

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

ICT POLICY SUPPORT PROGRAMME

ICT PSP WORK PROGRAMME 2013

Table and Index

1	INTRODUCTION.....	7
2	CONTEXT, OBJECTIVES AND OVERALL APPROACH.....	8
2.1	Context: The Digital Agenda for Europe	8
2.2	Objectives of the ICT PSP.....	8
2.3	SMEs and the ICT PSP.....	9
2.4	The ICT PSP work programme for 2013	9
2.4.1	Work Programme content.....	9
2.4.2	Approach: Focus on a limited number of themes, complemented by horizontal actions.....	10
2.4.3	Implementation.....	10
3	CONTENT OF THE CALL FOR PROPOSALS IN 2013	12
	THEME 1: CLOUD OF PUBLIC SERVICES AND SMART CITIES	14
	Objective 1.1: Cloud of Public Services.....	14
	Objective 1.2: Smart Sustainable Mobility	16
	Objective 1.3: Preparing public procurement for innovative solutions on resource efficient data centres for smart cities	19
	THEME 2: DIGITAL CONTENT, OPEN DATA AND CREATIVITY	21
	Objective 2.1: Europeana and creativity	21
	Objective 2.2: Open Data	24
	Objective 2.3: ICT for learning	26
	Objective 2.4: Digital content technologies for a better internet for kids	28
	Objective 2.5: eArchiving services.....	29
	THEME 3: ICT FOR HEALTH, AGEING WELL AND INCLUSION	31
	Objective 3.1: "Preparing large scale deployment of targeted services to support active and healthy ageing".....	31
	Objective 3.2: Supporting public procurement for innovative solutions (PPI) in eHealth, active and healthy ageing and assisted living.....	35
	Objective 3.3: Networking for health, ageing well and inclusion.....	37
	Objective 3.4: Assisted mobility/navigation for older or impaired users.....	41
	Objective 3.5: Biophotonics solutions for diagnosis, monitoring and treatment of diseases.....	42

THEME 4: TRUSTED E-SERVICES	45
Objective 4.1: Protection of Websites against attacks	45
Objective 4.2: Security for networked infrastructures	46
Objective 4.3: Secure and trustworthy reporting of malware and suspected cybercrime.....	47
THEME 5 – OPEN OBJECTIVE FOR INNOVATION AND OTHER ACTIONS.....	49
Objective 5.1: Open objective for innovation	49
Objective 5.2: Support to advance Corporate Social Responsibility (CSR) in the ICT sector	50
Objective 5.3: Support to the Grand Coalition for ICT jobs	51
4 IMPLEMENTATION OF THE CALL FOR PROPOSALS	52
4.1 Main implementation measures and Union financial contribution	52
4.1.1 Pilot (Type A) - building on initiatives in Member or Associated Countries	52
4.1.2. Pilot (Type B) - stimulating uptake of innovative ICT-based services and products.....	54
4.1.3 Thematic Networks	56
4.1.4 Best Practice Networks.....	57
4.1.5 Public Procurement of Innovative solutions (PPI) Pilot.....	58
4.2 General conditions for participation.....	61
4.2.1 Entities established in the Member States and Associated Countries.....	61
4.2.2. Entities established in third countries.....	61
4.2.3. European Economic Interest groups (EEIG).....	61
4.2.4. International organisations	61
4.3 Submission and Evaluation process	62
4.3.1. Making a proposal	62
4.3.2. Evaluation process.....	62
4.3.3. Evaluation criteria	62
4.3.4. Selection of independent experts for evaluation and reviews	64
4.3.5 Indicative implementation calendar	64
5 CALLS FOR TENDER AND SUPPORT MEASURES	65
Studies, other measures, conferences and events	65
Europe 2020 Project Bonds Initiative	66
6 INDICATIVE BUDGET.....	68
7 CALL FICHE	69

8	FURTHER INFORMATION.....	71
9	ANNEXES	72
	Annex 1 – Eligibility and exclusion criteria.....	72
	Annex 2 - a) - Award criteria – Pilot A	74
	Annex 2 - b) - Award criteria – Pilot B	75
	Annex 2 - c) - Award criteria - Thematic networks	76
	Annex 2 - d) - Award criteria –Best Practice Networks.....	77
	Annex 2 - e) - Award criteria – PPI pilots.....	78
	Annex 3 – Conformity with the legal base.....	79
	Annex 4 – Glossary	80

1 INTRODUCTION

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

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

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

The present document is the Work Programme (WP) of the ICT PSP. It defines the priorities for calls for proposals, calls for tender and other supporting actions to be launched in 2013.

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

2 CONTEXT, OBJECTIVES AND OVERALL APPROACH

2.1 Context: The Digital Agenda for Europe

The European Commission launched the Europe 2020 Strategy¹ in March 2010 to address the economic crisis and prepare the EU economy for the challenges of the next decade. Europe 2020 sets out a vision to achieve higher levels of employment, a low carbon economy, productivity and social cohesion, to be implemented through concrete actions at EU and national levels.

