions for fall prevention and intervention initiatives have great potential for improving quality of life and sustainability of care for the ageing population. There are important initiatives on going at national, regional and local levels, but they are largely operating in isolation.

The network will bring together the key national and/or regional actors to establish an innovative European fall prevention, intervention and safety initiative. The aims are:

- to consolidate guidelines and toolkits for deployment of innovative and ICT-based fall prevention and effective intervention solutions for elderly people,

- share and compare good practices,

- disseminate information to all stakeholders across Europe.

Wider safety and independent living support is also to be taken into consideration as part of integrated solutions to prolong independent living of people at risk of falling.

The network should facilitate the gathering of evidence on socio-economic impact that results from innovative approaches of fall prevention and intervention. Focus should be on impact in terms of improvements in quality of life of older people, carers and relatives, efficiency gains of health and social care systems and services and market creation of new products and services. Potential for spill-over effects should be also addressed. In particular, the network should contribute to the development of common approaches and indicators for measurements of socio-economic impact.

The network should strengthen the dialogue between solution providers and the investment community (private and public actors including public authorities (at national, regional or local level) with responsibilities and budget control in the relevant area of care or supply of services) by consolidating and sharing information.

The network shall ensure that a reliable information base is established, which can offer access to relevant information about current activities and results emerging across Europe.

Conditions and characteristics

The 'innovative fall prevention' initiative should:

– Build on key national and/or regional stakeholder platforms associated with fall prevention. Initiatives may also include fall detection and intervention.

– It is expected to directly contribute to the implementation of the European Innovation Partnership on Active and Healthy Ageing.

– Reach out to a wider set of national and international stakeholders (such as industry, users organisations, informal and formal care providers, public authorities, investors, housing and insurance companies and service providers across Europe).

− Liaise with related EU level activities, notably by integrating results from pilots covering fall prevention and detection under the ICT-PSP and projects covering ICT for fall detection and/or prevention under FP6, FP7 and AAL programmes and other R&I initiatives. It should also cover relevant national pilots and projects, and contribute to key events and activities.

− Regularly organise workshops on topics of common interest, such as indicators and measurement methodologies for impact assessment, emerging care standards as well as exchange of current results and experiences to a wider set of stakeholders, including consolidation of common specifications for successful solutions and their wide dissemination. A comparison of best practices should also be undertaken.

− Ensure availability of common approaches and indicators for measurements of socio-economic impact in the area of fall prevention and intervention and related wider safety and independent living support.

− The initiative should result in availability of risk assessment tools and best practice guidelines and enable the establishment of 'proven' toolkits (of training, early diagnosis, detection, assessment of functional capabilities etc).

− Consolidate guidelines for deployment of innovative ICT-based fall prevention and effective intervention solutions for elderly people.

Expected impact

− Emergence of national/regional programmes on innovative approaches to fall prevention across Europe.

− Creation of a sustainable stakeholder platform for promoting the take-up of innovative and ICT based solutions for fall prevention and intervention across Europe and strengthening partnerships across the active and healthy ageing value chain (from innovators, industry players, users, public authorities).

− Contribution to the creation of an EU-wide market for ICT-enabled Ageing Well solutions, and to European industry establishing a world leading position in this field.

Objective 3.5: Large scale deployment of telehealth services for chronic conditions management

Funding instrument: *Pilot type A - It is intended to support one pilot action for up to 5 M€ EU contribution*

Focus and outcomes

In addition to providing personalised health care and more effective management of diseases telehealth services can also improve the quality of life of patients and the efficient use of healthcare resources. With the objective of strengthening the outcomes of already existing best practices and projects, and enhancing their robustness on a large-scale and on different health systems, the aims are is to:

- Implement large-scale, real-life solutions based on innovative telehealth services, by means of a patient-centred approach.

- Validate and strengthen the evidence for chronic disease management by telehealth solutions, especially on effectiveness, cost-efficiency and transferability of the implementation of the services.

- Develop guidelines to identify profiles of patients who may benefit from the provision of telehealth services (for example: condition, age, severity of the condition, co-morbidity, socio-economic status and any other relevant factors).

The involvement of stakeholders who are particularly relevant for the development of the market represents a priority objective of the project.

Conditions and characteristics

The pilot project should have the following characteristics:

- The pilot project should build on existing projects and reuse, when possible, established and scientifically validated methodologies.

- The pilot project will involve public authorities, providers of telehealth services, associations of care professionals, patient organisations, reimbursement scheme providers, insurers, procurers and regional development planners.

- The pilot project will target deployment of telehealth services in a significant number of Member States or associated countries. It is expected to involve a significant number of national and/or regional authorities responsible for health care. To facilitate exchange of good practice and coaching of the regions involved, the pilot shall reflect a good balance between early adopter and follower regions as regards telehealth services.

- The pilot project shall address at least three areas of chronic conditions amongst the ones with high impact on healthcare system (for example mental health diseases, cardiovascular diseases, metabolic diseases, respiratory diseases, etc.).

- For each chronic condition area, a sole disease management programme has to be deployed across all pilot sites, based on multicentric design (i.e. homogeneous intervention and a homogeneous methodological approach). This will allow comparability between different pilot sites and make available a large scale of evidence.

- At least one of the pilot sites has to address the issue of co-morbidity (several interventions for patients with several conditions); in this case results must be reported both for each individual disease treated and at an aggregated level.

- At least two of the disease management programmes have to address integrated care considering different levels of healthcare (home, primary, secondary and tertiary care).

- Issues linked to cross-border deployment of chronic disease management services, including quality and care standards and interoperability issues, shall be addressed.

- The pilot project shall develop an exploitation plan addressing both the sustainability and the expansion of services at each site.

- The pilot project shall develop concrete guidelines for procurement and large-scale deployment of innovative telehealth services and transferability of the results to other

sites (replicability); the experiences and results of existing large scale actions (i.e. Renewing health) shall be taken in due account and when possible built upon. Both technical issues (including interoperability) and healthcare systems' organisational issues (such as care pathways, skills of healthcare workforce and patients, as well as the national legal and reimbursement frameworks) shall be addressed in the guidelines.

– The pilot project should report evidence on effectiveness and efficiency (including hospital readmission) and data about compliance and adherence to the treatment.

– The duration should not exceed 36 months.

– The pilot project should include specific and realistic quantified performance indicators to monitor progress at different stages in the project life.

– Evidence on monitoring and impact evaluation shall be gathered and provided in line with widely recognised methodologies in the field of healthcare.

Expected impact

– Stimulate Member States or associated countries and regions to deploy of telehealth services in particular through the provision of validated guidelines and the provision of evidence on benefits of using telehealth.

– Providing practical solutions to address organisational, legal, regulatory and reimbursement issues.

– Availability of common ICT-based components/building blocks needed for the deployment of telehealth services.

– Stimulate the deployment of integrated care disease management programmes.

Objective 3.6: Adoption, taking up and testing of standards and specifications for eHealth interoperability

Funding instruments: Thematic Network (based on actual costs) - It is intended to support one Thematic Network for 1 M€ EU contribution

Focus and outcomes

This thematic network aims at supporting the adoption, take-up and testing of existing eHealth standards and specifications to define an eHealth interoperability framework.

Currently, several consortia are developing standards and specifications to facilitate interoperability between eHealth systems; some of those are also developing testing specifications and tools used to organise interoperability testing events, and then issue interoperability quality labels. These standards and specifications will become core elements of a future eHealth European Interoperability Framework.

However, to ensure an effective take up and define a complete eHealth interoperability framework it is recommended that a two-level (EU and national) interoperability testing, labelling and certification scheme is put in place (see the final report of the Hitch project[29]

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29 http://www.hitch-project.eu/

and the Digital Agenda for Europe action 77). The Thematic Network is expected to contribute to this objective.

This objective cuts across the targets of the *European Innovation Partnership on Active and Healthy ageing*, since it concerns the provision of a technological base for large-scale deployment of innovative services. This will benefit the replication and scaling up of successful pilots in the care and cure domain, especially for chronic condition management, social inclusion and integrated care.

Conditions and characteristics

The network needs to:

– Drive adoption of interoperability standards and specifications at European level;

– Drive adoption of an eHealth Interoperability Testing Guideline.

– Drive closure of key gaps in interoperability testing tools.

– Drive adoption of a two-level labelling and certification process (European level and national/project level).

– Ensure that all necessary phases to attain eHealth interoperability shall be taken into account and addressed properly.

– Propose and implement solutions or process improvement to address barriers to standards adoption (as described in eHealth-Interop report as a result of M403 phase I).

– Include relevant organisations and consortia recognised by the market or by regulation and having demonstrated, well established and several years experience in standards or specifications development, testing or quality labelling.

– Not exceed 24 months in duration.

Expected impact

– Delivery of a common approach for testing and certification of eHealth solutions and services in Europe.

– Improvement of the EU eHealth standards and specifications development process.

Objective 3.7 : Community building on Active and Healthy Ageing

Funding instruments: Thematic Network (based on actual costs) - It is intended to support one Thematic Network for 1 M€ EU contribution.

Focus and outcomes

The aim of the thematic network is to increase awareness, create consensus and establish "coalitions" of wide-scale deployment of innovative services in the area of Active and Healthy Ageing.

It should build a community for developing innovation in age-friendly environments and support sharing methodology and indicators to assess innovative services in support of Active and Healthy Ageing.

Conditions and characteristics

The thematic network is expected to:

– Address issues linked to cross-border deployment and transferability of evidence, and establish roadmaps for targeted deployment among selected groups of regions or Member States or associated countries by engaging key representatives.

