

**COMPETITIVENESS AND INNOVATION FRAMEWORK PROGRAMME (CIP)**

**ICT POLICY SUPPORT PROGRAMME**

**ICT PSP WORK PROGRAMME 2007**

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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”)<sup>1</sup>. This Community programme runs for the years 2007-2013 and is organised around three multi-annual specific programmes:

- the Entrepreneurship and Innovation Programme (EIP);
- the Information and Communication Technologies (ICT) 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.

The present document is the Work Programme of the ICT Policy Support Programme defining the priorities for calls for proposals to be launched in 2007.

## 2. CONTEXT, OBJECTIVES AND OVERALL APPROACH

### 2.1. CONTEXT: THE i2010 INITIATIVE

Information and communication technologies are a powerful driver of growth and employment and play a major role in boosting innovation, creativity and competitiveness of *all* industry and service sectors. They provide us with unique means to address key societal challenges in areas such as health, ageing and inclusion, energy efficiency, the environment and security.

Over the past ten years, a quarter of EU GDP growth and 40% of productivity growth are due to ICT. Differences in economic performances between industrialised countries are largely explained by the level of ICT investment and use. ICT services, skills, and content are a growing part of the economy and society.

ICT developments have gained pace as the technology becomes smarter, smaller, safer, faster, always connected and easier to use. As a result, ICT are entering a new phase of mass deployment which may fundamentally change the way in which we live, work and interact.

The EU adopted in 2005 a new strategic framework, i2010 – A European Information Society for growth and employment - that promotes an open and competitive digital economy and emphasises ICT as a driver of inclusion and quality of life. As a key element of the renewed Lisbon partnership for growth and jobs, i2010 builds an integrated approach to the information society and audio-visual media policies in the EU.

Drawing on a comprehensive analysis of information society challenges and drawing on wide stakeholder consultations on previous initiatives and instruments, i2010 proposes three priorities for Europe’s information society and media policies:

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<sup>1</sup> OJ L 310, 9.11.2006, p. 15

- i) The completion of a **Single European Information Space** which promotes an open and competitive internal market for information society and media;
- ii) Strengthening **Innovation and Investment in ICT research** to promote growth and more and better jobs;
- iii) Achieving an **Inclusive European Information Society** that is consistent with sustainable development and that prioritises better public services and quality of life.

To achieve these priorities, a set of actions have been launched. They include: regulatory actions, policy coordination actions, and financial instruments at Community level. The ICT PSP in the CIP is one of the main financial instruments of i2010.

## **2.2. OBJECTIVES OF THE ICT PSP**

The ICT PSP aims at stimulating innovation and competitiveness through the wider uptake and best use of ICT by citizens, governments and businesses and in particular SMEs. The approach is based on leveraging innovation in response to growing societal demands.

Despite progress in the uptake of ICT in Europe, Europe can do better in terms of exploiting these technologies. Businesses and in particular SMEs can make more and better use of ICT to innovate in products, services and processes, and public organisations can take more advantage of advances in ICT in order to provide more efficient and higher quality services. Disparities across Europe are also wide. Several Member States are among the world's top investors in ICT whereas other parts of Europe are still lagging behind.

The uptake of ICT in businesses is in general addressed by the private sector. Public policies need to focus on creating the conditions for business developments. For SMEs, public intervention is also needed in order to improve their awareness of ICT benefits, to promote ICT-enabled innovation in products and services and to stimulate their deployment and best use.

The uptake of ICT in areas of public interest requires a more proactive public policy including direct investments in ICT-based solutions. The major hurdles for the wider and better use of ICT in sectors like health, inclusion or public administrations include the unavailability of ICT-based services, the lack of interoperability of solutions across the Member States as well as the market fragmentation of ICT-based solutions. More should be done therefore to ensure the best use of ICT by all.

The ICT PSP will help overcome the hurdles hindering the development of an information society for all in support of the i2010 goals. It will help develop lead markets for innovative ICT-based solutions notably in areas of public interest. This will help open a wide range of new business opportunities in particular for innovative SMEs providing ICT based solutions.

The ICT PSP will build on and strengthen the activities aiming at the best use and wider uptake of ICT at national and regional level and in particular those supported by the European Regional Development Fund (ERDF). Coordination will be ensured between ICT in the CIP and ERDF in order to maximise the impact of Community support.

### **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 good 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 Programme will build on and complement national, regional and other EU initiatives for SMEs. In particular, the ICT PSP will:

- accelerate the deployment of EU-wide services of public interest that are of direct benefit to SMEs. An example is the use of ICT to enable an easy access to public procurements in any Member State. This offers a range of new business opportunities for any European SME that will be able to apply to public procurement contracts, representing around 16% of EU GDP;
- help avoid fragmentation of the EU market for innovative ICT based services and products notably in areas of public interest. This will open new opportunities and support the growth and development of innovative SMEs that can then 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;
- support experience sharing across regions and sectors on the means to ensure the wider uptake of ICT by SMEs.

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 2007**

#### **2.4.1. WP CONTENT**

The Work Programme describes the themes, the objectives and the types of actions that will be supported in the ICT PSP following calls for proposals and tenders in 2007. It includes also the selection criteria and the rules for participation in the programme.

For the themes addressed, the Work Programme specifies the objectives to be reached with Community support, the expected outcome and the expected impact. For each objective, it also describes the types of actions to be supported including pilot actions and thematic networks (detailed descriptions are provided in chapter 3 and 4).

#### **2.4.2. Approach: Focus on a limited set of themes, complemented by horizontal actions**

##### The main themes in 2007

Given the resources available, the highest impact of Community support is obtained by concentrating funding on a limited set of actions in predefined themes where Community funding is needed. The identification and selection of these themes and the more detailed objectives to be addressed within each of them are based on the following criteria:

- addressing the policy priority areas as expressed in the i2010 initiative, supported by the Member States and the wider set of stakeholders;
- a significant contribution to the CIP objectives and an important leverage effect from the resources available;
- a clear need for financial intervention at EU level;
- stakeholders are ready to mobilise the appropriate financial and human resources to carry out actions in support of the objective.

The themes will be supported by a limited number of high impact pilot projects, as well as thematic networks addressing specific objectives. The pilots and the thematic networks will be selected through a call for proposals. Other measures, including benchmarking, studies and communication and promotion actions will be also supported. They will be implemented mainly through calls for tenders.

Based on the input received from the i2010 High Level Group, from the i2010 sub-groups, and from consultation involving stakeholders, the programme will focus on three main themes in 2007:

- efficient and interoperable eGovernment services;
- ICT for accessibility, ageing and social integration;
- ICT for sustainable and interoperable health services.

For each of these themes, a set of objectives has been identified for 2007. They are presented in chapter 3.

#### Other themes and horizontal actions

Actions within the above themes will be complemented by actions of a horizontal nature and addressing other themes. The aim is to mobilise stakeholders in order to share experience and build consensus around common approaches, and prepare roadmaps for triggering, facilitating and widening the uptake of innovative ICT based solutions. This will be done mainly through thematic networks and measures implemented through calls for tenders.

This will also serve to prepare future actions to be supported by the ICT PSP and other programmes or initiatives at European, national or local levels.

In 2007, actions will address the following themes:

- sharing experience on ICT initiatives for SMEs;
- supporting sustainable growth;
- intelligent cars awareness action;
- privacy protection infrastructures.

The detailed objectives to be addressed are described in chapter 3. Support will be delivered through thematic networks selected after calls for proposals.

In addition, support will be given through calls for tenders for general studies, analysis, benchmarking activities, conferences and events that help monitor the development of the information society.

### **2.4.3. Implementation**

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

- 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;
- Thematic Networks - providing a forum for stakeholders for experience exchange and consensus building.

These instruments are defined in detail in chapter 4. They provide complementary financing tools in order to reach the ICP PSP objective of a wider uptake and best use of ICT by citizens, governments and businesses and in particular SMEs.

### **3. CONTENT OF THE CALL FOR PROPOSALS IN 2007**

#### **3.1. THEME 1: EFFICIENT AND INTEROPERABLE eGOVERNMENT SERVICES**

##### **Introduction**

By stimulating the best use and wider uptake of ICT in public administrations, this theme supports the EU policy for eGovernment as agreed in the eGovernment Action Plan<sup>2</sup> of 25/04/2006 and aims at:

- improving the efficiency and effectiveness of public administrations and facilitating their interactions with citizens and businesses and in particular SMEs;
- opening up new market opportunities for innovative ICT based solutions for governments and administrations.

More specifically, four objectives are addressed:

- the EU-wide implementation and access to electronic public procurement (eProcurement);
- the availability of an EU-wide interoperable system for recognition of electronic identification (eID) and authentication;
- the provision of innovative ICT-based solutions that support administrations' efforts to process and deliver better public services to all, and cope with secure document management and archiving;
- the stimulation of experience sharing, re-use and cooperation in the uptake of innovative eGovernment services.

For the first three objectives above, Pilot projects will be supported in order to help define common and interoperable approaches for the proposed solutions, to assess their added-value and identify the hurdles for the wider deployment.

For the fourth objective, thematic networks will be supported bringing together the stakeholders in order to share experience and build consensus on specifications and implementation agendas.

Priority for funding will be given to the objectives 1.1 and 1.2. This means that for each of these two objectives, the best proposal of those having reached or exceeded the thresholds for the evaluation criteria described in chapter 4 will be supported. Then, depending on the remaining budget, the best proposals addressing objectives 1.3 and 1.4 will be supported. If none of the proposals for objective 1.1 and/or objective 1.2 reaches the required thresholds for the evaluation criteria, the budget will be allocated to objectives 1.3 and/or 1.4.