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

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

Wider deployment and more effective use of digital technologies will thus enable Europe to address its key challenges and will provide Europeans with a better quality of life through, for example, better health care, safer and more efficient transport solutions, cleaner environment, new media opportunities and easier access to public services and cultural content.

Moreover, the ICT sector has been identified as a largely untapped source of employment creation and an area where labour demand currently outstrips supply in the EU. As indicated in the 'Key Actions for ICT Employment' accompanying the recent Communication 'Towards a job-rich recovery'³ investing in highly qualified and skilled ICT labour force will bring clear benefits to users, practitioners, firms and European societies as a whole.

2.2 Objectives of the ICT PSP

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

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

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

2 COM(2010) 245: A communication from the Commission to the European Parliament, the Council, the Social and Economic Committee and the Committee of Regions: A Digital Agenda for Europe: http://ec.europa.eu/information_society/digital-agenda/

3 COM (2012) 173 final. A communication from the Commission to the European Parliament, the Council, the Social and Economic Committee and the Committee of Regions: Towards a job-rich recovery.

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

The ICT PSP covers technological and non-technological innovations that have moved beyond the final research demonstration phase⁴. The ICT PSP does not support research activities; it may cover, when needed, technical adaptation and integration work in order to achieve the objectives.

2.3 SMEs and the ICT PSP

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

- accelerate the deployment of EU-wide services of public interest that are of direct benefit for all businesses and in particular for SMEs, improving and expanding their working environments.
- help develop the internal market for innovative ICT based services and products which is essential for the growth and development of innovative SMEs that can benefit from wider markets for the diffusion of their innovations;
- fund the participation of SMEs supplying innovative ICT based solutions in pilots and networking activities together with the main users of these solutions;

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

2.4 The ICT PSP work programme for 2013

2.4.1 Work Programme content

The WP2013 describes the themes, objectives and types of actions that will be supported in the ICT PSP following calls for proposals and tenders in 2013. It also includes the selection criteria and rules for participation in the programme.

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

⁴ The ICT PSP is not a follow up of the European Framework programme for Research and Technological Development (EU FP), ie there is no requirement for a solution tested or promoted in an ICT PSP project to have been previously supported in a project of the EU FP.

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

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

- addressing the EU policy priorities as expressed notably in the Digital Agenda for Europe;
- improving the innovation capacity of the Union and facilitating the development of EU-wide markets for innovative ICT-based products and services and exploitation of digital content;
- a clear need for financial intervention at EU level;
- readiness of stakeholders to mobilise the appropriate financial and human resources to carry out actions in support of the objective.

Based on these criteria and recommendations, the WP 2013 focuses on 5 themes:

- Cloud of public services and smart cities
- Digital content, open data and creativity
- ICT for health, ageing well and inclusion
- Trusted eServices
- Open objective for innovation and other actions

In addition, preparatory actions for broadband roll-out will be also supported.

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

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

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

2.4.3 Implementation

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

- Pilot (Type A) - building on initiatives in Member States and Associated Countries;
- Pilot (Type B) - stimulating the uptake of innovative ICT based services and products;
- Thematic Network (TN) - providing a forum for stakeholders for experience sharing and consensus building;
- Best Practice Network (BPN) - exclusively for Theme 2 to support sharing of best practices in this field.
- PPI Pilot – Public Procurement of Innovative solutions (PPI) – supporting public procurement as a driver for the deployment of innovative solutions

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

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

3 CONTENT OF THE CALL FOR PROPOSALS IN 2013

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

Call for proposals (details in Chapter 3)		125.7 M€
Themes and objectives	Funding Instrument	Indicative Budget ⁵
Theme 1: "Cloud of public services and smart cities"		32.5 M€
Cloud of public services	<i>Pilot B</i>	18 M€
Smart, sustainable mobility	<i>Pilot B TN</i>	13.5 M€
Preparing PPI on resource efficient data centres for smart cities	<i>TN</i>	1 M€
Theme 2: "Digital Content, open data and creativity"		36 M€
Europeana and creativity	<i>BPN TN</i>	16 M€
Open data	<i>Pilot B TN</i>	8 M€
ICT for learning	<i>Pilot B TN</i>	6 M€
Digital content technologies for a better internet for kids	<i>Pilot B</i>	3 M€
eArchiving services	<i>Pilot B</i>	3 M€
Theme 3: "ICT for health, ageing well and inclusion"		39 M€
Preparing large scale deployment of targeted services to support active and healthy ageing	<i>Pilot A Pilot B</i>	14 M€
Supporting innovative solutions in eHealth, assisted living and for mobility (in particular through PPI)	<i>PPI Pilot</i>	10 M€
Networking for health, ageing well and inclusion	<i>TN</i>	3 M€