– Support and organise targeted workshops to respond to the needs of the Initiative.

– Enable input from the widest range of expert stakeholders operating in this domain.

– Facilitate links between results of existing projects and relevant partners which could facilitate market uptake.

– Align with other relevant initiatives in this areas e.g cooperation platforms and online facilities that support implementation of the activities of the EIP on Active and Healthy Ageing.

Expected impact

– Creating a European community for developing innovation in age-friendly environments and related deployment of active and healthy ageing products and services, to enable their longer term sustainability, as well as allow for ongoing pilot project projects to be clustered for preparing deployment of tested solutions.

– Facilitating the emergence of an evaluation culture of innovative services in active and healthy ageing for long-term sustainability of pan-European deployment.

– Promoting evidence-based deployment in innovative health and care solutions and services.

THEME 4: ICT FOR INNOVATIVE GOVERNMENT AND PUBLIC SERVICES

This theme supports the *Digital Agenda for Europe* by innovating and making government services more effective and fully interoperable. It is in line with the eGovernment Action Plan and the "Malmö Ministerial Declaration on eGovernment"[30] that foresee the provision of key cross border services and the promotion of innovation in services of public interest. It also supports the eCall initiative through the extension of the pilot HeERO:

The following objectives will be addressed in 2012:

–   Objective 4.1: Basic cross sector services

–   Objective 4.2: Extension of eCodex (on eJustice)

–   Objective 4.3: Extension of HeERO (on eCall)

The total available funding for this theme is 20 M€.

Objective 4.1: Basic Cross Sector Services

Funding instrument: Pilot A - It is intended to support one pilot for 12 M€ EU contribution

Focus and outcomes

The pilot will focus on all the building blocks developed by the different pilot projects previous launched. It will take the responsibility of the governances of the finished or finishing project where relevant, it will consolidate all the existing building blocks developed and will assist the Commission in coordinating the running projects.

The scope is to prepare the path towards a sustainable infrastructure for interoperable services, exploiting the achievements of the different pilot A initiatives supported with the CIP-ICT PSP programme[31].

Building blocks coming from existing pilots can be complemented by additional ones. The outcomes will be a comprehensive set of consolidated building block services, ready for reuse, to be widely taken up throughout member or associated states when delivering cross border public services in any sector.

The pilot will provide for use of unique electronic identity (eID) management (one of the priorities of the Single Market Act[32]) as well as other building blocks such as eDelivery, virtual company dossier, etc.

The pilot will play a very active role for sharing experience and disseminating results and solutions developed under the CIP-ICT PSP pilots with a view to them being adopted by stakeholders in Europe.

Conditions and characteristics

The pilot will:

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30 http://www.egov2009.se/wp-content/uploads/Ministerial-Declaration-on-eGovernment.pdf

31 STORK (www.eid-stork.eu), PEPPOL (www.peppol.eu), epSOS (www.epsos.eu), SPOCS (www.eu-spocs.eu); RENEWING HEALTH (www.renewinghealth.eu) and eCODEX (www.ecodex.eu)

32 See http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:52011DC0206:EN:NOT

- Consolidate building blocks for cross-border interoperability of public services that must be reusable by public authorities, business and citizens. The building blocks should be modular and exchangeable without affecting the whole system and capable of being easily integrated in existing systems of Member States or associated countries.

  In particular, the pilot will develop and validate an eDelivery building block to be reused in any sector or service, building from the results from SPOCS and PEPPOL.

- Propose solutions that are :

  - Compliant with the EU legal framework

  - Interoperable, generally available and non-discriminatory

  - Efficient, allowing cost reduction when using building blocks

  - Technically sound, replicable and scalable with high degree of usability and reliability. The building blocks must be reusable outside the area where they originally where developed.

- Contribute to standards in liaison with appropriate standard organisations.

- Provide a deployment plan for solutions in existing pilots.

- Help for the governance for exploiting the outcomes of finished or finishing pilot and assist the Commission for coordination of the running projects.

In addition:

- Participating public authorities shall operate the pilot system for at least one year.

- The scalability of the services needs to be validated. The pilot will implement, test and make operational the services in participating states. It will evaluate any legal barriers and identify issues that need to be solved through regulatory actions.

- Common specifications and building blocks have to be applicable to Member States or associated countries which are not directly involved in the pilot. A 'reference group', open to all relevant authorities of all Member States and associated states, should be set up. The "common specifications", the periodic progress statements and a final assessment of the pilot operation are all to be in the public domain. Common building blocks must be shared under the EUPL license (or equivalent).

- Reference material including guidelines, manuals, educational materials, are to be produced.

- A strong exploitation plan and effective dissemination and communication activities need to constitute an integral part of the proposed work, in order to promote in particular the visibility of all the building blocks and engage stakeholders to use them.

- Participation of industry as solution providers is encouraged as well as the involvement of EU and international standardisation bodies.

- Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

Expected impact

- Provision of a set of fundamental cross border services used in key areas such as health, procurement, services and Justice, including notably a common eID management system.

– Facilitate the wide deployment of interoperable services, through already validated and accepted building blocks, that deliver time efficiencies and cost reductions.

Objective 4.2: Extension of eCODEX (on eJustice)

Funding instrument: Pilot A - It is intended to support the extension of the eCodex Pilot for 5 M€ EU contribution

Focus and outcomes

eCodex[33] is an ongoing pilot, launched in December 2010, which involves 13 Member States and Turkey. The aim of this objective is to extend eCodex to demonstrate the scalability of its solutions to new member or associated states and to widen its acceptance. The extension will increase the impact, facilitate the long term deployment of the proposed solutions all across Europe. It will contribute further to the implementation of the eJustice Action plan (2008).

The extension will guarantee a complete integration of the results with the European e-Justice Portal coordinated by the European Commission's Directorate General for Justice[34].

Conditions and characteristics

– The pilot will include at least five additional relevant administrations (or legal entities designated to act on behalf of the national administrations) from Member States or associated countries not yet in the eCODEX consortium[35].

– The outcomes will include a methodology to encompass all Member States or associated countries independently of the state of development of their e-Justice strategies.

– It will develop a long term sustainability plan for pan-European deployment, encouraging also Member States and associated states to deploy national solution.

– Any additional activities addressed by the extension and the way they complement the existing eCODEX pilot will have to be described in the proposal. In particular, attention will be paid on cross border judicial fields of law.

– Proposal has to be submitted by the coordinator of the running eCODEX pilot, acting on behalf of all the participants in the existing project, together with the new participants.

- Exploitation plan, dissemination and communication activities need to constitute an integral part of the proposed work, addressing public authorities and relevant stakeholders.

– Proposals should include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

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33 http://www.ecodex.eu/

34 https://e-justice.europa.eu/home.do

35 i.e. Member States or associated countries which are not represented in the running eCODEX pilot represented by a national administration or legal entity designated to act on behalf of the national administration

– The extension will deliver a complete integration of the results with the European "e-Justice Portal" coordinated by the European Commission's Directorate General for Justice.

Expected impact

– Enabling Member States and associated countries to benefit from interoperable eJustice solutions.

– Facilitating the deployment of a set of building blocks valid beyond the judicial area.

Objective 4.3: Extension of HeERO (on eCall)

Funding instrument: Pilot Type A - It is intended to support the extension of the HeERO pilot for 3 M€ EU contribution

Focus and outcomes

HeERO[36] is an ongoing pilot A selected after the 2010 CIP ICT-PSP call 4. It is a 3 year pilot that started on 1 January 2011. The objective is to extend HeERO to new Member States or associated countries in order to demonstrate the scalability of its proposed solution and widen its acceptance.

The aim is to prepare for the deployment of the necessary infrastructure to realise the pan-European in-vehicle emergency call interoperable service "eCall". In order to boost Member States or associated countries' investment in the infrastructure in a harmonised way to ensure the readiness of the emergency call response centres (Public Safety Answering Points - PSAPs) infrastructure and the interoperability of the service within the aimed roadmap (e.g., by end 2014), the pilot requires a wider adoption across more Member States or associated countries in order to test the proposed solution.

Conditions and characteristics

– The pilot should include at least five additional relevant administrations (or legal entities designated to act on behalf of the national administrations) from Member States or associated countries not yet represented in the HeERO Consortium. The additional administrations are to be already upgrading - or in the planning phase for upgrading - their infrastructure to support the EU-wide eCall service.

– The additional activities covered by the extension and the way they complement the existing HeERO pilot have to be described in the proposal. In particular, the proposal needs to address:

  ▪ The use of the existing outcomes of the HeERO pilot, in particular the guidelines and procedures proposed by the project.

  ▪ The assessment and testing of the relevant pan-European eCall standards that should be implemented into the eCall service value chain and make the service seamlessly interoperable EU-wide, including certification.

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36 See http://www.heero-pilot.eu/

- The upgrade of the Public Safety Answering Points (PSAPs) infrastructure in order to handle the 112 emergency call service in combination with the pan-European eCall service, based on the specifications to be adopted under the ITS Directive.

- The upgrade of the mobile phone operators networks, including implementation of eCall discriminator ("eCall flag") to ensure the routing of eCalls to the most appropriate local emergency response centre as defined by the public authorities.

- A commitment for long term deployment and sustainability of the eCall service beyond the pilot phase is required.

- They should build on the work of the "European *eCall* Implementation Platform", and can address topics identified by the platform, such as protocols for the handling of silent eCalls, the transmission of the information from the PSAPs to the Traffic Management Centres, as well as the integration of other services within the eCall platform.

- The pilot extension should not exceed 24 months (starting from the entry into force of the extension) and has to be submitted by the coordinator of the running HeERO pilot, acting on behalf of all the participants in the existing project, together with the new participants.