##### **Objective 1.1: Enabling EU-wide public eProcurement**

*Funding instrument: Pilot Type A - It is intended to support one pilot action*

*The objective* is the EU-wide implementation of electronic public procurement enabling companies, in particular SMEs, from one state to respond to public procurements in any other

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<sup>2</sup> Communication from the Commission : "i2010 eGovernment Action Plan: Accelerating eGovernment in Europe for the Benefit of All" COM(2006) 173 final of 25.04.2006

state. It is aimed to contribute to the implementation of Public procurement directives 2004/18/EC and 2004/17/EC and of the Action Plan for electronic public procurement adopted in 2004 (COM(2004)841).

It is intended to support one pilot action that will address all the following topics:

- *Cross-border recognition of eSignatures* for eProcurement enabling all actors to electronically sign certificates and documents required for public procurement procedures in any participating countries (the lack of interoperability between the different national schemes for electronically signing tender documents are the single most important blocking factor to cross-border eProcurement);
- *The virtual company dossier* enabling businesses, in particular SMEs, to comply with selection and exclusion criteria across borders, using electronic means in order to avoid the submission of paper documents;
- *eCatalogues* usable for submitting tenders by electronic means across borders as well as for ordering purposes, considering standards applicable to the European context. eCatalogues could be used in the scope of dynamic purchasing systems;
- *eOrdering and eInvoicing* for suppressing the use of paper across borders in post-award interactions between buyers and sellers, in full consideration of applicable standards. Electronic ordering could be used in the scope of dynamic purchasing systems.

Target outcome and characteristics

- Integrated pilot solution building upon existing national systems and providing cross-border access to public eProcurement to businesses and public administrations. It should be based on:
  - common specifications for an interoperability layer and for common building blocks on all topics covered. The common specifications shall be agreed by the entities responsible for the national eProcurement strategies of all participating Member States or associated countries and shall be publicly available with no fees for the pan-European interoperability layer of public eProcurement;
  - building blocks for the cross-border interoperability layer of public eProcurement reusable by all. The building blocks for the main focus points of the pilot should be modular and exchangeable (i.e. one building block can be exchanged without affecting the whole system). The building blocks aim to be easily integrated in existing systems of the Member States or associated countries;
  - operational facilities to implement the virtual company dossier.
- The solution should have the following characteristics:
  - compliance with the EU legal framework, in accordance with the national implementation of that framework; in particular, the chosen solutions must be non-discriminatory, generally available and interoperable and respect the requirements of Art. 42(4) and Annex X of Directive 2004/18/EC for devices for the electronic receipt of offers;
  - proven simplified operations to set up and submit a tender dossier across borders;
  - efficiency and cost reduction for all participating stakeholders (eg service providers, tenderers);
  - technical soundness, replicability and scalability;

- a high degree of usability and reliability.
- The participating public authorities shall operate the pilot system for at least one year for a significant share of their public procurement procedures. The pilot should involve businesses and in particular SMEs for cross-border eProcurement validation. The proposal shall define measurable indicators to demonstrate this for each of the topics covered by the pilot<sup>3</sup>.
- The scalability of the services should be tested within the pilot. Therefore after being implemented, tested and made operational in participating states, the solution should be extended to at least one additional Member State or associated country to demonstrate the scalability features of the solution as well as its technical, organisational and legal feasibility. This will also include the evaluation of barriers such as legal and regulatory conditions and identification of the issues that need to be analysed for potential regulatory actions.
- Common specifications and building blocks have to be potentially applicable also to Member States or associated countries outside the pilot consortium and therefore the proposal should include a mechanism to ensure consensus. The “Common specifications”, the periodic progress statements and a final assessment of the pilot operation should all be in the public domain. Common building blocks must be shared under the EUPL license (or equivalent)<sup>4</sup>.
- The pilot projects should produce reference material including guidelines, manuals, educational materials; they should also include dissemination actions enabling relevant authorities and bodies to implement (or replicate) interoperable solutions.
- The consortium must include the entities responsible for the definition of national implementation and systems for electronic procurement of the States participating in the pilot. These should ensure the creation and acceptance of the common specifications based on the results of the pilot. Participation of industry as solution providers is encouraged as well as the involvement of EU/international standardisation bodies.
- 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 harmonising and agreeing on common specifications.
- The pilot should take into account the different activities in the field of eProcurement undertaken by the Commission<sup>5</sup> (e.g. measures, studies, and initiatives under the Action Plan for electronic public procurement; IDABC actions, the new legal framework for payments<sup>6</sup> and the conclusions of the informal task force on e-invoicing<sup>7</sup>, IST and eTEN projects, etc.) as well as those undertaken by Member States.

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<sup>3</sup> e.g. the targeted percentage and absolute number of tenders open for electronic submission, as well as a target for the percentage and number of electronically received bids, and for electronic bids from other Member States, the percentage and number of electronic orders and invoices, including those from other Member States

<sup>4</sup> European Union Public Licence: <http://ec.europa.eu/idabc/6523>

<sup>5</sup> Relevant Commission activities can be access through the [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp) .

<sup>6</sup> [http://ec.europa.eu/internal\\_market/payments/framework/index\\_en.htm](http://ec.europa.eu/internal_market/payments/framework/index_en.htm)

<sup>7</sup> [http://ec.europa.eu/internal\\_market/payments/sepa/index\\_en.htm](http://ec.europa.eu/internal_market/payments/sepa/index_en.htm)

- The solution must be compliant with the relevant EU legislation and objectives, in particular Directives 2004/18/EC and 2004/17/EC, the eProcurement Action Plan (COM(2004)841) and related Community initiatives<sup>8</sup>.

Expected impact

- The pilot project results will enable public authorities in the EU to implement mutually interoperable eProcurement systems and thereby contribute to the realisation of the goal agreed in the eGovernment Action Plan of achieving 100% availability and 50% usage of eProcurement for tenders under the European procurement rules by 2010."
- Improved competitiveness of European businesses and particular SMEs by providing them with the tools to access the large European markets for public services
- Development of markets for innovative ICT solutions for eProcurement.

**Objective 1.2: Towards pan-European recognition of electronic IDs (eIDs)**

Funding instrument: Pilot Type A - it is intended to support one pilot action

*The objective* is the implementation of an EU wide interoperable system for recognition of eID and authentication that will enable businesses, citizens and government employees to use their national electronic identities in any Member State. This will facilitate, for instance, company registration or procurement, mobile working, social security, taxation or health reimbursement. It will open the door to new business opportunities, advance the internal market and facilitate the free movement of citizens.

It is intended to support one pilot action that should:

- contribute to accelerating the deployment of eID for public services, while ensuring co-ordination between national and EC initiatives in the field and support federated eID management schemes across Europe based on open standard definitions where appropriate;
- test, in real life environments, secure and easy-to-use eID solutions for citizens and businesses, in particular SMEs, and government employees at relevant levels (local, regional, cross/ national level).

Appropriate coordination with other pilot projects that require eID should be foreseen during the implementation of the pilot.

Targeted outcomes and characteristics

- Integrated pilot solution providing cross-border recognition of eID and authentication across Europe that will be tested in real life for a set of relevant services. It will be based on an interoperability layer and federated eID management schemes characterised through common specifications including a reference architecture.
- The pilot will take into account existing solutions available amongst the authorities participating in the pilot. Relevant work at EC level, (e.g. in the framework of the i2010

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<sup>8</sup> [http://ec.europa.eu/internal\\_market/publicprocurement/e-procurement\\_en.htm](http://ec.europa.eu/internal_market/publicprocurement/e-procurement_en.htm)

eGovernment subgroup and the IDABC programme – in particular the on going work on common specification) will be taken into account.

- The proposal shall define the framework for the pilot implementation, in particular:
  - Result-oriented parameters including:
    - relevant services and functionalities;
    - parties involved such as service and solution providers as well as beneficiaries;
    - other real life environment conditions.

The proposal shall indicate the number, the nature and the technical maturity of services for citizens and businesses that will be part of the pilot, and indicate the number of expected users and the expected volume of transactions during the pilot for each service.
  - Practical implementation parameters including:
    - legal and organisational constraints;
    - IT "building blocks";
    - other technical parameters.
  - Criteria for evaluation/ measurement for success.
- The solution should have the following characteristics:
  - simplified access to the public services addressed;
  - reduction of administrative burden, in particular for SMEs and cost reduction for service providers;
  - interoperability at the technical, semantic, organisational and legal level;
  - high degree of scalability and easy replication and transposition of the services in other contexts such as a different MS, a different institution, a shift from local to regional dimension, etc;
  - smooth inclusion of additional services within different domains;
  - it should comply with data protection regulations.
- The consortium must involve public authorities that already operate or are in the process of implementing electronic ID based services and that are ready to implement cross-border authenticated services. These should ensure the creation and acceptance of the common specifications based on the results of the pilot. Participation of industry as solution providers is encouraged as well as the involvement of EU/international standardisation bodies.
- Common specifications and building blocks have to be potentially applicable to Member States or associated countries outside the pilot consortium and therefore the proposal should include a mechanism to ensure consensus. The “Common specifications”, the periodic progress statements and a final assessment of the pilot operation should all be in the public domain. Common building blocks must be shared under the EUPL license (or equivalent)<sup>9</sup>.

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<sup>9</sup>European Union Public Licence: <http://ec.europa.eu/idabc/6523>

- The pilot projects should produce reference material including guidelines, manuals, educational materials deliver dissemination actions. This will enable relevant authorities and bodies to implement (or replicate) interoperable solutions.

Expected impact

- Deployment and interoperability of EU-wide eID for public services in a coordinated way across Europe and basing it on open standard definitions where appropriate.
- Secure and easy-to-use eID solutions for citizens and business, in particular SMEs at relevant levels (local, regional, cross/ national level).
- Improved timeliness with higher volume of transactions/ operations processed while significantly reducing the number of incidents.

**Objective 1.3: Innovative solutions for inclusive and efficient eGovernment**

Funding instrument: Pilot Type B - it is intended to support several pilot actions

The objective is to widen the uptake and best use of innovative eGovernment solutions addressing the goals a), b) and c) described below. It is intended to support several pilot actions; each pilot should focus on one of the three goals.