⁵ Subject to the adoption of the budget 2013 by the Budgetary Authority without modifications of the appropriations foreseen on the corresponding budget line 09 03 01 in the draft budget 2013 or the availability of appropriations in 2013 under the rules of provisional twelfths referred to in Article 315 of TFEU

Assisted mobility/navigation for older or impaired users	<i>Pilot B</i>	2 M€
Biophotonics solutions for diagnosis, monitoring and treatment of disease	<i>Pilot B</i>	10 M€
Theme 4: "Trusted eServices "		7 M€
Protection of Web site against attacks	<i>Pilot B</i>	2.5 M€
Security for networked infrastructure	<i>Pilot B</i>	2 M€
Secure and trustworthy reporting of malware and suspected cybercrime	<i>Pilot B</i>	2.5 M€
Theme 5: "Open objective for innovation and other actions"		11.2 M€
Open objective for innovation	<i>Pilot B</i>	10 M€
Support to advance Corporate Social responsibility	<i>TN</i>	200 K€
Support to the Grand Coalition for ICT jobs	<i>TN</i>	1 M€
Other (details in Chapter 5)		30.800 M€
Provision for "Calls for tender and support measures"		10.8 M€
Earmarking for Project bonds		20 M€
Grand Total		156.5 M€

THEME 1: CLOUD OF PUBLIC SERVICES AND SMART CITIES

The European Commission eGovernment Action plan⁶, the Digital Agenda for Europe and the Cloud Computing Strategy⁷ under their different perspectives highlight the need for an evolution of Public Services towards the Cloud in order to deliver innovative services. Equally important, the Digital Agenda underlines the relevant role of ICT for smart mobility as well as the importance of ICT for energy efficiency and a low carbon economy. The benefits achievable by joint Public Procurement actions will also be explored in this theme.

The theme 1 will support:

- Objective 1.1 Cloud of Public Services;
- Objective 1.2 Smart Sustainable Mobility;
- Objective 1.3 Preparing public procurement for innovation on resource efficient data centres for smart cities

The total funding available for this theme is 32.5 M€, encompassing the three objectives.

Objective 1.1: Cloud of Public Services

Funding instrument: Pilot B. It is intended to finance several pilots for up to 18M€ of total EU contribution

Focus and outcomes

Building on previous CIP projects, pilots in this objective will test and validate a set of cloud-based services in view of wider deployment of such public services and, in particular, to prepare the migration by public authorities to cloud computing-based solutions to deliver online public services.

The pilots will test, validate the use and the aggregation of innovative services offered both by the public and the private sector. These services (in particular services offered by the public sector) should be cloud-based. This may involve the migration of existing services towards cloud-based solutions in a way that allows an operational implementation based on open interfaces, leading to interoperability and portability. This will enable the provision of re-useable service components and applications (building blocks) which have appropriate data security features (e.g.. compliant with the EU legal proposal on "security by design").

The pilots could provide a set of use cases and best practices, which could be broadly deployed as Digital Service Infrastructures under the proposed Connecting Europe Facility (CEF⁸). The pilots could address the reuse of services already deployed under existing CIP Pilots A⁹.

6 http://ec.europa.eu/information_society/activities/egovernment/action_plan_2011_2015/index_en.htm

7 http://ec.europa.eu/information_society/activities/cloudcomputing/cloud_strategy/index_en.htm , September 2012

8 http://ec.europa.eu/budget/reform/documents/com2011_0665_en.pdf

9 <http://www.buildconnectgrow.net>

Conditions and characteristics

The pilots should address at least one of the two sub-objectives here below:

- a) The pilots should enable innovation by:
- Offering "open" public services¹⁰ that allow citizens, businesses, notably SMEs and the public sector to develop innovative new services based on them.
 - Experimenting with the migration of public services to cloud computing-based solutions
 - Improving interoperability between administrations across borders (not only across national borders, but also across local/regional borders).
 - Demonstrating interoperability and validating common specifications of cloud-based services and applications, with the specific aim of promoting the reuse of applications and services in cloud-based environments.
 - Clearly specifying the anticipated impact with respect to the Cloud Computing Strategy implementation.
- b) The pilots should improve transparency and trust by:
- Enabling the implementation of the principle of "information must be provided only once to public administration".
 - Enabling citizens to have access to their own personal information, to control and decide on its usage and to monitor its usage by different administrations.
 - Reusing existing trust service and eID for the delivery of trusted and reliable services to citizens and business.

Furthermore pilots should have the following characteristics:

- Test and validate innovative services through an operation of the pilot in real conditions for at least 12 months.
- Include all the relevant stakeholders, in particular the relevant public administrations, for the delivery of those services.
- Develop a full business case for public administrations to migrate to the new architecture.
- Specific attention should be paid on privacy and data protection¹¹, on Intellectual Property Rights of third parties¹² and on security aspects.