- Exploitation plan, dissemination and communication activities need to constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

- Proposal should include specific and realistic quantitative indicators to monitor progress at different stages in the project life.

Expected impact

- Having an EU-wide interoperable eCall service deployed in Member States within the targeted roadmap (end 2014).

- Reinforcing consensus and partnerships among the stakeholders to support the fast roll-out of these priority services across Europe.

THEME 5: TRUSTED E-SERVICES AND OTHER ACTIONS

The Digital Agenda for Europe promotes practical solutions for addressing threats that hamper efforts to promote an online economy such as: malicious software, online fraud and cyber-attacks. It also promotes the development of a new generation of web-based applications and services and the deployment of broadband for all.

Theme 5 will contribute to these in 2012 through:

– Objective 5.1: Cybersecurity : with a particular focus on fighting botnets

– Objective 5.2: Mobile cloud for business applications

– Objective 5.3: Satellite contribution to 100% EU broadband coverage.

The total EU funding available for this theme is 15 M€.

Objective 5.1: Cybersecurity

a) Fighting botnets

Funding instrument: Pilot type B - It is intended to support one Pilot action for 8 M€ EU contribution

Focus and outcomes

The aim of this objective is to establish a European-wide pilot platform for detecting, measuring, analysing, mitigating and eliminating botnets[37] and other cyber threats, thereby creating a European toolbox for fighting emerging cyber threats, building on existing initiatives of the Member States or associated countries and other European stakeholders.

The added value of a comprehensive European approach is widely recognised[38] for an effective reduction of cyber threats and for increasing the level of security and trust in European cyberspace. Botnets are operated globally and, thus, an effective defence mechanism can not be limited to a national approach.

Currently, botnets are a major technical vehicle for cybercrime and cyber attacks and should be prioritised for fighting cyber threats. This pilot platform will specifically target botnets but have sufficient flexibility to extend to other emerging cyber threats.

The emphasis is on integrating and demonstrating existing technologies and processes as well as the development of good practices for the provision of innovative, effective and user-friendly cyber-security solutions. User-acceptance and economic viability for all stakeholders are important factors to be addressed.

Conditions and characteristics

The Pilot shall have the following characteristics:

– The pilot is to address the identification, measurement, and analysis of botnets as well as the prevention, detection, mitigation, recovery and evaluation of their impact. It should validate an EU-wide platform for addressing botnets threats.

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37 A network of private computers infected with malicious software and controlled as a group without the owners' knowledge.

38 see for example: http://www.enisa.europa.eu/act/res/botnets/botnets-measurement-detection-disinfection-and-defence

– The pilot needs to investigate and integrate best practices, state-of-the-art techniques and tools for fighting and mitigating the impact of botnets and other cyber threats. This is to be done in close consultation with the Community building Thematic Network (see objective 5.1b) in order to ensure there is no duplication of effort. It should lead to the creation of a consolidated set of solutions that can be implemented and adapted by stakeholders according to existing and emerging cyber-threats.Solutions are to be practical, cost-effective and economically viable for all involved stakeholders and should include appropriate stakeholder incentives. They need to take into account the existing regulatory framework of the EU and Member States or associated countries.

– Mechanisms for supporting users in preventing and removing malware as well as the cleaning of infected websites should be operationally investigated. Possible opportunities and barriers for intervening with infected machines should be taken into account, in compliance with legislation and user rights.

– Processes to support the identification and tracking down of Command & Control (C&C) servers as well as communication channels between masters and bots should be investigated.

– At least 3 experiments validating the proposed solutions against specific types of botnets covering more than one Member State or associated country are to be tested and evaluated in an operational phase.

– The pilot should include a representative group of European countries, including relevant public administrations or agencies. Representative stakeholders of concerned private sector organisations (in particular Internet Service Providers) and academia are to be involved.

– It should draw on existing initiatives in Member States and associated countries and at European level (e.g. ENISA, EP3R, EFMS, Europol, EUCTF) and involve them in its activities. In addition, it is encouraged to liaise with other international initiatives and activities.

– Common specifications and building blocks from the pilot shall be openly shared with all Member States and associated countries independent of their participation in the project.

– Exploitation strategies, dissemination and communication activities need to constitute an integral part of the proposed work. Such activities should address not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solutions/services, as well as the public at large.

– The pilot should include specific and realistic quantitative indicators to monitor progress at all stages during the pilot.

Expected impact

– Increased cyber security.

– Enhanced innovation in the area of cyber security solutions and improved competitiveness of European industry in this sector.

– Improved European cooperation and coordination for effective measures against botnets as a step towards enhanced global cooperation in the area.

- Increased interoperability, effectiveness and economy of scale of individual cyber security activities in Europe.

- Standards and common specifications for fighting botnets.

b) Community building for information sharing and effective responses to cyber threats

Funding instrument: Thematic Network - It is intended to support one Thematic Network for 1 M€ EU contribution

Focus and outcomes

Mutual trust and sharing of sensitive and confidential information on vulnerabilities, threats and attacks is crucial for building and implementing effective counterstrategies against botnets and emerging cyber threats. This Thematic Network will facilitate the identification of common requirements for technologies, processes and methods to address cyber threats and sharing of best practices for their deployment. It will accompany the Pilot on fighting botnets and support community building in this area.

Conditions and characteristics

The Thematic Network shall have the following characteristics:

- The Thematic Network should bring together the relevant stakeholders in order to develop requirements and guidelines for the deployment of technical solutions and sharing of best practices for dealing with cyber-threats. It should also favour a trusted information exchange regarding vulnerabilities, threats and attacks.

- An enduring network infrastructure should be established for the identification of emerging threats, coordination of countermeasures between stakeholders and consolidation of a community of cyber security professionals.

- Regular workshops, seminars and trainings should be conducted as well as an online facility for dissemination and interaction maintained to heighten awareness and disseminate competencies to all stakeholder groups across Europe and beyond.

- It should liaise with existing stakeholders and initiatives on the European level (e.g. ENISA, EP3R, EFMS, OECD, Europol, CEPOL, ECTEG, EU-US Working Group on Cyber-Security and Cyber-Crime) as well as within the Member States or associated countries. It should also reach out to a wider set of relevant stakeholders from across Europe, as well as internationally, such as internet service providers, network operators and other information society service providers, the ICT and software industry, researchers as well as users.

Expected impact

- Strengthened partnerships across the sectors between stakeholder groups, increasing mutual trust for future combined efforts against cyber-threats.

- Accelerated adoption of innovative cyber-security solutions in the area of botnets across an EU wide constituency.

- Widened the awareness across the entire group of stakeholders on feasible ways of fighting botnets in particular, and on measures to increase cyber-security in general.

Objective 5.2: Mobile cloud for business applications

Funding instrument: Pilot type B - It is intended to support one or two pilot actions for 5 M€ EU contribution in total

Focus and outcomes

Mobile cloud computing provides access to cloud-based services through a mobile terminal, while data storage and processing happen mainly in the cloud and outside the device itself. Mobile cloud consumer oriented applications have started to appear in the market (e.g., for email or navigation) but this is not yet the case for mobile business applications in the cloud. The aim is to stimulate uptake of mobile cloud applications for customers and employees to access key business applications through smart devices.

One or two pilots will test and validate the use of these technologies for private business clouds and for business-focused productivity applications where collaboration, secure data sharing, and reliability are key factors. They will address the need to have mobile collaborative interactions through the communication network of the organisation. Aspects of security, trust, compliance and authentication will be duly taken into account, as well as manageability and remote support needed in business environments.

The pilots will focus on validating a platform allowing mobile cloud application developers, in particular SMEs to propose new business applications.

Conditions and characteristics

–   The pilots will investigate the aspects of mobile networks that impact mobile services (such as intermittent availability and properties, variations over time in quality and speed of network connections) and how a basic rethinking of the way in which cloud services are delivered could address such negative impacts. It will also take into account the current fragmentation in mobile device platforms and try to implement solutions that advance towards the "develop once, execute anywhere approach" where the same cloud service could be used on any device. Openness and interoperability across platforms (both cloud platforms and mobile platforms) are important aspects to consider.

–   Each pilot will comprise:

    –   An existing cloud platform for business applications on which mobile cloud applications can be developed and deployed. The platform itself has to be already available and the pilot will only cover minor updates to the platform necessary for the deployment of mobile cloud applications. The development of a cloud platform is beyond the scope of this initiative.

    –   4 to 8 complementary experiments covering the mobile cloud challenges mentioned above. The mobile cloud experiments are to have been developed by organisations different from the cloud platform provider. The experiments proposed for the platform are to be based on applications or services that already exist in some form. Development 'from the ground up' of new applications or services is not within the scope of this pilot.

– Each experiment shall deliver innovative services giving seamless access to cloud based services through mobile devices. Each experiment shall develop a standalone business application and, hence, involve the necessary stakeholders in the value chain. Complex business scenarios involving the use of different cooperating "apps" will be investigated, with all their implications on data security, application manageability and support.

– Integral parts of the proposed work include:

- Identification of best practices, guidelines and methodologies and tools for the development of mobile cloud business applications that can be reused by third parties,

- Development of a comprehensive exploitation plan,

- Undertaking effective dissemination and communication activities, serving the developers' ecosystem.

– The pilots should include specific and realistic quantitative indicators to monitor progress at all stages during the pilot.

Expected impact

– Stimulating the provision of new mobile services in the cloud, with lower barriers for developing and using value-added mobile services for business applications.

– Clarifying and quantifying the enhanced network and terminal requirements for supporting mobile cloud services.