*a) Mutual recognition and interoperability of electronic documents*

Mutual recognition and interoperability of electronic documents is a pre-requisite and key enabler for many eGovernment services. This will require policies, practices and standards on electronic document format, to establish how electronic documents are identified, authenticated and accessible, and also long term archived. An agreed Framework for electronic documents should ensure permanence beyond any specific technology, medium or platform and shall guarantee availability and allow users to identify which representations of any document are considered authentic by a Member State or associated country and recognised as such in another. Pilot actions addressing this goal should deliver and test:

- an agreed framework for reference to, and use of, authenticated electronic documents across the EU. Such documents and the infrastructure supporting them shall be able to include text, picture, audio, and video content;
- electronic archives being able to store documents in acceptable formats for as long as is necessary to fulfil specific legal or cultural obligations;
- eServices being able to interoperate across the EU, through identifiable and authenticated official electronic documents;
- openly available Common specifications, for interoperability of electronic documents.

The common specifications developed by the pilot shall be publicly available for all Member States or associated countries. Entities responsible for the definition of national standards and systems for electronic documents are expected to exploit the results of the pilot in view of work towards an EU-wide common specification.

*b) Accessible and inclusive eGovernment services*

Pilots addressing this goal aim to increase the effectiveness of the delivery of eGovernment services so that everyone, including disadvantaged groups, can benefit from government information and services.

A pilot should deliver and test a modular set of high-quality services, delivered on multi-channel platforms and highly tuned to their context of use. This includes for example highly personalised virtual assistance for newcomers, or delivery modes adapted to user-defined preferences and personal characteristics.

The services delivery will combine and integrate technologies for assistance, visualisation and personalisation and will be provided on appropriate multi-channel supports. These will be demonstrated in real context with solid commitment for uptake.

The target end-users are either citizens or businesses willing to use eGovernment services but who are unable to use them to date.

*c) Combined delivery of social services*

Pilots addressing this goal aim at improving the effectiveness of Public Administrations in the processing of combined social assistance services; for example allowances for children, education, unemployment, invalidity, pension, etc. This is to be achieved by empowering civil servants and their intermediaries with intelligent and collaborative support working platforms which combine and integrate multiple services.

A pilot should deliver and test a one stop, intelligent platform for the provision of social assistance services. It will support the process of a combined service across different administrations, proposing and executing the most appropriate workflow according to the specific case of the user in need of assistance. It will therefore adapt and (re)configure accordingly to context and potential organisational changes.

A pilot will validate a service assistance platform that improves and simplifies the process of administrative services; enhances collaboration and exchanges between administrations and their intermediaries. It will be demonstrated in real context with solid commitment for uptake.

The targeted end-users are civil servants and their intermediaries who have to provide a comprehensive, best personalised set of social assistance service to those who cannot use online services and require "proximity administration" support.

For each of the three goals a), b) and c), the consortium of a pilot action must comprise public authorities involved in the management and/ or delivery of the public services and documents addressed by the pilots, including partners to adapt legacy (proprietary) systems. Users shall also be involved in the pilot. The pilot projects should produce reference material including guidelines, manuals and educational materials, and should deliver dissemination actions. This will enable relevant authorities and bodies to implement (or replicate) interoperable solutions.

*Expected impact*

- Higher inclusiveness of public administrations that could benefit all Europeans through the best use of ICT. More timely solutions, higher volume of transactions/ documents processed, reduced number of incidents, cases/ individuals dealt with.

- New market opportunities for innovative ICT solutions for governments that could benefit European companies in ICT and in particular innovative SMEs.

**Objective 1.4: Experience sharing and consensus building in the uptake of innovative eGovernment services**

*Funding instrument: Thematic Network – it is intended to support three Thematic Networks*

*The objective* is to establish dialogue, build consensus and draw up common political agendas in support of a wider uptake of eGovernment solutions, offering better services to businesses and citizens. It is intended to support three thematic networks – each of them addressing one of the following goals a), b) or c):

- a) *Promoting local and regional eParticipation:* The network should aim at learning from experiences and at fostering local and regional eParticipation deployment by:
- creating cross-border links between local and/or regional eParticipation projects;
  - developing a network of expertise, sharing experiences, approaches and tools, raising awareness and contributing actively to the European good practice exchange portal and other eParticipation activities;
  - facilitating the further deployment of local and regional eParticipation initiatives including those supported by the Structural Funds;
  - building synergies with actions supported in particular by the Commission concerning the Information Society and Regional development policies.
- b) *Stimulating measurement of impact and user satisfaction of eGovernment:* The network should aim at driving forward knowledge, practice and stepwise adoption of measurement schemes in Member States and associated countries by:
- networking of key government stakeholders across Europe who are among the leaders in the domain to drive forward the EU agenda as above;
  - testing and promoting innovative, national eGovernment impact measurement frameworks as foreseen in the i2010 eGovernment Action Plan, building on eGEP<sup>10</sup> and on innovative initiatives in Member States;
  - comparing leading public and private sector initiatives; including methods such as segmentation commonplace in the retail sector – for example "frequent flyers", high and low users, young professionals, well-off families, urban older people etc;
  - developing a sustainable community of interest, sharing approaches and tools, creating common ground, contributing actively to the European good practice exchange portal and other Efficiency & Effectiveness activities such as bench-learning.<sup>11</sup> Demonstrating tangible impacts of the collaboration undertaken and presenting the three best practices to the constituency, both online and at a face-to-face sharing event.

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<sup>10</sup> The EU-financed eGEP-study: <http://www.rso.it/egep>

<sup>11</sup> Efficiency & Effectiveness in eGovernment, Activity Plan 2007-2013, European Commission: [http://www.egov-goodpractice.eu/publication\\_details.php?&publicationid=85](http://www.egov-goodpractice.eu/publication_details.php?&publicationid=85)

- c) *Brokering pan-European eGovernment solutions and services online*: The network should aim at accelerating the easy creation and delivery of EU wide interoperable on line public services by:
- bringing together a network of providers for the stepwise realisation of a EU portal offering: i) a set of solutions or tools for public administration to construct their on-line public service and portal "in one click" and ii) service provision through another administration;
  - building a sustainable business case for such a service, the steps in the implementation and the requirements to provide solution catalogues, access to demo/testing or development platform, access to other EU wide administration services. It will also consider organisational and legal issues such as shared service agreements and the impact of sharing and brokering services where the service responsibility is shared between different providers;
  - working in partnership with European and national public service providers, industry, and research labs if appropriate, and with significant SME participation, in order to explore online portals and other options towards a common pan-European eGovernment space.

### **3.2. THEME 2: ICT FOR ACCESSIBILITY, AGEING AND SOCIAL INTEGRATION**

#### **Introduction**

There are major opportunities for Europe in ensuring that all citizens can be empowered by ICT to fully participate in society and the future knowledge economy. ICT also offers important means to respond positively to the demographic challenge of ageing that is transforming our society.

This theme will support in particular eInclusion which covers both the objective of more accessible and usable ICT technology and the objective of the use of ICT to achieve a wider inclusion of the population in the information society including aspects such as employment and social participation. It draws in particular on the Ministerial Declaration of the Ministerial Conference on "ICT for an Inclusive Society"<sup>12</sup> that underlines the need to ensure that all Europeans reap the benefits of ICT.

More specifically three objectives are addressed:

- ensuring minimum accessibility and usability of emerging ICT products and services for all;
- making the best use of ICT to improve quality of life and healthcare of elderly people;
- experience sharing, consensus building and visibility for ICT based solutions addressing ageing and inclusion.

These objectives will help respond to the growing demand for innovative ICT solutions addressing the challenge of the ageing society and improving the inclusiveness of the information society. In addition to the societal benefits, it will contribute to the development of a range of business opportunities in high growth markets such as accessible ICT products and services, ICT for independent living and care for the elderly. It will help put European industry, and in particular innovative SMEs, in a leading position to provide solutions for these markets at local, regional, European and international level.

#### **Objective 2.1: Accessible digital Audiovisual (AV) systems**

*Funding instrument: Pilot Type B - it is intended to support one pilot action*

*The objective* is to achieve a significant advancement in accessibility of multi-platform and convergent electronic communications focusing, as a first step, on new digital audio-visual (AV) systems and devices, content and services ahead of large scale rollout of this technology across Europe.

It is intended to support one pilot action that will focus on the accessibility of Digital TV (DTV) for all, in particular for people with disabilities and older persons. The rollout of DTV along with development of interactive services in Europe will establish a widespread additional channel to new and enhanced content and services, as well as continued access to

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<sup>12</sup> Held on 11-13 June 2006 in Riga, Latvia: [http://europa.eu.int/information\\_society/events/ict\\_riga\\_2006/index\\_en.htm](http://europa.eu.int/information_society/events/ict_riga_2006/index_en.htm)

current range of facilities following digital switchover<sup>13</sup>. This should act as a catalyst for future industrial approaches to inclusion-oriented product and services development.

The aim is also to develop Europe wide specific DTV solutions for accessible program guides, subtitling and audio description, interactivity, accessible equipment, etc.

#### Targeted outcomes and characteristics

- Integrated pilot solutions testing and categorising accessibility implementations for a range of applications and solutions for persons with disability and elder people. These should be replicable in Europe in a sustainable market. The pilot should be based on:
  - a set of accessibility specifications in the technological area concerned (i.e. DTV devices, content and services) agreed by key user representatives, device manufacturers, content creators and broadcasters<sup>14</sup>. Accessible DTV is seen as a step towards accessible convergent communications in a technologically neutral environment;
  - a set of requirements and specifications for integration of accessibility related services in DTV (e.g. provision of audio descriptions) and related open interfaces, suitable for multi-platform and convergent communications.
- The work will include a comprehensive socio-economic evidence base for ICT investments in the field, including cost-benefit analysis, to be shared between Member States or associated countries and other stakeholders.
- Proposals must include organisations capable of reaching a sufficient number of users for requirements analysis and pilot testing. The pilot should have involvement from digital TV and AV technology suppliers as well as broadcasters interested in cross-platform interoperability and committed to embed accessibility requirements in mainstream technology development. Strong user involvement is needed as well as involvement of content creators and the public sector. The pilot should demonstrate the technical, organisational and legal feasibility and evaluate the impact.
- The pilot projects should produce reference material including guidelines, manuals, and educational materials, and should deliver dissemination actions. This will enable relevant authorities and bodies to implement (or replicate) interoperable solutions.