Expected impact

- The increased usage of cloud computing by public services
- a more agile, trusted and transparent administrative services
- the offer of new services using public information and services

10 "Open" public services are services whose API's are available publicly and where possible according to an existing standard or recognised technical specification

11 <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31995L0046:en:NOT>

12 See Recital 22 and Article 1 (2) (b) of Directive 2003/98/EC and Recital 7 of draft directive COM(2011) 877 final.

- the use of innovative architectures that can be used and applied across different legal environments in order to demonstrate that the aggregation of services works also across border.
- the establishment of common strategies, methodologies, standards and certification for delivering user-driven, innovative cloud-based services through "open" platforms.
- improved capabilities for SMEs towards developing, validating and scaling-up new services.

Objective 1.2: Smart Sustainable Mobility

The objective has three focus areas:

Obj 1.2.a: Piloting ICT-based Interoperable Fare Management (IFM) for sustainable mobility

Funding instrument: Pilot B - It is intended to fund 2-3 Pilots for up to 6 M€ of total EU contribution

Focus and outcomes

The growing demand for seamless intermodal mobility in cities requires the support of ICT based measures such as new approaches in automatic fare collection systems. Interoperable Fare Management (IFM) between modes, cities and regions has the potential to radically strengthen the role of public transport by making it more user-friendly. The roll-out of IFM can help public transport operators to offer travellers packages covering all modes of transportation, personalised and managed through a shared style of contactless media (e.g. NFC devices) which can be used for multiple transport products. The pilots intend to demonstrate how seamless IFM can be rolled out across regions through cooperation between different transport operators. The pilots should take into account the results of the preparatory action launched by the Commission "To develop and validate a European passenger transport information and booking system across transport modes"¹³

13 <http://ted.europa.eu/udl?uri=TED:NOTICE:231662-2012:TEXT:EN:HTML>

Obj 1.2.b: Piloting cooperative systems for sustainable mobility of goods

Funding instrument: Pilot B - It is intended to fund 2-3 Pilots for up to 6.5 M€ of total EU contribution

Focus and outcomes

Transport and logistics are increasingly relying on real time communication among objects (i.e. vehicles, cargo items & infrastructure) to ensure efficient management and sustainable transport of goods. Optimising cargo management has a high potential of lowering pollution generated in transport operations. Multiple research projects¹⁴ have developed and piloted open communication platforms. On-going CIP pilots¹⁵, are validating cooperative systems in urban environments in this field. However, further improvements are desirable to reduce unnecessary movements of trucks and optimise load factors. Machine to machine communications (M2M) is called upon to play a key role to track and manage industry leading assets and goods on the move, but their take up and optimum usage is still hampered by a number of limitations¹⁶. The proposed pilot should aim at validating novel solutions managing connectivity, tracking and monitoring of goods and assets on the move leveraging machine to machine communications (M2M). These solutions are expected to support managed and integrated mobile communications for logistics applications with lower cost, easier manageability of roaming, scalable systems for self-configuring, intelligent transport objects. They will be accessible for all parties involved in freight transport and thus contributing to more sustainable transport of goods. The pilots should also take into account the logistics/e-Freight initiative¹⁷ M2M efficient integration to businesses that may be reusable in use cases other than transport is welcome.

The pilot should also address potentially necessary regulatory changes in terms of communication technologies in Europe to make such changes happen.

Obj1.2.c: Preparing the ground for Public Procurement for Innovative Solutions on Cooperative Intelligent Transport Systems

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

Focus and outcomes

In order to ensure a wide European deployment of Cooperative ITS, road authorities will be required to establish, in parallel to the deployment of in-vehicle systems by vehicle manufacturers (V2I) cooperative mobility applications. A common vision and a strong cooperation among all stakeholders (whether vehicle manufacturers or road authorities and operators), based on an agreed deployment roadmap, is a prerequisite for this to happen. In parallel, and to ensure cross-border interoperability and cross brand compatibility of the required cooperative systems, it is important to develop a strong

14 e.g, project EURIDICE <http://www.euridice-project.eu>

15 e.g, project FREILOT <http://www.freilot.eu/>

16 See also OECD report http://www.oecd-ilibrary.org/science-and-technology/machine-to-machine-communications_5k9gsh2gp043-en

17 See http://ec.europa.eu/transport/media/consultations/2013-01-17-efreight_en.htm

coordination mechanism among public road administrations. This could be achieved by establishing and promoting the use of common PPI guidelines when procuring innovative road side infrastructure or when specifying them to road concessionaires, with the final aim of facilitating the move towards a large scale deployment of ITS services.