– Providing customers and employees with tools, methodologies and best practices for mobile cloud business applications.

– Supporting the emergence of a European ecosystem of mobile cloud application developers, providing significant business opportunities to SMEs.

Objective 5.3: Contribution of satellite systems to 100% EU broadband coverage

Funding instruments: Thematic Network - It is intended to support one Thematic Network for 1 M€ EU contribution

Focus and outcomes

Satellite Communication represents a possible solution to provide broadband coverage to regions of Europe that have no prospect of being served with terrestrial solutions on a pure commercial basis.

The objective is to bring together national or regional authorities that have used satellite solutions for broadband access, and analyse their experience in order to: develop guidelines for deployment, share best practices and disseminate information to regions across Europe in need. The outcome should identify the possible use of regional funds in relation to demand aggregation schemes and assistance, and propose plausible adaptations in call specifications to then better include satellite communication solutions.

The network shall ensure that a common, easy to access, information repository is established, which can offer access to relevant information about cost benefit analysis of broadband access by satellite.

Conditions and characteristics

The network should:

– Build on key national or regional deployment experiences in satellite broadband (e.g. initiatives in F and IRL[39]). It should also include experiences gathered by entities like ESA in similar contexts and leverage industrial know how.

– Address use of public and private investments in innovative supporting schemes like demand aggregation.

– Analyse the non technological roadblocks towards satellite communication deployment and provide recommended solutions.

– Analyse satellite broadband deployment initiatives in other regions of the world with a view to support cost benefit analysis (e.g. US, Australia, Canada).

– Identify satellite offers and technical capabilities, business models, and deployment models taking into account various subsidies scenarios (regions with market failure assumption).

– Organise workshops with regional/national stakeholders in order to raise awareness.

Expected impact

– Provision of a common approach towards large scale deployment of satellite solution supporting the objective of 100% EU broadband coverage.

– Making available methodologies and tools to efficiently deploy satellite solutions in interested regions.

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39 Ref: http://www.francenumerique2012.fr/,

http://www.dcenr.gov.ie/Communications/Communications+Development/National+Broadband+Scheme.htm

4 IMPLEMENTATION OF THE CALL FOR PROPOSALS

4.1 MAIN IMPLEMENTATION MEASURES AND UNION FINANCIAL CONTRIBUTION

The different nature and specificities of the objectives detailed in section 3 require distinctive implementation measures. Each of these objectives will therefore be achieved through the implementation of one of the following types of instruments:

– Pilot (Type A) - building on initiatives in Member States or associated countries;

– Pilot (Type B) - stimulating the uptake of innovative ICT based services and products and exploitation of digital content;

– Thematic Networks (TN) - providing a forum for stakeholders for experience exchange and consensus building;

– Best Practice Network (BPN) - <u>exclusively for the theme on "digital libraries"</u> to support sharing of best practices in this field.

The description and generic characteristics of each of the instruments is provided below, whereas Section 3 describes in detail the objectives that are subject to call for proposals in 2011 and which instrument(s) have to be used to achieve them.

Proposals must therefore carefully address the "focus and outcomes", the "condition and characteristics", as well as its contribution to the "expected impact" under each objective described in section 3. All these are reflected in the criteria and sub-criteria that will be used in the evaluation of proposals[40]. For all the types of instruments it is important that the applicants <u>include sufficient resources</u> in their project planning for the communication of results of their work as widely as possible, for the engagement with potential adopters in the form of workshops and seminars.. It is also important that the consortia demonstrate commitment to sharing experiences and good practices, which is considered essential for achieving full impact through wider deployment and use.

For all the types of instruments, the Union funding is granted in accordance with the principles of co-financing and non-profit for the funded activities of each individual partner and in compliance with the European Union Framework for State Aid for Research and Development and Innovation[41]. Union grants shall be calculated on the basis of eligible costs. A detailed description on eligible costs for each of the instruments can be found in the model grant agreement.

4.1.1. Pilot (Type A) - building on initiatives in Member or associated countries

4.1.1.1. Instrument description

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40 See section 4.3.3 Evaluation criteria

41 OJ C 323, 30.12.2006, p. 1

This type of pilot focuses on implementing and demonstrating interoperability[42] by creating service operations between cooperating Member States and associated countries in the context of agreed policy priorities.

Services should be already operational at national, regional or local level in the Member States or associated countries participating in the operation of the proposed pilot. Alternatively the services should be in advanced phase of national/regional testing. The main outcome of this type of pilot is the implementation of an open, common interoperable service solution based on an initial common specification agreed amongst participants in the pilot. During the course of the pilot it is expected that the initial common specification will be further developed and gain a wider agreement in view of eventual scalability.

The "Common specifications", the periodic progress statements and a final assessment of the pilot operation should all be made available in the public domain.

Type A pilot projects are expected to demonstrate service interoperability across the Member-States or Associated Countries participating in the pilot and to achieve a sufficient critical mass to realise significant and meaningful impact. The evaluation of proposals will make an assessment in terms of impact at EU level and give priority in terms of funding to those having the highest potential.

The participants should anticipate the eventual scalability of the proposed service with a view to wider EU deployment and include the necessary resources to enable proactive work in this respect. In particular, participants should prepare to sustain and scale the services beyond the scope and duration of the proposed pilot.

Unless specified otherwise in the chapter 3, the typical duration of the pilot is expected to be up to 36 months within which there should be a 12 month operational phase. An operational phase is defined as the situation in which the interoperable services and technologies are functioning in a real-life setting.

4.1.1.2. Consortium Composition

It is essential that the relevant administrations having competence and expertise on the subject are involved in the definition and execution of the pilot projects and in the development of the common specifications. The consortium should also comprise all necessary stakeholders in the value-chain (e.g. service and content providers, industries including SME's, end-user representatives, etc). The organisation proposed to manage the project should be able to demonstrate competence and experience of managing large-scale international cooperation projects.

4.1.1.3. Minimum participation requirements

The consortia must be comprised by a minimum of **six relevant national** administrations or a legal entity designated to act on their behalf from **six different EU** Member States or associated countries.

If a national administration is represented in the consortium by a designated legal entity, then the national administration will need to **certify** that the legal entity has been designated to act on its behalf for the purpose of the pilot[43].

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42 See COM(2010) 744 "Towards interoperability for European public services" http://eur-

lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:0744:FIN:EN:PDF

43 A template is provided in the Guide for Applicants

The minimum requirement stated above is an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation[44].

Given the nature and purposes of Pilots Type A, consortia should be ideally composed by an indicative number of six –the minimum legal requirement- to ten Member States or associated countries. However there is no upper legal limit for the number of participants and Member States or associated countries as long as the indicative budget provisions are respected[45].

4.1.1.4. Extensibility of the consortium during implementation

Proposals for Pilots Type A may foresee an extension of the partnership during the course of execution. The need for this extension is for specific tasks, needs to be duly justified and resources for such purpose should typically not exceed 10% to 15% of the total budget of the pilot. The budget required for such an extension should be foreseen at the proposal stage and allocated to the co-ordinator.

Mechanisms such as steering and/or monitoring groups could be put in place involving, in addition to the participating States and organisations, other States, industry and relevant stake holders in view of developing consensus and harmonising and agreeing on common specifications.

4.1.1.5 Funding for Pilots type A

It is expected that the work will be implemented in the broader context of significant investments in national or regional services. Union funding for Type A pilots will be up to 50% of those costs exclusively related to work needed to achieve the proposed interoperability goal. The Union contribution for this type of pilot will typically range from 5 to 10 M€ per pilot unless specified otherwise within the objectives of the Work programme.

Eligible direct costs for Pilot A include personnel, subcontracting, and other specific direct costs exclusively related to interoperability carried out in the context of existing national initiatives.

Indirect costs are eligible in accordance with the provisions in the model grant agreement. Indirect costs are calculated as a flat rate of 30% of personnel costs[46].

Other specific direct costs and subcontracting will be possible when it is anticipated and clearly justified in the proposal. For public entities the applicable public procurement rules and practices are to be respected.

4.1.2. Pilot (Type B) - stimulating uptake of innovative ICT-based services and products

4.1.2.1. Instrument description

Type B pilots aim at the implementation of an ICT based innovative service addressing the needs of citizens, governments and businesses. Pilot B may also address replication and wide validation of best practices where a given objective in the Work Programme explicitly requests or allows it. The pilots should be carried out under realistic conditions. The

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44 See section 4.4.3 Evaluation criteria

45 See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

46 Unless beneficiaries request a lower rate when required for example by their internal rules

emphasis is on fostering innovation in services; consequently the pilot may need to take-up completed R&D work, may extend already tested prototype services or may combine / integrate several partial solutions to realise a new innovative approach. Whichever approach is taken, the outcome of the work shall be an operational pilot service demonstrating significant impact potential. It is considered essential from the outset that the pilot will engage a complete value-chain of stakeholders in the work. The pilot should demonstrate the technical, organisational and legal feasibility of the service and assess the impact of the proposed innovative ICT-based solutions in view of their wider deployment and use.

Type B pilot projects are expected to implement their solutions in several Member States or associated countries and proposers should anticipate sustainability and scalability beyond the pilot phase, when making their proposal.

Type B pilot projects are expected to share experience and promote the outcomes of the pilot through any relevant dissemination and networking activities. This should be done for building on lessons learnt, facilitating wider deployment and use, in view of EU-wide take-up beyond the participants in the pilot. In particular networking activities with other pilot projects launched in the same areas are strongly encouraged.

The duration of the pilot is expected to be 24 to 36 months within which there should be an operational phase of at least 6 months. An operational phase is defined as the situation in which the interoperable services and technologies are functioning in a real-life setting.