#### Expected impact

- Wide diffusion and use by all citizens (in particular consumers with visual, hearing or dexterity impairments) of advanced accessible audiovisual systems and devices, content and services. Full mainstreaming of the "design for all" paradigm in these product and service developments.

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<sup>13</sup> Member States have agreed in Council to achieve switch-off of analogue terrestrial broadcasting by 2012, ref. Memo/06/60, 7/2/2006. See also revision of directive on Television Without Frontiers:

[http://ec.europa.eu/comm/avpolicy/reg/tvwf/index\\_en.htm](http://ec.europa.eu/comm/avpolicy/reg/tvwf/index_en.htm)

<sup>14</sup> See also CENELEC report on accessible TV for All,

<http://www.cenelec.org/Cenelec/CENELEC+in+action/Horizontal+areas/ICT/e-Accessibility+and+TV+for+All.htm>

- Achieving an internal market for accessible AV products and a world leading position for European industry and in particular SMEs in new markets for accessible digital AV products and multiplatform accessibility services.
- Provision of the basis for ensuring accessibility of future digital AV products and services as well as sustainable business models for industry to stimulate investments.

### **Objective 2.2: ICT for ageing well**

*Funding instrument: Pilot B - it is intended to support several pilot actions*

*The objective* is to significantly improve quality of life and ensure efficient health and social care for the ageing population by specifying and demonstrating innovative ICT enabled products and services. Work will address one or both of the following two goals:

- improving the quality of life of elderly people and their families, substantially prolonging the time they can choose to live independently at home and manage their day-to-day activities, and supporting their social interactions, notably for people with cognitive problems and mild dementia;
- improving chronic disease management and providing better personalized healthcare services, contributing to the continuity of care and improving the quality of life. Elderly people are indeed often affected by multiple, parallel chronic diseases and, given cognitive difficulties, require support with medication management.

It is intended to support several pilot actions each of which brings together a set of regional actions addressing one or both of the above goals on the basis of common functional specifications. These actions should foster public-private partnerships.

This is in line with actions 9 and 11 set out in the Riga Ministerial declaration on Inclusion<sup>12</sup>. It addresses the needs for care of ageing persons in Europe affected by reduced functionalities and associated loss of independence<sup>15</sup>. Their number is expected to rise more than 20% over the next two decades.

#### *Targeted outcomes and characteristics*

- Pilot solutions addressing one or both of the above goals. These solutions should be based on a set of specifications for platforms for daily activity support, self management and service provision, agreed by the whole value chain of actors implicated.
- The pilots shall carry out validation for a wide integration of innovative ICT solutions.
- The solutions shall be tested in real life and a consolidated set of requirements and validated functional specifications should emerge as a result.
- Pilots must involve public authorities at national, regional or local level from each country participating that have responsibilities and budget control in the relevant area of care or supply of services, e.g. for people with chronic diseases, cognitive problems or early dementia. In addition, a precondition for proposals will be evidence of the timely

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<sup>15</sup> Such as reduced cognition, mobility, agility, vision, hearing and dexterity.

availability and own financing of infrastructures required for the successful implementation of the pilots.

- The proposals shall comply with interoperability standards and take into account best practices and relevant standardisation efforts as well as provide appropriate safeguards against relevant ethical and privacy issues.
- The proposed work should be clearly demand driven and build on public-private partnerships including involvement of relevant stakeholders and industry players such as service providers, housing corporations and insurance organisations. A strong involvement of users and their representatives is expected throughout the whole duration of the pilot in order to ensure end-user acceptance and uptake.
- Detailed plans for larger-scale sustainable uptake beyond the pilot, dissemination and communication activities on the achieved results shall be provided.
- The work will include a comprehensive socio-economic evidence base for ICT investments in the field, including cost-benefit analysis and user satisfaction, to be shared between Member States or participating countries and other stakeholders to enable sustainable business models.
- Pilots will significantly raise the interest in take-up and replication of the solutions and provide a substantial and high-profile contribution to the EU 2008 e-Inclusion Initiative, the i2010 flagship on ICT & ageing, and the eHealth Action Plan.
- The pilot projects should produce reference material including guidelines, manuals, and educational materials, and should deliver dissemination actions. This will enable relevant authorities and bodies to implement (or replicate) interoperable solutions.

#### Expected impact

- Substantially prolonging the time that elderly people can live independently at home and manage their day-to-day activities in a socially integrated manner.
- Improve quality of life of older people and their families and increase effectiveness of care systems, and facilitate wide implementation by the public authorities in conjunction with industrial players of a sustainable, innovative, chronic disease management services.
- World leading position for European industry and in particular SMEs in new markets for innovative ICT based products and services for independent living of the ageing population and for chronic disease management.
- Opening up an internal market for ICT based solutions for the elderly (e.g. home and portable systems).

#### **Objective 2.3: Experience sharing and consensus building in ICT for inclusion**

Funding instrument: Thematic Network - It is intended to support three thematic networks

The objective is to establish dialogue, build an exchange platform for achieving consensus and draw political and industrial agendas in support of three specific goals:

- a) Best use of ICT to support active ageing at work: This includes a wider uptake of ICT enabled age-friendly work environments and work places. This should include access to life long learning and help improve productivity as well as open the door for new markets of innovative ICT-based products and services for the work environment. Best practice cases should be identified and promoted. Guidance on ICT-enabled working methods, environments and long life learning schemes for active ageing at work needs to be established.
- b) Best use of ICT for social integration and cultural diversity: This includes helping people gain language and communication skills to live and work in a multicultural Europe. It also involves assessment of the potential role of public authorities and social intermediaries to foster ICT services for enhancement of social capital at local level. This would facilitate economic, cultural and social cohesion.

A single entry point (e.g. portal) needs to be established for exchanging and identifying good practices in the above mentioned areas. The network should be able to provide feedback on innovation measures needed to promote technologies, access, accessibility and intermediary services to underserved communities and socially distant groups.

The proposed network should gather stakeholders from industry (e.g. through foundations or Corporate Social Responsibility schemes), public authorities at all levels, as well as social intermediaries and possibly final users.

- c) Making inclusion a mainstream consideration in innovation in ICT and allowing all citizens to reap the benefits of ICT innovations. This reflects the essential socio-economic role of eInclusion both in addressing a major societal challenge and as a substantial business opportunity.

Innovation roadmaps and support to innovation collaboration across the value chain to respond to final users needs should be established.

Activities will involve relevant stakeholders along the eInclusion value chain, including businesses (large and SMEs), public or private associations of European and international dimension, public authorities, social partners and final users. Organisations should demonstrate clear commitment in the addressed area.

For each of the three above goals a), b) and c), it is intended to support one thematic network.

The work is expected to reinforce Europe's position in the supply and use of innovative ICT solutions for inclusion including the development of new businesses in this field based notably on dynamic SMEs.

Activities will cover also the exchange of best practise in fostering ICT for Inclusion such as public procurement (including pre-commercial procurement), user awareness actions and information campaigns, as well as methods for impact assessment.

### 3.3. THEME 3: ICT FOR SUSTAINABLE AND INTEROPERABLE HEALTH SERVICES

#### Introduction

Ensuring the sustainability of the health systems is a key societal and economic challenge for Europe in the next decades. eHealth provides means to address this challenge. One of the key hurdles in the efficient deployment of eHealth in Europe is the lack of interoperability of eHealth solutions across the Member States and within the Member States. In addition to the major difficulties that this brings to cross-border operations of eHealth systems, it leads to a large fragmentation of the eHealth markets and a weakening of European suppliers of eHealth solutions be it products or services.

The importance of cross-border interoperability of eHealth solutions is recognised in the eHealth Action Plan<sup>16</sup> of the European Commission and also confirmed in the eHealth Resolution (WHA58/28) of the World Health Assembly<sup>17</sup>. The eHealth 2006 Conference in Malaga concluded that the power of eHealth can be best exploited if it is deployed across borders, and therefore called on the relevant stakeholders to strengthen eHealth operability in Europe and move it forward in a positive, pro-active way.

The ultimate goal of the policies supported by the eHealth theme in this Work Programme is to ensure the implementation of EU-wide interoperable health services. The approach is to build on existing national/regional solutions, expertise or experience, and to progress step by step. This approach has been the guiding principle behind the objectives below.

A main focus in 2007 will be on pilot actions addressing the EU wide implementation of patients' summaries or Emergency Data Set as well as electronic medication records and ePrescription to support continuity of care. This will be complemented by activities supporting experience sharing and consensus building in eHealth.

Synergies between actions and activities supported by different programmes and policy initiatives of the Commission should be encouraged.

Priority for funding will be given to objective 3.1.

#### **Objective 3.1: EU wide implementation of eHealth services to support continuity of care: patient's summary and ePrescription.**

*Funding instrument: Pilot Type A - it is intended to support one pilot action*

*Objective:* It is intended to support one<sup>18</sup> pilot action addressing two sets of services, aiming ultimately at the following two goals:

*i) EU wide implementation of patient's summary/ to support continuity of care*

The focus of the Pilot should be on patient's summary, for unexpected or unscheduled care. Patient's summary including all its associated components, such as identifiers, authentication and security mechanisms, are important parts of electronic health records and therefore are essential to achieve interoperable health services. The recent report

<sup>16</sup> Commission Communication "eHealth – making healthcare better for European citizens: An Action Plan for a European eHealth area" COM(2004)356

<sup>17</sup> <http://www.who.int/mediacentre/events/2005/wha58/en/>

<sup>18</sup> The aim is to have one single project for this objective

"Connected eHealth: quality and safety for European citizens"<sup>19</sup> examined the issue in more details.