Conditions and characteristics

Specifically for a and b

- The pilots should involve stakeholders from the whole value chain needed to ensure effective deployment of the application (e.g. transport operators, logistic companies, telecom, suppliers, and industry). The participation of users is essential.
- Validation must be carried out in real life conditions, for at least 1 year, and result in a consolidated set of best practices, including guidelines, business models, manuals, training material.
- It is expected that the pilots present a strategy for a sustainable deployment of the systems and services beyond the pilot phase.
- Special attention should be paid to interoperability and the use of existing standards, namely those developed by ETSI and CEN within the Commission mandate M/453 in the field of information and communication technologies to support the interoperability of co-operative systems for intelligent transport in the European community, as well as the existing standards in interoperable fare management.
- The pilots should be complementary to the on-going pilots from previous projects launched under the ICT PSP and other programmes and clearly focus on enhancing the co-operative element of smart mobility.
- The pilots need to have a strong focus on the integration of several services on a single open platform, and on the cross border capabilities of that platform.

Expected impact

- Significant improvement in terms of reducing energy consumption and environmental footprint of urban mobility.
- Provide data to further assess and verify the impact of ICT for smart sustainable mobility through established impact assessment methodologies.
- Strengthen the position of Europe's logistics and freight industries in the market for low-carbon products and services.
- For point a) Enhancing modal shift to public transport by deploying user friendly and interoperable fare management systems. Achieving economy of scale and opening new market for public transport operations in IFM.
- For point c) Clear understanding on how a wider use of PPI could help enhance the market take up of cooperative ITS.

Objective 1.3: Preparing public procurement for innovative solutions on resource efficient data centres for smart cities

Funding instrument: Thematic Network - It is intended to support one Thematic Network (actual costs) for up to 1M€ of EU contribution

Focus and outcomes

PPI (Public Procurement for Innovative solutions) represents a not yet sufficiently exploited opportunity for public administrations to drive innovation on energy efficiency and to reduce the environmental footprint of cities. The focus of this action is to help public administrations to enhance the energy efficiency and reduce the environmental footprint of their data centres. This can be achieved by harmonizing across different administrative domains and accelerating the adoption of relevant guidance and specifications to procure technologies and systems for higher energy and environmental efficiency.

The action is particularly relevant in the context of cities where the majority of data centres is built contributing significantly to the cities overall environmental footprint. In this case, promoting measures like the deployment of appropriate topologies and/or sustainable infrastructures can make important contributions in the "greening" of cities where energy is at a higher demand and the environmental effect is more intense. Emphasis is also put on the adoption of common metrics for measuring the energy and environmental footprint of data centres as well as on specifications relevant to procuring virtualisation and cloud technology in a context of reducing the above footprint.

Conditions and characteristics

- The aim of the action is to develop a strong coordination mechanism among public administrations and to promote the use of common guidance and standards on sustainability when procuring data centres.
- The drivers are expected to be public administrations responsible for procuring/financing/operating data centres and covering the largest possible part of the EU.
- Proposals should also demonstrate, as appropriate, sufficient expertise on relevant guidance/standards for the measurement of the energy and environmental footprint of data centres as well as on virtualisation/cloud technology.
- Consortia should be compact (no redundant roles for partners from the same country).

Expected impact

- Significant improvements in terms of energy consumption and environmental footprint of public data centres when the procurement is implemented; such a development would set new norms and practices on the sustainability performance of data centres in Europe.
- Significant promotion of cloud/virtualisation technology as an energy saving one in data centres in Europe.
- Promotion of standards/metrics in measuring the energy/environmental footprint of the ICT-sector (as data centres form a core part of almost every ICT-infrastructure).

- Combined with other actions, this will increase of the European industry competitiveness on green ICT.

THEME 2: DIGITAL CONTENT, OPEN DATA AND CREATIVITY

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

This theme contributes to the design of added-value products and services across Europe based on high-quality digital content and to promote the use of technologies for a better internet for kids.

The theme 2 will support:

- Objective 2.1 Europeana¹⁸ and creativity;
- Objective 2.2 Open data;
- Objective 2.3 ICT for learning.
- Objective 2.4 Digital content technologies for a better internet for kids.
- Objective 2.5 eArchiving services.

The total funding available for this theme is 36 M€, encompassing five objectives.

Objective 2.1: Europeana and creativity

The 'European Competitiveness Report 2010' identified the cultural and creative industries as one of Europe's most dynamic sectors. According to some recent estimates, the cultural and creative industries are one of Europe's most dynamic sectors, accounting for 4.5% of total EU GDP and some 3.8% of its workforce. The future of this industry is "digital", and its positioning world-wide depends on whether it can embrace ICT and make the best use of it, as it has started indeed to do in areas like digital games or industrial design.

The aims of the objective are:

- to ensure access for all citizens to Europe's cultural resources;
- to lay down the best conditions for further development of our creative and cultural capacities and of our industrial presence in this field;
- to experiment with models, innovative applications and services for creative re-use of digital cultural resources, and in particular the material accessible through Europeana.