4.1.2.2. Consortium Composition

The consortia should comprise all necessary stakeholders according to the indications provided in the objective to be addressed by Pilot B in Section 3 of the work programme.

4.1.2.3 Minimum participation requirements

The consortia must be comprised by a minimum of **four** independent[47] legal entities from **four** different EU Member States or associated countries. This requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation[48].

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected[49].

4.1.2.4 Funding for Pilots type B

Union funding for Type B pilots will be up to 50% of total eligible costs (direct and indirect). The Union contribution for this type of pilot will typically range from 2 to 4 M€ per pilot unless specified otherwise within the objectives of the Work programme.

Eligible direct costs for pilot B will include personnel, subcontracting, and other specific direct costs including travel and subsistence. Other specific direct costs and subcontracting

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47 Two legal entities shall be regarded as independent from each other when neither of them is under the direct or indirect control of the other or under the same direct or indirect control as the other. Control may consist of: a) the direct or indirect holding of more than 50% of the nominal value of the issued shared capital in the legal entity concerned, or of a majority of the voting rights of the shareholders or associates of that entity; b) the direct or indirect holding, in fact or in law, of decision-making powers in the legal entity concerned.

48 See section 4.4.3 Evaluation criteria

49 See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

must be anticipated and clearly justified in the proposal. For public entities national public procurement rules and practices are to be respected.

Indirect costs are calculated as a flat rate of 30% of personnel costs[50].

4.1.3. Thematic Networks

4.1.3.1. Instrument description

Thematic networks address a common theme by bringing together relevant stakeholders, expertise and facilities with the objective of exploring new ways of implementing ICT-based solutions. The network may instigate working groups, workshops and exchanges of good practices with the aim of creating the necessary conditions and consensus on action plans, standards and specifications in view to ensure the widest future replication and co-deployment of innovative solutions. The network should provide guidance for ICT-enabled solutions and their roll-out and will highlight the remaining obstacles to be overcome.

The purpose of the funding for a Thematic Network is to initiate the network infrastructure amongst the founding partners. It is expected to network a larger number of contributors outside the founding partnership.

Coordination of ongoing activities and sharing of information and experience will be a key component of the network. Results and outcomes should be available in the public domain and widely disseminated (for example through publications and conferences).

Where appropriate, the thematic network may also contribute to identifying potential areas for future pilot actions in the relevant fields and in preparing for future partnerships.

Proposals should clearly explain their outcomes and expected impact and their approach to achieving their overall objective. This may include a targeted number of relevant best practices; a set of indicators against which best practices will be defined; indicators against which the uptake of solutions and their impact can be appraised; a number of awareness campaigns, qualifying and quantifying the audience and reach of these campaigns.

The usual duration of a thematic network for receiving Union support is 18 to 36 months. It is expected that after this period the network is sustainable and continues to operate without Union funding.

4.1.3.2. Consortium Composition

The consortia should comprise all necessary stakeholders according to the indications provided in the objective to be addressed by Thematic Network in Section 3 of the work programme.

Networks should be pro-active in involving and/or impacting other organisations than only the members.

One of the proposal participants must be designated as Network Coordinator.

4.1.3.3. Minimum participation requirements

The consortia must be comprised by a minimum of **seven** independent[47] legal entities from **seven** different EU Member States or associated countries. This minimum legal

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50 Unless beneficiaries request a lower rate when required for example by their internal rules

requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation[51].

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected[52].

4.1.3.4 Funding for Thematic Network

The typical Union contribution for each Thematic Network is 300-500K€ unless specified otherwise within the objectives in Section 3 of the Work programme.

The coordinator and the other beneficiaries participating in a Thematic Network are financed through flat rates (based on scale-of-unit costs) and lump sums unless specified otherwise within the objectives in Section 3 of the Work programme. More details and examples for the costs are indicated in the ICT PSP model grant agreement[53] and in the 'Guide for applicants' for Thematic Networks[54]. The amounts set out in the model grant agreement will be maintained.

The Union contribution represents a grant to the network and does not aim at covering the costs implied by the work plan of the network.

4.1.4. Best Practice Network

4.1.4.1. Instrument description

Best Practice Network (BPN) is a funding instrument open only for the theme 2 and its support to Europeana. The objective is to promote the adoption of standards and specifications for making European digital libraries more accessible and usable by combining the "consensus building and awareness raising" function of a network with the large-scale implementation in real-life context of one or more concrete specifications or standards by its members.

Each BPN tries out, on a sufficient mass of content, one or more of the implementation approaches discussed in the network in order to draw conclusions on their validity and if necessary to adapt them.

The Commission can organise, as appropriate, "clustering meetings" for different BPNs, inviting all relevant stakeholders (including representatives of other relevant projects under EU programmes, of relevant European and international bodies etc.) in order to achieve broad consensus and create the conditions for the widest possible uptake of the recommendations of the BPNs.

The final output of the BPN should therefore reflect both the results of the large scale implementations and the results and recommendations of the clustering activities.

4.1.4.2. Consortium Composition

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51 See section 4.4.3 Evaluation criteria

52 See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

53 ICT PSP Model Grant Agreement available on

http://ec.europa.eu/information_society/activities/ict_psp/library/ref_docs/docs/ictpsp_grant_agreement.pdf

54 Guide for Applicants for Thematic Networks on http://ec.europa.eu/ict_psp

The consortia should comprise all necessary stakeholders according to the indications provided in the objective to be addressed by Best Practice Network in Section 3 of the work programme.

4.1.4.3. Minimum participation requirements

The consortia must be comprised by a minimum of **seven** independent[47] legal entities from **seven** different Member States or associated countries. This minimum legal requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation[55].

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected[56].

4.1.4.4 Funding for Best practice network

The Union funding for BPNs is limited to 80% of direct costs. No overheads may be claimed. The Union contribution for this type of project will typically range from 3 to 5 M€ per project unless specified otherwise within the objectives of the Work programme.

Eligible direct costs for Best Practice Networks will include personnel, subcontracting, and other specific direct costs including travel and subsistence. Other specific direct costs and subcontracting must be anticipated and clearly justified in the proposal. For public entities national public procurement rules and practices are to be respected.

4.2 GENERAL CONDITIONS FOR PARTICIPATION

4.2.1. Entities established in the Member States and associated countries.

The Call for Proposals under this Work Programme is open to legal entities established in the Member States and associated countries. Legal entities are:

– legal persons;

– natural persons: They may, however, participate only in so far as required by the nature or characteristics of the action. For natural persons, references to establishment are deemed to refer to habitual residence.

Exceptionally, entities which do not have legal personality under the applicable national law may participate, provided that their representatives have the capacity to undertake legal obligations on their behalf and assume financial liability. Subject to these conditions, such entities will be considered as legal entities for the purpose of this Work Programme.

4.2.2. Entities established in third countries

Legal entities established in EFTA[57]countries which are members of the European Economic Area (EEA), in accession or candidate countries or countries of the Western

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55 See section 4.4.3 Evaluation criteria

56 See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

57 European Free Trade Association

Balkan, as well as other third countries, may participate on the basis of and in accordance with the conditions laid down in the relevant agreements[58].

The Union may allow participation of entities from third countries which are not associated to the Programme (by means of an agreement with the European Union) in individual actions on a case-by-case basis. Such entities will not receive Union funding.

4.2.3. European Economic Interest groups (EEIG[59])

EEIGs may participate in individual actions and they may be accepted as sole beneficiaries provided that the minimum participation requirements for the respective instrument have been met. Where the minimum participation requirements are satisfied by a number of legal entities, which together form an EEIG, the latter may be the sole participant in an action, provided that it is established in a Member State or associated country.

4.2.4. International organisations

International Organisations[60] may participate in individual actions on a case-by-case basis and provided that the minimum participation requirements for the respective instrument have been met. Such entities will not receive Union funding.

4.3. SUBMISSION AND EVALUATION PROCESS

4.3.1. Making a proposal

Proposals should be submitted in accordance with the procedure defined in the call text. Guidelines for Applicants containing full details on how to make a proposal will be available from the ICT PSP website (http://ec.europa.eu/ict_psp).

4.3.2. Evaluation process

The evaluation of proposals will be based on the principles of transparency and of equal treatment. It will be carried out by the Commission with the assistance of independent experts. Three sets of criteria (eligibility, award and selection) will be applied to each submitted proposal. The descriptions of the three sets of criteria are presented below.

Only proposals meeting the requirements of the eligibility criteria shall be evaluated further.

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58 The list of associated countries for ICT PSP in 2010 includes: Iceland, Lichtenstein, Norway, Croatia, Turkey, Serbia and

Montenegro. Additional countries may join the programme. Up to date information on which countries are associated to the programme

will be provided to applicants on the programme website :

http://ec.europa.eu/information_society/activities/ict_psp/about/who_can_participate/

59 EEIGs are formed upon the terms laid down in the Council Regulation n. 2137/1985 of 25 July 1985, OJ L 199

60 For the purposes of this work programme, an international organisation is an intergovernmental organisation, other than the European

Union, which has legal personality under international public law, as well as any specialised agency set up by such an international

organisation.

Each of the eligible proposals will be individually assessed in accordance with the award criteria.

Proposals responding to a specific objective as defined in Section 3 of this Work Programme will be evaluated both individually and comparatively. The comparative assessment of proposals will be made between all those proposals responding to an objective.