A patient's summary should be understood to be a minimum set of patient's data which would provide a health professional with essential information needed in case of unexpected or unscheduled care. This would contribute to providing continuity of care and patient safety for European citizens or patients crossing borders. Support will go to piloting a large-scale deployment of patient's summary. It should involve Member States or associated countries that are ready to implement and test a common approach to achieve interoperability of patient's summary. The countries involved in the pilot should consider the implementation of these applications as an important part of their eHealth strategies and Roadmaps.

The activity is expected to support the cross-border mobility of European patients and will enable high quality health care for European citizens travelling for study, work or leisure. It will also help improve such mobility at a wider international scale.

ii) *EU wide implementation of ePrescription solutions<sup>20</sup> to support continuity of care*

Work will aim at the implementation of an EU-wide interoperable system for ePrescription that will improve significantly patient care and patient safety in all Member States or associated countries and make available essential administrative, clinical and economic data relevant to medicines (i.e. adherence to therapies, medication history, prescription patterns, health economic information,). By enhancing availability of accurate information related to medicines throughout Europe, the implementation of this objective will facilitate mobility of citizens and support public authorities in responding to the continuous increase of pharmaceutical expenditure. It will also provide an important contribution to the development of the Internal Market for pharmaceuticals.

Considering that these the two set of services have common aspects and for their cross border deployment it will be necessary to use common approaches, including common infrastructure (such as security and patient and professional identification etc...), these two set of services are addressed though one single pilot.

Targeted outcomes and characteristics

- For both above goals, the expected outcome is an integrated pilot solution based on common specifications and building blocks. This will include:
  - definition of the solution: agreements on the objective and features of the service to be provided and on the relevant standards for key components acting as enabler to the system (i.e. identification and authentication of personnel allowed to access and modify the records, and of the patient). The necessary level of security, confidentiality, and patient consent will be particularly addressed;
  - review, validation and integration in the pilot of all implementation aspects (including regulatory aspects) aimed at enabling cross border deployment of the service.

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<sup>19</sup> "Connected eHealth: quality and safety for European citizens"- report from the ICT for health Unit in collaboration with the i2010 sub groups on eHealth and the eHealth stakeholders' group, September 2006

<sup>20</sup> ePrescription solutions should be understood as a set of at least three types of application, namely electronic medication records, decision support systems, electronic transmission of prescriptions. The Pilot shall cover at least, but not necessarily exclusively, electronic medication records.

- The pilot shall take full account of and build on the preliminary functional specifications for EU wide interoperability<sup>21</sup>. In the first phase of the Pilot the Consortium shall finalise these functional specifications.
- The operational specifications of the architecture, to be developed by the Consortium also in the first phase of the Pilot, should be based on European and International standards.
- The pilot shall also address building blocks (i.e. identification and authentication of personnel allowed to access and modify the records, and of the patient; the necessary level of security, confidentiality, and patient consent) needed for implementation of the two sets of services (i.e. interoperable patient's summaries and of e Prescription solutions).
- The consortium must involve public bodies or implementation authorities which are already operating nationally or regionally in the relevant areas. It shall also demonstrate the ability to implement the objectives of the EU eHealth Action Plan (see footnote 18), particularly on quality, safety and interoperability of eHealth services.
- Participation of industry in the implementation of the Pilot is encouraged, in the most appropriate phase of the lifetime of the pilot.
- The solution shall be first implemented, tested and made operational in the participating Member States.
- The proposal shall include activities aimed at involving all Member States in observation and validation of the test and at eventually committing themselves to replication of the application.. The “Common specifications”, the periodic progress statements and a final assessment of the pilot operation should all be in the public domain.
- The pilot projects should produce reference material including guidelines, manuals, educational materials deliver dissemination actions. This will enable relevant authorities and bodies to implement (or replicate) interoperable solutions.
- For the patient's summary, the proposal shall define the targeted percentage and absolut number of users of the service, as well as a target for the percentage and number of health institutions using them, and number and percentage of use across-borders to be achieved at the end of the pilot stage.
- For ePrescription solutions, this pilot should be supported by the already existing European databases aimed at identifying medicines throughout Europe<sup>22</sup>. It should be noted that medicines are often authorised with different names and/or different compositions in different Member States. The Pilot would contribute to address this challenging situation.
- Solutions must be compliant with the relevant EU legislation, in particular Directives 95/46/EC and the Directive 2002/58/EC relevant to data protection. Directive 2004/27/EC amending Directive 2001/83/EC on the Community code relating to medicinal products for human use<sup>23</sup>.

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<sup>21</sup> Please note that a preliminary draft of common functional specifications for EU wide interoperability, has been developed by Member States representatives and will be made available to the applicants through the [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp)

<sup>22</sup> Provided that these databases are coherent with the already existing databases developed at national level.

<sup>23</sup> <http://ec.europa.eu/enterprise/pharmaceuticals/review/index.htm>

Expected impact

- Higher patient mobility across Europe facilitating access to healthcare, reduction of bureaucratic barriers, and waiting lists.
- Improved quality of care resulting in enhanced patient safety and an increased number of lives saved.
- Improved efficiency gains in term of timeliness of intervention and cost savings.
- Improved efficiency of healthcare systems by reduction of medication errors (quantitative indicator) and reduction of frauds (quantitative indicator).
- Increased cooperation between healthcare professionals leading to better and more rational care (i.e. avoid double prescriptions and unnecessary costs)
- Implementation of an Internal Market for pharmaceuticals, by providing a key instrument to implement cross border transactions.

**Objective 3.2: Experience sharing and consensus building in eHealth**

Funding instrument: Thematic network – It is intended to support two thematic networks

The objective is to mobilise stakeholders in order to ensure higher consistency in eHealth implementation actions and improve experience sharing and consensus building in the field. It is intended to support one thematic network in 2007 for each of the following goals:

a) *Creating a European coordination network for of eHealth interoperability implementation*

This will be done by bringing together "national competence centres<sup>24</sup>" and other key players in eHealth that are responsible for the operational implementation of eHealth policies in the Member States or associated countries. The network should be put in place until 2010, including support for the accomplishment of the objectives set out in the European eHealth Action plan<sup>25</sup>.

It will help to improve the coordination of technical aspects, facilitate the implementation of eHealth interoperable solutions in view of a higher number of interoperable eHealth applications and services to be provided across border, enhancing mobility of European citizens, products and services.

b) *Facilitating a wider implementation of RFID applications to the healthcare sector.*

RFID applications have the potential to simplify many of the complex logistic and management aspects which are integral part of delivering of healthcare. To date implementation of RFID in healthcare settings is still limited to few healthcare institutions, it is mainly driven by single providers and lacks of a broader long term strategy.

A thematic network bringing together hospitals, healthcare institutions and other relevant players implementing RFID technologies in healthcare settings, will aim at identifying,

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<sup>24</sup> Competence centres should be understood as the authority, agency or body responsible for implementation of eHealth applications in each country. These types of organisations generally have a technical and operational profile

<sup>25</sup> COM(2004)356 (final)

sharing and raising awareness of best practices, to co-ordinate the development of specific approaches for a wider uptake of RFID healthcare-applications throughout Europe.

The thematic network should facilitate the implementation of RFID applications to the healthcare sector in view of improving efficiency of healthcare institutions, patient safety within hospitals and the competitiveness of the industry delivering those types of solutions.

### **3.4. OTHER THEMES AND HORIZONTAL ACTIONS**

#### **Objective 4.1: Sharing experience on ICT initiatives for SMEs**

*Funding instrument: Thematic network - It is intended to support up to four thematic networks*

*The objective* is to ensure the wider uptake and best use of ICT in businesses and in particular SMEs. More specifically the goals are:

- a) To improve SMEs business environments in particular through partnership building and the development of business ecosystems. This supports the digital business ecosystem approach that fosters regional innovation and that is included in the operational plans of a growing number of regions.

It is intended to support up to two thematic network allowing the regions in Europe that want to prepare the deployment of digital business ecosystems to work together with the regions already experimenting such ecosystems. This will help businesses, in particular SMEs, to improve operations at local level and also to develop their capacity to work in partnerships and for various customers across Europe.

The network should primarily target catalysts/facilitators such as regional governments, public bodies, regional agencies and non-profit bodies whose mission includes support for SMEs, local development, innovation and capacity building. The consortium should include at least two regional digital business ecosystems pilots with previous experience of local deployment.

- b) To improve the capacity of businesses and in particular SMEs to benefit from ICT-based innovations in their products and services. It is intended to support up to two thematic networks aiming at:
  - experience sharing in terms of user acceptance of innovative solutions such as Living Labs, experience research centres and other similar initiatives;
  - experience sharing in terms of local, regional or sectorial activities aiming at creating favourable environments for ICT-based innovations and targeting SMEs. Particular focus is put on promoting the wide and fast uptake of innovative solutions in microelectronic components, microsystems and embedded systems.

For both goals a) and b), the thematic networks should help establish a platform bringing together major stakeholders to identify, share and raise the awareness of best practices, with particular attention to the adaptation to local needs and conditions. They should address training elements, help co-ordinate the development of specific approaches and standards and provide guidance for solutions and their implementation.

#### **Objective 4.2: Supporting sustainable growth**

*Funding instrument: Thematic network - it is intended to support two thematic networks*

*The objective* is to mobilise the main external stakeholder groups including the ICT business community and public authorities, in order to accelerate the deployment of ICT-based innovations contributing to an eco-innovative Europe through:

- smart growth in line with the Commission's Energy-package proposals<sup>26</sup> that aims at making Europe a highly energy efficient and low CO<sub>2</sub> energy economy;
- higher European operational capacities for monitoring and reporting environmental degradation and threats, and for responding timely and effectively to natural and technological disasters.