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

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

18 www.europeana.eu

Obj 2.1.a: Enriching and improving the Europeana content base

Funding instrument: Best Practice Network – It is intended to support one or more Best Practice Networks for up to 5 M€ of total EU contribution

Focus and outcomes

The aim is to enrich and improve the Europeana content base by aggregating cultural heritage content complementing collections already accessible through Europeana and by improving the quality of metadata for better user experience.

Support will go to projects addressing one or more of the following actions:

- Explore new ways of improving the quality of Europeana metadata, e.g. through crowdsourcing, semantic web technologies or linking data.
- Aggregation¹⁹ of existing digital cultural heritage content held by cultural institutions (libraries, archives and museums) and/or private content holders (e.g. publishers) in the Member States or associated countries in order to make it accessible through Europeana. The content must be of interest to a broad public.

Conditions and characteristics

Proposals should take the following into account:

- The content to be contributed to Europeana, which may include different types of material (e.g. books, audio-visual, sound, archival records), should be held by cultural institutions and/or private content providers from different Member States and associated countries. Preference will be given to proposals contributing audio-visual material including films, documentaries, audio and video recordings.
- The criteria for the selection of the content to be aggregated should be clearly identified. The proposal should demonstrate the European added value of bringing the selected content to Europeana and that the content to be contributed constitutes critical mass.
- The quality and quantity of the digital content and related metadata to be made accessible through Europeana by each content provider must be clearly identified.
- The metadata to be contributed to Europeana should comply with the technical requirements and licensing framework set out by the Europeana Foundation²⁰.
- The consortium must demonstrate to have the rights to provide access to the content through Europeana and, where possible, cater for the reuse of the material for creativity.
- The consortium must include content providers and can also include national or domain specific aggregators.

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

20 <http://pro.europeana.eu/web/guest/provide-data>

Expected impact

- Increase quantity and quality of digital content available through Europeana (towards the 30M objects by 2015 target) from across Europe and associated countries.
- Improve the quality of Europeana metadata for increasing the performance of Europeana search engine.

Obj 2.1.b: Promoting the use of Europeana by creative industries

Funding instrument: Best Practice Network – It is intended to support one or more Best Practice Networks for up to 7 M€ of total EU contribution

Focus and outcomes

The aim is to experiment with models, innovative applications and services for creative re-use of cultural resources, and in particular the material accessible through Europeana.

The actions should lead to environments enabling the development of creative applications and services that make the best use of Europeana cultural resources. This should pave the way for wider re-use of Europe's cultural resources and boost creativity and business development.

Conditions and characteristics

Proposals should:

- Involve the creative industry to extend the use of cultural heritage resources beyond Europeana's portal (e.g. use of Europeana content for education, research²¹, leisure, tourism, and games);
- Clearly identify scenarios in which the proposed environment can be used for the development of creative applications and services.
- Address the necessary licensing or clearing arrangements for any Intellectual Property Rights (IPR) of content, services or applications arising from the project to ensure their wider use and dissemination of the project output.
- Describe the exploitation/business potential of the proposed solutions.

Expected impact

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

21 Where appropriate, activities to promote the use of Europeana for research should be aligned with the pan-European digital research infrastructures (e.g. the ESFRI infrastructures 'DARIAH - Digital Research Infrastructure for the Arts and Humanities', 'CLARIN - Common Language Resources and Technology Infrastructure' and e-infrastructures in the field of cultural heritage).

Obj 2.1.c: Coordinating Europeana

Funding instrument: Thematic Network - It is intended to support one Thematic Network (actual costs) for up to 4 M€ of EU contribution, for the period 2014-2015.

Focus and outcomes

The aim is to support the functioning and development of the Europeana central service. This includes the coordination of the network of contributing organisations, the promotion of Europeana services, the ingestion and management of content as well as the release of major new versions of the service to make it more user-friendly, more visible and better suited for close collaboration with the creative industries.

Conditions and characteristics

The network should:

- align with relevant policies, strategies and activities at European and national level.
- identify realistic quantified indicators to monitor progress at hand and measure the envisaged improvements in availability, access and use of content to be ingested and made available/enhanced, at different stages in the project life.
- involve the creative industry to extend the use of cultural heritage resources beyond Europeana's portal.
- engage with stakeholders beyond the consortium participants. Target constituencies must be clearly identified.

Expected impact

- Facilitating the operation and development of Europeana for enriched content and improved functionalities for the access and use of cultural resources.
- Better coordination and enlargement of the network of contributing organisations.
- Higher acceptance and usage rate among stakeholders and general public.
- Closer collaboration with the cultural and creative industries for the re-use of cultural resources.

Objective 2.2: Open Data

Public sector information represents a major digital content resource for innovative applications and services.

The objective is supported by two distinct target outcomes and corresponding funding instruments.