Proposals that have scored greater or equal to the threshold will be ranked within the objective. These rankings will determine the order of priority for funding. Following evaluation of award criteria, the Commission establishes an implementation plan taking into account the scores and ranking of the proposals from the evaluation, the programme priorities and the available budget. This implementation plan will include those proposals to be invited for negotiation, a reserve list of proposals to be negotiated should budget become available, and a list of proposals that are to be rejected either for lack of budget or lack of quality (failure to meet one or more of the award criteria thresholds).

The coordinators of all the submitted proposals are informed in writing about the outcome of the evaluation for their proposal.

4.3.3. Evaluation criteria

4.3.3.1 Eligibility criteria

On receipt, all proposals will be assessed in accordance with the eligibility criteria to ensure that they conform to the requirements of the call, and to the submission procedure. The eligibility criteria can be found in Annex 1 of this Work Programme. Proposals not meeting these criteria will not be accepted for evaluation.

4.3.3.2 Award criteria

Award criteria are grouped in three categories (detailed description of criteria including instrument specific sub-criteria can be found in Annex 2 of this Work Programme):

> A1) Relevance
>
> A2) Impact
>
> A3) Implementation

Normally a score will be applied to each of the three award criteria. If a proposal fails to achieve one or more of the threshold scores (see below), feedback will be provided to the consortium on the reason(s) for failure.

Proposals that are out of the scope of the Work Programme objectives will be marked '0' for the A1) Relevance criterion - with the comment "out of scope of the call"; they will not be further evaluated.

For each award criteria a score from 0 to 5 is given (half points possible):

> 0 - the proposal fails to address the criterion under examination or cannot be judged due to missing or incomplete information.
>
> 1 - Very poor: The criterion is addressed in an inadequate manner, or there are serious inherent weaknesses.

2 - Not satisfactory: While the proposal broadly addresses the criterion, there are significant weaknesses.

3 - Good: The proposal addresses the criterion well, although improvements would be necessary.

4 - Very Good: The proposal addresses the criterion very well, although certain improvements are still possible.

5 - Excellent: The proposal successfully addresses all relevant aspects of the criterion in question. Any shortcomings are minor.

The respective thresholds for the award criteria are:

Criterion	Threshold
A1	3
A2	3
A3	3

Based on the scores of the individual award criteria, a total score will be calculated for each proposal. Proposals responding to each of the objectives of the call will be ranked in groups on that basis.

4.3.3.3 Selection criteria

Selection criteria assess the applicant's financial and operational capacity to carry out the project (refer to S1) and S2) below).

Selection criteria are initially applied on the basis of the information supplied in the proposal. If weaknesses (e.g. in terms of their financial capacity) are identified compensating actions such as financial guarantees or other mitigating measures may be considered. Successful proposals called to negotiations will be the subject of a formal legal and financial validation as a requirement to the issuing of a grant agreement.

S1) *Financial capacity to carry out the project*

Applicants must have stable and sufficient sources of funding to maintain their activity throughout the period during which the action is being carried out.

S2) *operational capacity to carry out the project*

Applicants must have:

a) Professional competencies and qualifications required to complete the proposed work in the project;

b) The capacity to allocate adequate human resources to carry out the project in question.

4.3.4. Selection of independent experts for evaluation and reviews

The Commission will select independent experts to assist with the evaluation of proposals and with the review of project results as well as for other purposes where specific expertise might be required for the implementation of the Programme. The experts shall be identified

on the basis of a call for independent experts[61], leading to the establishment of a list of experts appropriate to the requirements of the Programme. Experts will be selected from this list on the basis of their ability to perform the tasks assigned to them, taking into account the thematic requirements of the call or project, and with consideration of geographical and gender balance.

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61 More information on the call for independent expert in the context of the ICT PSP can be found on

http://ec.europa.eu/information_society/activities/ict_psp/participating/calls/call_experts_07/

4.4 INDICATIVE IMPLEMENTATION CALENDAR

The indicative calendar for the implementation of the ICT PSP call6 is indicated in the table below. The Commission expects to issue one call for proposals in accordance with this 2012 Work Programme.

Date	Event
1 February 2012	Publication of call for proposals
15 May 2012	Call closure
June 2012	Evaluation
September 2012	Start of negotiations
December 2012 / Early 2013	Completion of negotiations, signature of grant agreements

5 CALLS FOR TENDER AND SUPPORT MEASURES IMPLEMEMENTED BY GRANTS

The following actions are supported through calls for tender or grants[62] in 2012 that are not subject to the 6th call for proposals of ICT PSP described in chapter 3 and 4.

Benchmarking the progress of the Information Society

Support will be given to the Union surveys of Households and Enterprises and additional collection of data on the ICT sector and sub sectors. Eurostat, on the basis of cross delegation, will conduct the Households and Enterprises surveys in cooperation with the national institutes of statistics and other competent national authorities of the Member States and associated countries where appropriate. To perform these surveys, grants will be awarded to the national institutes of statistics[63] and other competent national authorities in accordance with Art 5 of the Regulation no. 223/2009 on European Statistics[64].

The above will be complemented by surveys or benchmarking measures addressing the following topics:

- Broadband internet access costs

- Benchmarking eGovernment

- ICT in Hospitals.

The related procurement procedures will be launched in the 2nd calendar quarter of 2012.

The budget dedicated for benchmarking the progress of the Information Society is 3.1 M€ including 2 M€ allocated for grants to the national institutes of statistics and other competent national authorities of the Member States and associated countries and 1.1 M€ for the three direct service contracts.

Studies, other measures, conferences and events

Studies

A series of studies or actions addressing economic and social analysis of different topics concerning the development of the information society will be launched. The themes to be addressed would include:

- Broadband mapping methodology

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62 In accordance with Article 110(1) of the Financial Regulation (Council Regulation EC, Euratom No 1605/2006, OJ L 248, 16.09.2002, p. 1, as amended) and Article 168 of the Implementing Rules (Commission Regulation EC, Euratom No 2342/2002, OJ L 357, p. 1, as last amended)

63 In line with Regulation (EC) No 1006/2009 of the European Parliament and of the Council of 16 September 2009 amending Regulation (EC) No 808/2004 concerning European Union statistics on the information society (OJ L 286, 31.10.2009, p. 31) and REGULATION (EC) No 223/2009 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 11 March 2009 on European statistics (OJ L 87, 31.3.2009, p. 164)

64 Regulation (EC) No 223/2009 of the European Parliament and of the Council of 11 March 2009 on European statistics and repealing Regulation (EC, Euratom) No 1101/2008 of the European Parliament and of the Council on the transmission of data subject to statistical confidentiality to the Statistical Office of the European Communities, Council Regulation (EC) No 322/97 on Community Statistics, and Council Decision 89/382/EEC, Euratom establishing a Committee on the Statistical Programmes of the European Communities, OJ L 87 p.164, 31.3.2009.

- Accelerating innovation in eHealth markets
- Sustainability of interoperable services
- Impact of eInclusion actions
- Costs/benefits analysis for organisation when moving on green ICT
- Mid term evaluation of the eGov action plan
- Evaluation of the digital agenda.

Other measures

- Follow-up of Broadband portal and support to Broadband investment
- Support for digital development and growth in regions
- Digital Agenda stakeholders engagement
- Visualisation of data for DAE scoreboard
- Data.eu portal
- Platform for Public Sector Information.

Studies and the above other measures repositories will be entirely implemented through calls for tenders. It will concern an indicative number of 15 direct service contracts. The calls for tenders will be launched in the 2nd and 3rd calendar quarter of 2012.

Support to conferences and events

Financial support will go to a series of high level events and conferences**.** These will be distributed as indicated below:

- Digital assembly for DAE :

  Support will go to the organisation of an annual Digital assembly for a wide stakeholders debate on the progress of the DAE. The budget will be of 700 k€. This event is scheduled to take place in the second quarter of 2012. It will be financed through procurements (with an indicative number of 40 direct service contracts) that will be launched in the 1st and 2nd calendar quarter of 2012.

- eHealth 2013 week (grant for a conference organised by the EU Presidency):

  Support will go to the Irish Presidency in the form of a grant for the organisation of this conference. The grant will be of 300 k€ and will be awarded under the "monopole de fait" conditions. The level of EU co-financing is up to 80% of the conference costs. This event is scheduled to take place in the first half of 2013.

- Green and ICT Conference (grant for a conference organised by the EU Presidency):

  Support will go to the Danish Presidency in the form of a grant for the organisation of this conference. The grant will be of 200 k€ and will be awarded under the "monopole de fait" conditions. The level of EU co-financing is up to 80% of the conference costs. This event is scheduled to take place in the first half of 2012.

In addition support will be provided to communication, and to evaluation and project reviews. The budget dedicated to "studies, other measures, conferences and events" is 9.3 M€**.**

From the total budget of 12.4 M€ dedicated to the activities described in section 5, the overall budgetary envelope for the procurement is up to 9.9 M€, in addition 2 M€ will be allocated following call for proposals by Eurostat and up to 0.5 M€ will be awarded under "Monopole de fait" conditions.

6 INDICATIVE BUDGET

The budget of the ICT PSP Work programme 2012 is estimated at 139.4 M€[65]. It will be used for the grants awarded following the call for proposals, other grants foreseen in this Work Programme and the calls for tender.

The indicative budget breakdown is as follows (in million euros):

Indicative budget			
Operational budget	*Call for proposals (see note)*	Theme 1 : ICT for "smart" cities	27
		Theme 2 : Digital content, open access and creativity	41
		Theme 3 : ICT for health, ageing well and inclusion	24
		Theme 4 : ICT for innovative government and public services	20
		Theme 5 : Trusted eServices and other actions	15
	Calls for tender and support measure implemented by grants		12.4
		TOTAL	**139.4**

Note : For any of the above themes that are implemented by Calls for Proposals (i.e. Themes 1 to 5), the allocated budget will be used to support the eligible proposals that have passed the thresholds of the award criteria following the indications described in Sections 3 and 4. In case budget remains available in a specific theme, it will be distributed to the other themes according to the quality of proposals, i.e in priority order starting from the proposals with the highest scoring.