Activities will aim at sharing of experience, raising awareness and building consensus, to prepare specifications, and to propose implementation agenda. They should constitute a direct contribution to an Action Plan to be proposed as part of the new i2010 Flagship initiative on 'ICT for Sustainable Growth'.

It is intended to support one thematic network for each of the following goals:

- a) To promote ICT solutions aimed at improving energy efficiency at home, in the workplace as well as in business processes, by reducing energy loss and by measuring and optimising resource usage by public bodies, industrial sectors and citizens at large. ICTs have the potential to be a great enabler of efficiency savings in applications as diverse as smart buildings, industrial processes, working practices, and improved management and control of distributed power grids. They will foster the emergence of new energy services. ICTs appropriately deployed and used can be a key element in the structural changes needed to achieve more sustainable production and consumption.

This activity should contribute significantly to the aim of reaching the Commission's objective of reducing by 20% the overall energy consumption of European Union by 2020.

- b) To promote ICT solutions aimed at enhancing European operational capacities for monitoring and reporting environmental impacts and threats, for responding timely and effectively to natural and technological disasters and fostering environmental services. This thematic network will address an interoperable information infrastructure based on international standards with commonly agreed data formats and semantic and organisational responsibilities. Their current lack impedes seamless access and integration of environmental information. This planned integration will foster real-time situational awareness as well as support to decision making and rapid response.

This thematic network should bring together the stakeholders in view to establish roadmaps and prepare for pilot solution and real implementation across Europe. It will notably explore ICT deployment to support the Shared Environmental Information System (SEIS) following the INSPIRE Directive<sup>27</sup>. The expected outcome is a comprehensive survey and a widely supported action plan for the identification and promotion of leading-edge ICTs.

### **Objective 4.3: Intelligent Cars awareness action**

*Funding instrument: Thematic network - it is intended to support one thematic network*

*The objective* is to accelerate the take-up and best use of new ICT-based Intelligent Vehicle Systems for safer, more efficient and more environmentally friendly transport and mobility

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<sup>26</sup> Commission's Communication: "An energy Policy for Europe"; COM(2007) 1

<sup>27</sup> <http://inspire.jrc.it/>

services. This will support the i2010 Intelligent Car initiative<sup>28</sup> and will contribute to the following socio-economic goals:

- maintaining Europe's thrust for halving the number of road fatalities in by 2010<sup>29</sup>, and aiming at "zero fatality" scenario on longer term;
- contributing to lowering emissions caused by road transport with ICT-based Intelligent Transport Systems, eco-driving and in-vehicle technologies<sup>30</sup>;
- making the vehicles smarter, cleaner and safer<sup>28</sup>
- improving the competitiveness of the European automotive industry<sup>31</sup>.

It is intended to support one thematic network that will bring together the relevant stakeholders in Europe, including but not limited to automotive and telecommunications industries, research institutes, service providers, road authorities and operators, Member States at national, regional and city level, driving schools and the insurance sector. The network will interface with all interested Commission departments.

Activities will include the exchange of best practice in domains such as public procurement (including pre-commercial procurement), user awareness actions and information campaigns, and methods for impact assessment. The Network should also help establish durable cooperation between groups of stake holders (e.g. road operators). It should also bring together experts in clean and efficient mobility, in order to provide a road-map on the use of ICT for improving energy efficiency in transport.

#### **Objective 4.4: Privacy protection infrastructure**

*Funding instrument: Thematic network- it is intended to support one thematic network*

The issue of privacy protection is an important horizontal concern that goes across eHealth, eInclusion and eGovernment services. eHealth services deal with highly personal patient information; eInclusion data might include personally identifiable information on an individual's physical abilities and social situation; and eGovernment services bring together a rich collection of citizen related information.

In the provision of eServices in the European Information Society, data and privacy protection are fundamental rights enshrined in European directives (1995/46/EC and 2002/58/EC), which have been transposed into national laws. Trustworthiness with respect to the use and dissemination of personally identifiable data is a prerequisite for secure interactions in eGovernment, eHealth, eInclusion, eBusiness, eBanking and other eServices. Some of the available information needs to be exchanged to be effective, while other should be excluded from unwarranted sharing.

The objective is to facilitate the emergence of an open European-wide trusted eServices market with dynamic compositions of services that reconciles different national privacy

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<sup>28</sup> Commission Communication on the Intelligent Car Initiative: "Raising Awareness of ICT for Smarter, Safer and Cleaner Vehicles"

<sup>29</sup> Commission Communication "Keep Europe moving – Sustainable mobility of our continent – Mid-term review of the European Commission's White Paper"

<sup>30</sup> Doing more with less, Green Paper on Energy Efficiency

<sup>31</sup> CARS 21: A competitive Automotive Regulatory System for the 21<sup>st</sup> century

policies and offers user-oriented technical means to allow the user to define privacy profiles, and to monitor and control their enforcement and propagation.

It is intended to support one thematic network for the deployment and adoption of user-empowering privacy protection services across Europe (ref. the Communications on the secure information society COM(2006) 251, and on privacy enhancing technologies – in preparation).

The successful consortium should ideally build on public-private partnerships, with participation from relevant public authorities, consumer representations and industry.

**In addition, two objectives are supported through call for tenders or grants awarded without call for proposals in 2007. They are addressed in chapter 5 and include “Benchmarking the progress of the Information Society” (Objective 4.5) and “Supporting studies, conferences and events” (Objective 4.6).**

**3.5. SUMMARY TABLE: THEMES, OBJECTIVES, FUNDING INSTRUMENTS, INTENTIONS OF FUNDING**

Themes and objectives	Funding Instrument	Intended number of proposals to be funded
<b>Call for proposals</b>		
<b>Theme 1 : Efficient and interoperable eGovernment services</b>		
1.1: Enabling EU-wide public eProcurement	<b>Pilot A</b>	1
1.2: Towards pan-European recognition of electronic IDs (eIDs)	<i>Pilot A</i>	1
1.3: Innovative solutions for inclusive and efficient eGovernment	<i>Pilot B</i>	several
1.4: Experience sharing and consensus building in the uptake of innovative eGovernment services	<i>Thematic network</i>	3
<b>Theme 2 : ICT for accessibility, ageing and social integration</b>		
2.1: Accessibility of ICT for all	<i>Pilot B</i>	1
2.2: ICT for ageing	<i>Pilot B</i>	several
2.3: Experience sharing and consensus building in ICT for inclusion	<i>Thematic network</i>	3
<b>Theme 3: ICT for sustainable and interoperable health services</b>		
3.1: EU wide implementation of eHealth services to support continuity of care: patient's summary and ePrescription	Pilot A	1
3.2: Experience sharing and consensus building in eHealth	<i>Thematic network</i>	2
<b>Other themes and horizontal actions</b>		
4.1: Experience sharing on ICT initiatives for SMEs	<i>Thematic network</i>	up to 4
4.2: Supporting sustainable growth	<i>Thematic network</i>	2
4.3: Intelligent cars	<i>Thematic network</i>	1
4.4: Privacy protection infrastructure	<i>Thematic network</i>	1
<b>Calls for tender and support measures implemented through grants</b>		
4.5: Benchmarking, analysis	<i>Call for tenders, grants</i>	several
4.6: Studies and events	<i>Call for tenders, grants</i>	several

## 4. IMPLEMENTATION OF THE CALL FOR PROPOSALS

### 4.1. MAIN IMPLEMENTATION MEASURES

The different nature and specificities of the objectives detailed in chapter 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;
- Thematic Networks - providing a forum for stakeholders for experience exchange and consensus building.

The aim of the ICTPSP is to support the EU policies through a better use and wider uptake of ICT by businesses, governments and citizens. It will support activities to accelerate innovation and implementation of ICT based services and systems. The programme addresses technology and non technology innovation that has moved beyond final research demonstration phase. While it will cover when needed technical adaptation and integration tasks in order to achieve the target objectives, the ICTPSP does not support research activities.

The description and generic characteristics of each of the instruments is provided below, whereas Chapter 3 of this document describes in detail the objectives to be achieved with Pilots and Thematic Networks that are subject to call for proposals in 2007. Proposals should therefore carefully address the specified objectives and the targeted outcomes as well as the expected impact and additional requirements. All these are reflected in the criteria and sub-criteria that will be used in the evaluation of proposals<sup>32</sup>.

For all three types of instruments it is important that the applicants include sufficient resources 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 and for being pro-active in seeking to share experiences in the widest possible open dialogue that targets citizens and businesses.

For all three types of instruments it is important that the consortia demonstrate commitment to sharing good practice, which is considered essential for achieving full impact. Therefore, all ICT-PSP funded projects will be expected to contribute to the new European good practice exchange website (<http://ec.europa.eu/egov/>) as one of their dissemination platforms, becoming active members of the community and contributing to its overall success. Currently the exchange framework is a service addressing the themes eGovernment, eInclusion and eHealth; opening to other themes is under consideration.

When appropriate, applicants should plan to engage in the policy and political processes that have given rise to the opportunity for the Community to contribute to the financing of the work envisaged in this Work Programme.

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<sup>32</sup> See section 4.4.3 Evaluation criteria

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

##### ***4.1.1.1. Instrument description***

This type of pilot focuses on implementing and demonstrating interoperability by creating service operations between cooperating Member States 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.

The 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<sup>33</sup>.

The minimum requirement stated above is an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation<sup>34</sup>.

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.<sup>35</sup>

#### ***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.

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

#### ***4.1.2.1. Instrument description***

Type B pilots aim at a first implementation of an ICT based innovative service addressing the needs of citizens, governments and businesses. The pilots should be carried out under realistic conditions. The 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 evaluate the impact of these innovative ICT-based solutions in view of their wider deployment and use.

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

The duration of the pilot is expected to be 24 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.