- Geographic Information (GI) is an important component of Public Sector Information. GI is not only a primary source of data, but also an important means for creating innovative services. Based on the work already accomplished across the EU, the role of GI as a motor for growth and jobs through the creation of innovative information products and services can be further enhanced.
- One of the main obstacles is the lack of agreed interoperability standards. The aim of the objective is therefore also to help the relevant stakeholders reach

consensus on technical standards and to complement and consolidate the existing/ongoing initiatives in the domain.

Obj 2.2.a: Open Data experimentation and innovation building on geographic information

Funding instrument: Pilot B - It is intended to support several pilot for up to 7 M€ of total EU contribution

Focus and outcomes

The aim is to stimulate innovation and business activities around GI data (including large dynamic European datasets such as GMES data) and solutions enhanced by location-based services building on, amongst other sources, existing and upcoming Global Navigation Satellite Systems (GNSS), including GALILEO.

The pilots should focus on the development of virtual hubs that facilitate the use of open (freely available) geographic data from different sources for the creation of innovative applications and services. The hubs should be at the basis of concrete experiments that clearly identify and provide solutions for real world problems and/or address market opportunities. The proposed solutions may also include volunteered geographic information and may address the specificity of real-time generated data.

Conditions and characteristics

- Proposals should build on state-of-the-art technologies and describe in detail the scientific/ technological innovation that it intends to bring to the market.
- Solutions should lead to an easier discoverability and use of geographic information available for use in innovative applications and services, and where possible draw together datasets from different sources.
- The solutions proposed shall be validated and tested by the appropriate user communities.
- In relation to the volunteered geographic information, proposals shall clarify how they intend to address the incentives for private companies and citizens to provide the information and possible methods of predicting its accuracy. In addition, any related privacy concerns should be addressed appropriately.

Expected impact

- Increase substantially the exploitation opportunities for open GI
- Facilitate market entry of new companies, and the development of innovative services

Obj 2.2.b: Standards for Open Data

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

Focus and outcomes

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

Conditions and characteristics

- The network should involve a broad range of stakeholders interested in standards in the re-use of public sector information and open data, including policy-makers, public sector content-holders, commercial re-users, standards bodies, academics and civil society from a majority of Member States and associated countries.
- Experts should have thorough knowledge of the situation concerning PSI in their country and at European level including the relevant work on EU related initiatives in this field (e.g. standards defined by EUROSTAT, and the Publication Office, and through ISA, INSPIRE and in the context of the EC Open Data portal).
- The coordinator should have solid experience in the field of standards as well as the capability of organising coordination activities (meetings, workshops etc.) at the European level.

Expected impact

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

Objective 2.3: ICT for learning

The aim of this objective is to support ICT-based modernization of educational and training.

The objective is supported by two distinct target outcomes, each with specific funding instruments.

Obj 2.3.a: Piloting and showcasing excellence in ICT for learning for all

Funding instrument: Pilot B - It is intended to support one Pilot up to 5 M€ of EU contribution.

Focus and outcomes

Large-scale piloting activities showcasing ICT-based innovation and excellence covering blended modes of formal/informal/non-formal learning with links to workplace-based or self-paced lifelong learning.

To ensure complementarity and synergies with on-going CIP projects the activities should cover at least the following subjects: digital literacy and computing, artistic and creative skills, mathematics.

Conditions and characteristics

- Pilots should place the solution in real world setting involving at least 50.000 students and 4.000 teachers.
- The consortium should include at least 10 regional actors/hubs of excellence with the direct involvement of technology and supply industry.
- Include at least one piloting activity seeking to demonstrate ways of lowering or removing technological barriers in learning processes for users with special needs or at risk of exclusion (socially, physically or technologically disadvantaged groups – and of those who consider themselves unsuited for education).

Obj 2.3.b: Organising competitions on Educational Games

Funding instrument: Thematic Network - It is intended to support one Thematic Network (Actual Costs) up to 1 M€ of EU contribution.

Focus and outcomes

The aim of this objective is to establish a network which organises competitions on educational games addressing the following needs: learning maths, improving ICT skills, and adopting a healthier lifestyle. The network should ensure that the specific requirements to engage children at risk-of-exclusion and the elderly are taken into account.

Conditions and characteristics

- The consortium should have solid experience in organising competitions at the European level.
- The network should ensure appropriate follow up for wide dissemination of the results in mainstream education.

Expected impact for both a and b

- Support the implementation of the “Digital Agenda for Europe” and in particular Action 68 "Mainstream eLearning in national policies for the modernisation of education and training, including in curricula, assessment of learning outcomes and the professional development of teachers and trainers".
- Showcase to a critical mass of students, teachers and parents how to use technologies for their learning, teaching and support needs.

Objective 2.4: Digital content technologies for a better internet for kids

The aim of this objective is to improve the technologies underpinning a better internet for kids by supporting two target outcomes: one on digital content technologies for victim identification and one on interoperability of content rating and classification scheme.