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65 This indicative amount of 139.4 M€ includes the contributions to be received from EFTA / EEA countries and from Croatia, Turkey,

Serbia and Montenegro. This amount may increase by contributions from future associated countries that may participate in the

programme.

CALL FICHE
- Call identifier: CIP-ICT PSP-2012-6
- Date of publication: 01 February 2012[66]
- Closure date: 15 May 2012, at 17h00, Brussels local time[67]
- Indicative budget : 127 M€
- Topics called:

Themes	Objectives	Funding instruments
Theme 1: ICT for "smart" cities	1.1: Smart urban digital services for energy efficiency	Pilot B
	1.2: Cooperative Transport system for smart mobility	Pilot B
	1.3: Open Innovation for Internet-enabled services and next generation access (NGA) services in "smart" Cities	Pilot B
Theme 2 : Digital content, open access and creativity	2.1: Europeana and creativity	Best Practice Network, Pilot B and Thematic Network
	2.2: Open Data and open access to scientific information	Pilot A, Pilot B and Thematic Network
	2.3: elearning for mathematics and science	Pilot B
Theme 3: ICT for health, ageing well and inclusion	3.1: Wide deployment of integrated care services	Pilot A
	3.2: Towards open and personalised solutions for active and independent living	Pilot B
	3.3: Digital capacity and skills	Pilot B and Thematic Network
	3.4: Fall prevention network for older persons	Thematic Network
	3.5: Large scale deployment of telehealth services for chronic conditions management	Pilot A
	3.6: Adoption, taking up and testing of standards and specifications for eHealth interoperability	Thematic Network
	3.7: Community building on Active and Healthy Ageing	Thematic Network
Theme 4: ICT for innovative government and public services	4.1: Basic Cross Sector Services	Pilot A
	4.2: Extension of eCODEX (on eJustice)	Pilot A
	4.3: Extension of HeERO (on eCall)	Pilot A
Theme 5: Trusted eServices and other actions	5.1: Cybersecurity	Pilot B and Thematic Network
	5.2: Mobile cloud for business applications	Pilot B
	5.3: Contribution of satellite systems to 100% EU broadband coverage	Thematic Network

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66 The Director General responsible for the call may publish it up to one month prior to or after the envisaged date of publication.

67 At the time of the publication of the call, the Director General responsible may delay this deadline by up to one month.

7 FURTHER INFORMATION

For further information relating to this programme, please refer to the CIP ICT Policy Support Programme web site at http://ec.europa.eu/ict_psp.

8 ANNEXES

ANNEX 1 – ELIGIBILITY AND EXCLUSION CRITERIA

The following must be complied with:

E1)   Timely submission as specified in the relevant Call for Proposals.

E2)   Submission of a complete proposal.

E3)   Compliance of the consortium composition to the rules set out in this Work Programme as reminded below

Pilot A:

The consortia must be comprised by a minimum of **six** relevant national administrations or a legal entity designated to act on their behalf from **six** different EU Member States or associated countries. If a national administration is represented in the consortium by a designated legal entity, then the national administration will need to certify that the legal entity has been designated to act on its behalf for the purpose of the pilot[68].

Pilot B:

The consortia must be comprised by a minimum of **four** independent, legal entities from **four** different EU Member States or associated countries.

Best Practice Networks and Thematic Networks:

The consortia must be comprised by a minimum of **seven** independent legal entities from **seven** different EU Member States or associated countries.

Proposals not meeting the above criteria will not be accepted for evaluation.

Applicants will be excluded from participation and award if:

(a)   they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

(b)   they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;

(c)   they have been guilty of grave professional misconduct proven by any means which the European Union can justify;

(d)   they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the grant agreement is to be performed;

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68 A template is provided in the Guide for Applicants

(e)   they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;

(f)   they are currently subject to an administrative penalty imposed by the European Union in accordance with Article 96(1) of the Financial Regulation[69];

(g)   they are subject to a conflict of interest;

(h)   they have made false declarations in supplying information required by the European Union as a condition of participation in a procurement procedure or grant award procedure or fail to supply this information;

Applicants **must certify that they are not in one of the situations listed above.** Applicants making false declarations expose themselves to financial penalties and exclusion from grants and contracts[70].

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69 Council Regulation (EC, Euratom) No 1605/2006 of 25 June 2002 (OJ L 248, 16.09.2002, p. 1), as amended

70 Art. 175 of Commission Regulation (EC, Euratom) No 2342/2002 of 23 December 2002 (OJ L 357, 31 December 2002)

ANNEX 2 - A) - AWARD CRITERIA – PILOT A

Relevance

– Alignment with the general objectives of the ICT PSP programme and with the addressed specific objective described under section 3 of the work programme

– Alignment and synergies with relevant policies, strategies and activities on European and national level

Impact

– Contribution of the project to the target outcome and expected impact as defined in the specific objective addressed

– Long term impact: viability, sustainability and scalability beyond the phases of work sponsored by the European Union in view of EU-wide operations. Attention should be given to the support by public entities and the capability to build support across the EU in view of reaching EU wide consensus

– Free availability of common results in view of implementing interoperability on EU wide level (specifications of interfaces, protocols, architecture, etc, as well as – where appropriate - open source reference implementations of necessary components and building blocks for interoperability)

Implementation

– Quality of the approach (taking into account specificities of the participation of administrations) and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach

– Capability and commitment of the partnership to reach the objectives of the project. Attention should be given to the involvement of relevant stakeholders to achieve the objectives of the proposal

– Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal

– Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime

– Appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; standards or open technical specifications and open-source components

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The criteria are applied in particular on the basis of the requirements specified in section 3 for the addressed objective, i.e. "focus and outcomes", "conditions and characteristics", and "expected impact".

ANNEX 2 - B) - AWARD CRITERIA – PILOT B

Relevance

– Alignment with the general objectives of the Work Programme and the addressed specific objective described under section 3 of the work programme

– Alignment and synergies with relevant policies, strategies and activities on European and national level

– Maturity of the technical solution proposed, i.e. the research phase of the different applications involved in the realisation of the pilot is complete, and integration of the different components does not imply further research work

Impact

– Contribution of the project to the target outcome and expected impact as defined in the specific objective addressed

– Capability to survive, develop and scale-up without European Union funding after the end of the project

– Quality of the approach to facilitate wider deployment and use, in view of EU-wide take-up beyond the partners, and optimal use of the project results, including dissemination plan and if applicable networking activities

Implementation

– Capability and commitment of the consortium to reach the objectives of the project

– Quality of the approach and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach; adequacy of intended implementation of solutions

– Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal

– Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime

– Appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; standards or open technical specifications and open-source components

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The criteria are applied in particular on the basis of the requirements specified in section 3 for the addressed objective, i.e. "focus and outcomes", "conditions and characteristics", and "expected impact".

ANNEX 2 - C) - AWARD CRITERIA - THEMATIC NETWORKS

Relevance

– Alignment with the general objectives of the Work Programme and with the addressed specific objective described under section 3 of the work programme

– Alignment and synergies with relevant policies, strategies and activities on European and national level

Impact

– Capacity of the network to achieve the target outcomes and expected impact of the addressed objective.

– Viability, sustainability and scalability beyond the phases of work sponsored by the European Union, including take-up beyond the partners

– Dissemination plan, free availability of common results and outcomes and the openness of the network towards relevant organisations which are not part of the network

Implementation

– Capability and commitment of the coordinator and the partnership to reach the objectives of the network and to build support across the EU in view of reaching EU wide consensus

– Quality of the approach and convincing work plan with clear partner roles and deliverables; effectiveness of the coordination

– Appropriateness of resource allocation in view of the achievement of the objectives of the proposal, including rationale and added value for European Union contribution

The criteria are applied in particular on the basis of the requirements specified in section 3 for the addressed objective, i.e. "focus and outcomes", "conditions and characteristics", and "expected impact".

ANNEX 2 - D) - AWARD CRITERIA –BEST PRACTICE NETWORKS

Relevance

–   Alignment with the general objectives of the work programme and with the addressed specific objective described under section 3 of the work programme

–   Contribution to the achievement of the objectives of the European Digital Library initiative

Impact

–   Contribution of the project to the target outcome and expected impact as defined in the addressed objective

–   Capability to survive, develop and scale-up without European Union funding after the end of the project

–   Quality of the approach to facilitate wider deployment and use, in view of EU-wide take-up beyond the partners and in particular of the dissemination plan and networking activities to ensure optimal use of the project results

Implementation

–   Capability and commitment of the consortium to reach the objectives of the project

–   Quality of the approach and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach; adequacy of intended implementation of solutions

–   Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal

–   Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime

–   Appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; standards or open technical specifications and open-source components

The criteria are applied in particular on the basis of the requirements specified in section 3 for the addressed objective, i.e. "focus and outcomes", "conditions and characteristics", and "expected impact".

ANNEX 3 – CONFORMITY WITH THE LEGAL BASE

The themes and objectives described hereafter in sections 3 and 5 refer to the three categories of actions that can be provided for under the ICT Policy Support Programme as defined in Art. 26(2) [71] of the CIP legal base:

–   The WP Objectives 2.1, 2.2, 5.1 and 5.3; as well as the support to "benchmarking of the European information society" and to "Studies, portal and/or common repositories, conferences and events" cover Point a) of Article 26.