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<sup>33</sup> A template will be provided in the Guide for Applicants

<sup>34</sup> See section 4.4.3 Evaluation criteria

<sup>35</sup> See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

#### ***4.1.2.2. Consortium Composition***

The Consortium should comprise all necessary stakeholders in the value-chain for deploying the service (e.g. service and content providers, industries including SME's, end-user representatives, etc). In this context, SME's are considered important contributors to innovation. It is also considered important that the appropriate public authorities - operators or sustainers of the service - are participating in the pilot.

#### ***4.1.2.3 Minimum participation requirements***

The consortia must be comprised by a minimum of **four** independent, 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<sup>36</sup>.

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected<sup>37</sup>.

### **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 (see also section 4.1) 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.

Coordination of ongoing activities and sharing of information and experience will be a key component of the network and results and outcomes should be reported in the public domain and widely disseminated through publications and conferences.

The thematic network may also contribute to identifying potential areas for future pilot projects in the relevant fields and in preparing for future partnerships.

Proposals should clearly explain their expected impact and their approach to achieving their overall objective. Proposals should identify a set of indicators against which progress will be measured. 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.

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<sup>36</sup> See section 4.4.3 Evaluation criteria

<sup>37</sup> See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

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

#### ***4.1.3.2. Consortium Composition***

Consortia responding to the calls for proposals must comprise all necessary key stakeholders to achieve the objectives, targeted outcomes and expected impact described for the different thematic networks foreseen in Chapter 3 of the work programme.

Networks should be open, and pro-active in attracting new members. This concerns notably procurers, in particular in view of identifying opportunities for cross-border cooperation on public procurement (pre-commercial procurement and/or (commercial) public procurement) of innovative solutions.

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 legal entities from **seven** different EU 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<sup>38</sup>.

## **4.2. GENERAL CONDITIONS FOR PARTICIPATION**

### **4.2.1. Entities established in the Member States**

The Call for Proposals under this Work Programme is open to legal entities established in the Member States. 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<sup>39</sup> countries which are members of the European Economic Area (EEA), in accession or candidate countries or countries of the Western Balkan, as well

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<sup>38</sup> See section 4.4.3 Evaluation criteria

<sup>39</sup> European Free Trade Association

as other third countries, may participate on the basis of and in accordance with the conditions laid down in the relevant agreements<sup>40</sup>.

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

### **4.3. COMMUNITY FINANCIAL CONTRIBUTION**

Community 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 Community Framework for State Aid for Research and Development and Innovation<sup>41</sup>. Community 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.

#### **4.3.1. 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. Community 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 Community contribution for this type of pilot will typically range from 5 to 10M€ per pilot.

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. 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.

#### **4.3.2. Funding for Pilots type B**

Community funding for Type B pilots will be up to 50% of the costs of implementing the pilot service. The Community contribution for this type of pilot will typically range from 2 to 3M€ per pilot.

Eligible direct costs for pilot B will include personnel, subcontracting, and other specific direct costs of implementing the pilot service. Indirect costs are eligible in accordance with the provisions in the model grant agreement. Other specific direct costs and subcontracting will be possible when it is anticipated and clearly justified in the proposal. For public entities national public procurement rules and practices are to be respected.

#### **4.3.3. Funding for Thematic Networks**

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<sup>40</sup> 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/ict\\_psp](http://ec.europa.eu/ict_psp)

<sup>41</sup> OJ C 323, 30.12.2006, p. 1

Community contribution will be up to 100% of the direct additional costs of co-ordinating and implementing the network. The typical Community contribution for each Thematic Network is 300-500K€.

Eligible direct costs for thematic networks will include personnel costs, travel and accommodation and other specific direct costs related to network coordination and participation. Indirect costs are eligible in accordance with the provisions in the model grant agreement.

The grant agreement shall specify which part of the Community financial contribution will be based on flat rates (including scale of unit costs) or lump-sums.

#### **4.4. SUBMISSION AND EVALUATION PROCESS**

##### **4.4.1. 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](http://ec.europa.eu/ict_psp)).

##### **4.4.2. 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.

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

Proposals responding to a specific objective as defined in Chapter 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.

##### **4.4.3. Evaluation criteria**

###### ***4.4.3.1 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.

**4.4.3.2 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

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), it will be nevertheless be evaluated on all criteria in order to provide feedback to the consortium.

For each award criteria a score from 0 to 5 is given (half points possible for scores >3):

- 0 - the proposal fails to address the criterion under examination or cannot be judged against the criterion due to missing or incomplete information.
- 1 - Very poor
- 2 - Weak
- 3 - Good
- 4 - Very Good
- 5 - Excellent

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. In the case of proposals with equal scores, their scores for the award criteria will be used to differentiate them by taking account of the scores in A1, A2 and A3 in descending order of priority.

**4.4.3.3 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*

- a) 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.

**4.4.4. 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, 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. Experts will receive reimbursement for their work as defined in Section 6.

**4.5. INDICATIVE IMPLEMENTATION CALENDAR**

The indicative calendar for the implementation of the call 2007 is as indicated in the table below. The Commission expects to issue one call for proposals in accordance with this 2007 Work Programme.

<b>Date</b>	<b>Event</b>
May 2007	Publication of call for proposals
October 2007	Call closure
November 2007	Evaluation
December 2007	Start of negotiations
January-March 2008	Completion of negotiations, signature of grant agreements

## **5. CALLS FOR TENDER AND SUPPORT MEASURES IMPLEMENTED BY GRANTS IN 2007**

Two objectives are supported through calls for tender or grants awarded without call for proposal<sup>42</sup> in 2007.

### **Objective 4.5: Benchmarking the progress of the Information Society**

Support will be given to the Community surveys of Households and Enterprises and additional collection of data on the ICT sector and sub sectors. Eurostat will conduct the Households and Enterprises surveys in cooperation with the national institutes of statistics of the Member States and associated countries where appropriate. To perform these surveys, grants will be awarded to the national institutes of statistics<sup>43</sup>.

The above will be complemented by around seven surveys addressing broadband networks and access, eGovernment, eHealth, eInclusion and on line services that will be launched through calls for tenders. They will be launched in the 2<sup>nd</sup> calendar quarter of 2007.

The budget dedicated for this objective is **3.500 k€**, including 2.000 k€ allocated for the grants to the national institutes of statistics of the Member States.

### **Objective 4.6: Studies, conferences and events**

#### Studies

A series of studies addressing economic and social analysis on each of the i2010 pillars will be launched:

- around five of these studies will address cross sectoral topics including the review of the i2010 initiative, the economic & social impact of ICT, the impact of ICT on the acquis communautaire, the regional expenditures in ICT and the analysis of advanced e-Signatures criteria;
- around nine studies will address specific themes in the areas of user-created content, ICT and sustainable growth, eGovernment, eHealth and eInclusion;
- two studies are also foreseen for the monitoring and impact evaluation of the Programme.

The budget dedicated for studies is **5.250 k€**. This will be entirely implemented through calls for tenders. The calls for tenders will be launched in the 2<sup>nd</sup> calendar quarter of 2007.

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<sup>42</sup> 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)

<sup>43</sup> In line with Regulation (EC) No 808/2004 of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society (OJ L 143, 30.04.2004, p. 49) and Council Regulation (EC) No 322/97 on Community statistics (OJ L 152, 22.02.1997, p. 1)

Support to conferences and events

Financial support will go to a series of high level events and conferences for an amount of around 2.750 k€. These will be distributed as indicated below:

- |   |         |
|---|---------|
| • i2010 Annual conference (grant to the EU Presidency)            | 200 k€  |
| • eLearning conference (grant to the EU Presidency)               | 75 k€   |
| • eGovernment Ministerial Conference (grant to the EU Presidency) | 450 k€  |
| • eHealth Ministerial conference (grant to the EU Presidency)     | 350 k€  |
| • eInclusion Ministerial conference (grant to the EU Presidency)  | 300 k€  |
| • eInclusion Summit (grant to the EU Presidency)                  | 1100 k€ |

The events supported by grants correspond to events co-organised with EU Presidencies, who will be the beneficiary of the grants.

A budget of about 275 k€ will be allocated to publications (online/offline), documentation and audiovisual material concerning ICT PSP activities.

## 6. INDICATIVE BUDGET

The budget of the ICT PSP Work programme 2007 is estimated at 65,5 M€ It will include the ICT PSP operational budget of 2007<sup>44</sup> for a total amount of 57,772 M€<sup>45</sup> and will draw on the ICT PSP 2008 budget for up to 7,728 M€<sup>46</sup>. 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 ICT PSP administrative budget for 2007<sup>47</sup> is 920 k€. It will be used for technical and administrative assistance for the execution of the Work Programme, as in particular for information, communication and publication activities and for hiring of experts to assist the Commission in the evaluation of proposals and ad-hoc programme monitoring and support on thematic issues.

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

Indicative budget			
<b>I) Operational budget</b>	<i>Call for proposals (see note)</i>	Theme 1 :Efficient and interoperable eGovernment services	24
		Theme 2 : ICT for accessibility, ageing and social integration	15
		Theme 3 : ICT for sustainable and interoperable health services	12
		Other themes and horizontal actions	3
	<i>Calls for tender and support measure implemented by grants</i>		11,5
	<b>TOTAL</b>		<b>65,5</b>
<b>II) Administrative Expenditure</b>	Technical assistance and communication		0,52
	Experts <sup>48</sup>		0,4
	<b>TOTAL</b>		<b>0,92</b>

Note : For any of the above themes that are implemented by Calls for Proposals (i.e. Main Themes 1, 2, 3 and other themes and horizontal actions), 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 Chapters 3 and 4. In case budget remains available in a specific theme, it will be distributed to the other themes pro-rata to the above indicative budget breakdown.

<sup>44</sup> Budget line 090301

<sup>45</sup> This indicative amount includes the contributions to be received from EFTA / EEA countries ; it may increase by contributions from future associated countries that may participate in the programme

<sup>46</sup> This is under the condition that the preliminary draft budget for 2008 is adopted without modifications by the budget authority.