–   The objectives 4.1 to 4.3 address the objectives defined under points a) and c) of Article 26;

–   The WP Objective 1.1 and 5.2 addresses point b) of Article 26.

–   The WP Objectives 1.2, 1.3; 2.3and 3.1 to 3.7address the objectives defined under points b) and c) of Article 26.

71 Article 26 Establishment and objectives (2.) The ICT Policy Support Programme shall provide for the following actions:

(a) development of the Single European information space and strengthening of the internal market for ICT products and services and ICT-based products and services;

(b) stimulation of innovation through the wider adoption of and investment in ICT;

(c) development of an inclusive information society and more efficient and effective services in areas of public interest, and improvement of quality of life.

ANNEX 4 – GLOSSARY

Beneficiary	Signatory to a grant agreement with the European Commission
Building blocks	In the context of this work programme, "Building blocks" should be understood as common modules which are essential for the deployment of interoperable services.
Best Practice Network (BPN)	It is a funding instrument supporting the adoption of standards and specifications for making European digital libraries more accessible and usable by combining the "consensus building and awareness raising" function of a network with the large-scale implementation in real-life context of one or more concrete specifications or standards by its members.
Botnets	In information technology, a botnet is a collection of compromised computers connected to the Internet.
Call for Proposals	As published in the Official Journal. Opens parts of a work programme for proposals, indicating what types of actions are required.
Call for Tender	As published in the Official Journal. Tenders are special procedures to generate competing offers from different bidders looking to obtain an award of business activity in works, supply, or service contracts.
CEPOL	European Police College. Further information can found at: http://www.cepol.europa.eu/
Common specifications	In the context of ICTPSP, these are a specific set of requirements that are common and necessary for the implementation or deployment of an interoperable solution between different countries. These requirements may include functional, operational, technical, legal and organisational aspects.
Deployment	The construction and operation of the application to offer the services in a real life environment.
Digital Agenda for Europe (DAE)	Adopted in 2010, the Digital Agenda is Europe's strategy for a flourishing digital economy by 2020. It outlines policies and actions to maximise the benefit of the Digital Revolution for all. To achieve these goals, the Commission will work closely with national governments, concerned organisations and companies. An annual Digital Assembly will bring stakeholders together to assess progress and emerging challenges. http://ec.europa.eu/information_society/digital-agenda/
Digital libraries	For the purposes of this work programme digital libraries are organised collections of digital content made available to the public by cultural and scientific institutions (libraries, archives and museums) and private content holders (e.g. publishers) in the EU Member States or associated countries. They can consist of all kinds of "physical" material that has been digitised (books, audiovisual or multimedia material, photographs, documents in archives, etc.) and material originally produced in digital format.
ECTEG	European Cybercrime Training and Education Group. Further information can found at: http://www.ecteg.eu/
EFMS	European Forum of Member States. In 2009, it was established to foster discussions and exchanges between relevant public authorities regarding good policy practices, with the aim of sharing policy objectives and priorities on the security and resilience of ICT infrastructures. The EFMS benefits directly from the work and the support provided by ENISA.
e-ID	The electronic identity card (eID) is an official electronic proof of one's identity. It also enables the possibility to sign electronic documents with a legal signature.
Eligible costs	These are costs accepted by the Commission as being reimbursable (up to the limits established in the grant agreement). The nature of these costs varies between the different instruments (Pilots Type A, Pilots Type B and Thematic Networks).
ENISA	European Network and Information Security Agency. Further information can be found at:

EP3R	In 2009, the European Public-Private Partnership for Resilience (EP3R) was launched as a Europe-wide governance framework for the resilience of ICT infrastructures, aimed at fostering the cooperation between the public and the private sector on security and resilience objectives, baseline requirements, good policy practices and measures.
EUCTF	European Union Cybercrime Task Force. Further information can found at: http://www.enisa.europa.eu/
EUPL	European Union Public Licence. Further information can be found at http://ec.europa.eu/idabc/en/document/6523.
EU	European Union
Europeana	Europeana is the single, direct and multilingual gateway to Europe's cultural heritage: www.europeana.eu.
EUROPOL	Europol is the European law enforcement agency. Further information can found at: https://www.europol.europa.eu/
Evaluation	The process by which proposals are, or are not, retained with a view to selection as projects. Evaluation is conducted through the application of eligibility, award and selection criteria identified in a work programme. The evaluation is conducted by the Commission assisted by independent experts.
Greenhouse Gas (GHG)	A greenhouse gas is a gas in an atmosphere that absorbs and emits radiation within the thermal infrared range. This process is the fundamental cause of the greenhouse effect.
Grant agreement	Agreement between the Commission and the beneficiaries setting out the conditions of the awarding of European Union grants.
Grants	Grants are direct financial contributions covered by a written agreement, by way of donation, from the European Union budget in order to finance either an action intended to help achieve an objective forming part of a European Union policy; or the functioning of a body which pursues an aim of general European interest or has an objective forming part of a European Union policy.
ICT	Information and Communication Technologies.
ICT for Ageing Well	ICT can enable older people to participate fully in society and the economy. With the aging of the population, activating and empowering of these parts of the society can generate benefits for businesses, economy and society at large. ICT for aging well means maintaining a high quality, independent life for elderly people, where the specific application areas for age-friendly ICT based products and services encompass: active ageing in the work situation, living in the community, and independent living at home. http://ec.europa.eu/information_society/activities/einclusion/policy/ageing/
Instruments	In the context of the ICTPSP, the instruments are the financing tools that allow achieving the objectives defined in the work programme for each of the themes. There are four types of instruments: Pilot (Type A) - Pilot (Type B), Thematic Networks and Best Practice Networks. The work programme indicates for each of the objectives the instrument that must be used.
Internet-of-Things	The Internet of Things refers to a network of objects, such as sensors, devices or household appliances.
Interoperability	Interoperability means the ability of information and communication (ICT) systems and of the business processes they support to exchange data and to enable the sharing of information and knowledge.
IST	Information Society Technologies. A thematic priority for Research and Development in the European Union Sixth Framework Programme. (FP6) Further information can be found at http://www.cordis.lu/ist/about/about.htm
Living Labs	Living Labs are user-driven open innovation ecosystems based on a business – citizens– government partnership which enables users to take an active part in the research, development and innovation process. Further information can be found at: http://ec.europa.eu/information_society/activities/livinglabs/docs/brochure_jan09_en.pdf

Mobile cloud	Mobile cloud refers to cloud computing services through mobile devices such as smart phones and tablets to respond to the increasing demand for greater resources and improved interactivity for better user experience. Mobile Cloud enables an improved access to those resources in Cloud platforms, as well as a more efficient access to data stored on other mobile devices for all the connected users. It overcomes some of the limited resources in mobile devices, such as computing power or memory capacity.
NGA	Next generation access (NGA) networks' (NGAs) means wired access networks which consist wholly or in part of optical elements and which are capable of delivering broadband access services with enhanced characteristics (such as higher throughput) as compared to those provided over already existing copper networks. In most cases NGAs are the result of an upgrade of an already existing copper or co-axial access network.
Objectives	In the context of the ICTPSP and for each of the themes identified, a number of objectives have been defined and described in section 3 of this work programme. Each proposal must address one of these objectives.
OECD	Organisation for Economic Co-operation and Development. Further information can found at: www.oecd.org
OJ	Official Journal of the European Union
Open Source software	An open source software is a software distributed freely with its code, allowing anyone to access, to study, to redistribute and to change it. It must be distributed under a license recognised by the Open Source Initiative (www.opensource.org) or the Free Software Foundation (FSF) (www.fsf.org).
Open Source solutions	Open Source solutions are services based on the use of standard which have an open source software reference implementation.
Open technical specification	For a technical specification to be considered open, the following must at least apply: The standards used within the specification are adopted and will be maintained by a not-for-profit organization, and its ongoing development occurs on the basis of an open decision-making procedure available to all interested parties (consensus or majority decision etc.). The specification (including the interface's specification) has been published and is available for use, re-use, copying and distribution without constraints for free or a nominal charge. The intellectual property right of the specification is made irrevocably available on a royalty-free basis.
Pilot Type A	ICTPSP instrument supporting large scale actions building on Member States or associated countries existing initiatives that will help to ensure the EU-wide interoperability of ICT-based solutions.
Pilot Type B	ICTPSP instrument supporting the implementation and uptake of and innovative service addressing the needs of citizens, governments and businesses. The pilot should be carried out under realistic conditions.
Prototype Service	In the context of ICTPSP – Pilots Type B; a service is considered to exist in the prototype state if it has been validated (proven) technically and functionally in a field trial but has not been subject to a validation in view of a wider deployment.
R&D	Research and Development
RFID	Radio Frequency Identification
SME	An enterprise that satisfies the criteria laid down in Commission Recommendation 2003/361/EC of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises (OJ L 124, 20.05.2003, p. 36) employs fewer than 250 persons; has an annual turnover not exceeding 50 million Euro, and/or an annual balance sheet total not exceeding 43 million Euro.
Social housing	In the context of this work programme, social housing refers to housing promoted by the state, by not-for-profit organizations, or by a combination of the two, with the aim of providing affordable housing.

Thematic Network	ICTPSP instrument supporting experience sharing and consensus building on ICT policy implementation around a common theme. The network may instigate working groups, workshops and exchanges of good practices.
Themes	In the context of ICTPSP, the funding is concentrated on a limited set of actions in predefined themes where European Union funding is needed. The themes can be revised and updated in subsequent annual work programmes.