<sup>47</sup> Budget line 09010403

<sup>48</sup> Experts who are chosen and accept to assist the Commission may claim, in addition to the reimbursement of travel and subsistence expenses, a payment of € 450,00 in the form of a lump sum for each full working day spent assisting the Commission's services

## 7. CALL FICHE

- Call identifier: CIP-ICT PSP-2007-1
- Date of publication: 23 May 2007<sup>49</sup>
- Closure date: 23 October 2007, at 17h00, Brussels local time<sup>50</sup>
- Indicative budget : 54 M€
- Topics called:

Themes	Objectives	Funding instruments
<i>Theme 1 : Efficient and interoperable eGovernment services</i>	1.1: Enabling EU-wide public eProcurement	Pilot A
	1.2: Towards pan-European recognition of electronic IDs (eIDs)	Pilot A
	1.3: Innovative solutions for inclusive and efficient eGovernment	Pilot B
	1.4: Experience sharing and consensus building in the uptake of innovative eGovernment services	Thematic Network
<i>Theme 2 : ICT for accessibility, ageing and social integration</i>	2.1: Accessibility of ICT for all	Pilot B
	2.2: ICT for ageing	Pilot B
	2.3: Experience sharing and consensus building in ICT for inclusion	Thematic Network
<i>Theme 3: ICT for sustainable and interoperable health services</i>	3.1: EU wide implementation of eHealth services to support continuity of care: patient's summary and ePrescription	Pilot A
	3.2: Experience sharing and consensus building in eHealth	Thematic Network
<i>Other themes and horizontal actions</i>	4.1: Experience sharing on ICT initiatives for SMEs	Thematic Network
	4.2: Supporting sustainable growth	Thematic Network
	4.3: Intelligent cars	Thematic Network
	4.4: Privacy protection infrastructure	Thematic Network

<sup>49</sup> The Director General responsible for the call may publish it up to one month prior to or after the envisaged date of publication

<sup>50</sup> At the time of the publication of the call, the Director General responsible may delay this deadline by up to one month

## **8. 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](http://ec.europa.eu/ict_psp).

### **Annex 1 – Eligibility 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.

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

Applicants will be excluded from participation 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 Community 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;
- (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 Community in accordance with Article 96(1) of the Financial Regulation<sup>51</sup>;
- (g) they are subject to a conflict of interest;
- (h) they have made false declarations in supplying information required by the Community 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<sup>52</sup>.

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<sup>51</sup> Council Regulation (EC, Euratom) No 1605/2006 of 25 June 2002 (OJ L 248, 16.09.2002, p. 1), as amended

<sup>52</sup> Art. 175 of Commission Regulation (EC, Euratom) No. 2342/2002 of 23 December 2002 (OJ L 357, 31 December 2002)

## Annex 2 - Award criteria

	<b>Award criteria</b>	<b>Pilots type A</b>	<b>Pilots type B</b>	<b>Thematic Networks</b>
<b>A1) <u>Relevance</u></b>	a) The alignment with the general objectives of the Work Programme and with the addressed specific objective defined in this Work Programme.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	b) Alignment and coordination with – and reinforcement of - relevant policies, strategies and activities on European and national level.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	c) The rationale and added value for Community contribution, the importance and the benefits of the proposed activity compared to existing activities.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	d) Capability to build support across the EU in view of reaching EU wide consensus.	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
<b>A2) <u>Impact</u></b>	a) Achievement and Alignment with the target outcome and characteristics as defined in the addressed specific objective	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	b) The contribution of the project to the expected impact as defined in the addressed specific objective	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	c) The demonstrated capability and commitment of the partnership to reach the objectives of the project. Attention should be given to the involvement of all relevant stakeholders and appropriate support by public entities.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	d) The long term impact; Viability, sustainability and scalability beyond the phases of work sponsored by the Community, as demonstrated by appropriate sustainability and deployment plans, also in view of EU wide take-up beyond the partners.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	e) The 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).	<input checked="" type="checkbox"/>		
	f) The free availability of common results and the openness of the thematic networks towards relevant organisations, which are not part of the network			<input checked="" type="checkbox"/>
	g) The maturity of the technical solution, i.e. the R&D phase of the pilot is complete		<input checked="" type="checkbox"/>	
<b>A3) <u>Implementation</u></b>	a) Adequacy of the chosen approach to achieve the goals of the proposed project;	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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	b) Clear work plan with well-defined work packages, schedule, partner roles and deliverables.	☑	☑	☑
	c) Effectiveness of the management approach and dissemination plan.	☑	☑	☑
	d) Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal.	☑	☑	☑
	e) The appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; open standards and open-source components	☑	☑	

### **Annex 3 – Background information**

#### ***Legal Framework***

DECISION No 1639/2006/EC OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 24 October 2006 establishing a Competitiveness and Innovation Framework Programme (2007 to 2013)

The CIP decision was published in the Official Journal of the European Union on 9 November 2006 (OJ L310/15 9.11.2006)

#### ***Links and Documents***

Additional information can be found on: [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp)

**Annex 4 – Glossary**

Beneficiary	Signatory to a <i>grant agreement</i> with the European Commission
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.
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.
EC	European Community
eCONTENT & eCONTENT+	eContent is a market oriented programme which aims to support the production, use and distribution of European digital content and to promote linguistic and cultural diversity on the global networks (for further details refer to <a href="http://www.cordis.lu/econtent/">HTTP://WWW.CORDIS.LU/ECONTENT/</a> )
eGovernment Action Plan	It is an integral part of the i2010 initiative (see below) The Action Plan focuses on five major objectives for eGovernment with specific objectives for 2010, including inclusion through eGovernment, efficiency and effectiveness, high-impact key services, enabling citizens and businesses and eParticipation. (for further details refer to <a href="http://ec.europa.eu/egovernment_research">HTTP://EC.EUROPA.EU/EGOVERNMENT_RESEARCH</a> )
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)
EUPL	European Union Public Licence. Further information can found at <a href="http://ec.europa.eu/idabc/en/document/6523">HTTP://EC.EUROPA.EU/IDABC/EN/DOCUMENT/6523</a>
e-Prescription	Electronic transfer of medical prescriptions from doctor to pharmacist as opposed to the current paper-based method
e-Procurement	Electronic Procurement is the purchase and sale of supplies and services through the Internet. The focus of ICTPSP in this workprogramme is electronic <u>public</u> procurement (public tender processing by electronic means)
EU	European Union
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.
Grant agreement	Agreement between the Commission and the <i>beneficiaries</i> setting out the conditions of the awarding of Community <i>grants</i> .
Grants	Grants are direct financial contributions covered by a written agreement, by way of donation, from the Community 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.

eHealth Action Plan	This action plan addresses the crucial role of new technologies and new ways of delivering health care in improving access to, quality and effectiveness of care, integrating a range of e-Health policies and activities. (see <a href="http://ec.europa.eu/information_society/activities/health/policy_action_plan/index_en.htm">HTTP://EC.EUROPA.EU/INFORMATION_SOCIETY/ACTIVITIES/HEALTH/POLICY_ACTION_PLAN/INDEX_EN.HTM</a> )
eTEN	The eTEN European Community programme finished at the end of 2006. eTEN was supporting the deployment of trans-European e-services in the public interest. Further information can be found at <a href="http://europa.eu.int/eten/">HTTP://EUROPA.EU.INT/ETEN/</a>
i2010	The EC strategic framework, i2010 – European Information Society 2010, laying out broad policy orientations. It promotes an open and competitive digital economy and emphasises ICT as a driver of inclusion and quality of life.
ICT	Information and Communication Technologies.
IDABC, IDABC eGovernment Observatory	IDABC stands for the Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens. IDABC is the follow-up programme of IDA. Further information can be found at <a href="http://europa.eu.int/idabc/">HTTP://EUROPA.EU.INT/IDABC/</a>
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 three types of instruments: Pilot (Type A) - Pilot (Type B) and Thematic Networks. The workprogramme indicates for each of the objectives the instrument that <u>must</u> be used.
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 Community <u>Sixth</u> Framework Programme. (FP6) Further information can be found at <a href="http://www.cordis.lu/ist/about/about.htm">HTTP://WWW.CORDIS.LU/IST/ABOUT/ABOUT.HTM</a>
Multiple or multi-channel platforms	The concept of multiple platforms refers to the simultaneous accessibility of services through different networks, terminal devices and interfaces with comparable user interfaces and user friendliness. Examples of platforms are: PC's, PDA's, telephone (mobile and fixed), messaging services, etc.
Objectives	In the context of the ICTPSP and for each of the themes identified in 2007 (eGovernment, eHealth, eInclusion), a number of objectives have been defined and described in chapter 3 of this workprogramme. Each proposal must address <u>one</u> of these objectives.
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 ( <a href="http://www.opensource.org">WWW.OPENSOURCE.ORG</a> ) or the Free Software Foundation (FSF) ( <a href="http://www.fsf.org">WWW.FSF.ORG</a> ).
Open Source solutions	Open Source solutions are services based on the use of open standard which have an <i>open source software</i> reference implementation.
Open standards	For a standard to be considered open, it must at least be: <ul style="list-style-type: none"> <li>- adopted and maintained openly and its further development be based on consensus or majority decisions,</li> <li>- fully published and available for use, re-use, copying and distribution without constraints for free or for a nominal charge.</li> <li>- Its intellectual property must be made irrevocably available on a royalty-free basis</li> </ul> Source: European Interoperability Framework <a href="http://europa.eu.int/idabc/3761">HTTP://EUROPA.EU.INT/IDABC/3761</a>
Patient's summary	In the context of the ICTPSP a patient's summary should be understood to be a minimum set of patient's data which would provide a health professional with essential information needed in case of unexpected or unscheduled care

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 <i>service</i> is considered to exist in the prototype state if it has been validated (proven) technically <u>and</u> 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.
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 Community funding is needed. For 2007 the three main themes identified are eGovernment, eHealth and eInclusion, complemented by actions of a horizontal nature and addressing other themes. These themes will be revised and updated in subsequent annual work programmes.