Obj 2.4.a: Digital content technologies for victim identification

Funding instrument: Pilot B - It is intended to support one Pilot for up to 2 M€ of EU contribution

Focus and outcomes

The aim is to experiment with image and content recognition technologies in order to improve the tools, accuracy and processing time (reduction of 30% or more) required by current systems used by law enforcement officers to identify victims. The pilot shall support experiments with the use of technologies for image recognition, detection, and marking in still and moving images, in order to improve the processes for identifying the victims in child sex abuse material and to develop a toolkit, test and validate its use in different investigation contexts and for different image formats.

The tools should be capable of carrying out functions such as the matching of victims across different age, cataloguing images extracted from large databases, recognition / detection of objects linked to the crime scene beyond face recognition, age estimation of a depicted person, similarity search, camera device identification, search functions based on audio, matching facial recognition technology with the person's online identity (matching with online data as for example on Social Networking Sites).

Conditions and characteristics

- The consortium should include at least two law enforcement authorities.
- The pilot shall involve all relevant stakeholders,
- The pilot shall build on existing scientific publications and material in the domain.
- The tools developed under this pilot shall be made available for their use to law enforcement authorities, as well as other organisations designated by the Commission.

Expected impact

Increase accuracy and processing time for identifying victims of child sex abuse.

Obj 2.4.b: Interoperability of content rating and classification schema

Funding instrument: Pilot B - It is intended to support one Pilot for up to 1 M€ of EU contribution

Focus and outcomes

The aim is to develop and pilot an interoperability framework for cross-border content rating and classification schemes. Such framework shall facilitate cross-border retrieval of content for children and be open to tools such as parental controls. Solutions proposed should be adaptable to national schemes and individual choice and demonstrate how they can contribute to the development of an EU-infrastructure.

Conditions and characteristics

The pilot should cover at least 5 countries.

Expected impact

Better information on content access rating and classification schema across borders.

Objective 2.5: eArchiving services

Public and private creators of content are moving with significant speed towards e-business and integrated business processes. This development implies that different independent document management systems, registries and databases, deployed by individual actors, handle more and more complex processes within the lifecycle of digital content. Archives are located at the end of a document's "active" life, taking care of selecting, preserving and keeping it accessible. The electronic environment is creating new challenges for archives to have the software and methods available for handling this material.

Funding instrument: Pilot B – It is intended to support one pilot for 3 M€ of EU contribution.

Focus and outcomes

The pilot should set up eArchiving services by establishing replicable and scalable technical specifications and tools for the integration of different document management and archiving systems within public service process/workflow environments. The solutions should address data authenticity, provenance, integrity, availability and usability over time.

In addition the pilot should share information on integration, operation and interoperability issues throughout the EU in order to facilitate the creation and maintenance of a European archiving infrastructure for government and public services thus promoting the re-use of archival data.

Conditions and characteristics

The proposals should:

- align with relevant policies, strategies and activities at European and national level.
- identify realistic quantified indicators to monitor progress at hand and measure the envisaged improvements in availability, access and use of content at different stages in the project life.
- build on existing standards, and use tools or components already available with a view to cost efficiency and sustainability.
- set up common terminology, analyse different legislations in the Member States, establish practical guidelines and exchange best practices.
- develop and test the necessary technical infrastructure and processes to prepare, transfer and ingest content into repositories.
- include all relevant stakeholders in the consortium, e.g. national archives, technology providers, system providers, national/regional government institutions.

Expected impact

- Provide efficient tools and harmonized strategies for archives and record managers with a view to establishing a European digital archiving infrastructure as a major component of EU digital public services.
- Significantly increase awareness, synergies and coherence of digital archiving initiatives that take into account all archiving life-cycle (ingest, preservation, use) among public and government organizations.
- Create new business opportunities for the access to and re-use of archival data content, accelerating the wider uptake and best use of innovative digital technologies and content by citizens, governments and businesses.

THEME 3: ICT FOR HEALTH, AGEING WELL AND INCLUSION

The theme 3 will support:

- Objective 3.1 Preparing large scale deployment of targeted services to support active and healthy ageing
- Objective 3.2 Supporting public procurement for innovative solutions in eHealth, active and healthy ageing and assisted living
- Objective 3.3 Networking for health, ageing well and inclusion
- Objective 3.4 Assisted mobility/navigation for older or impaired users
- Objective 3.5 Biophotonics solutions for diagnosis, monitoring and treatment of diseases

The total funding available for this theme is 39 M€, encompassing five objectives.

This theme contributes to the implementation of the European Innovation Partnership on Active and Healthy Ageing (EIP AHA)²² and supports the enactment of the Digital Agenda for Europe Key Action 13 promoting patient empowerment and the wider deployment of telemedicine to enhance deployment of innovation in health and empower patients. It also closely aligns with the aims and objectives of the eHealth Action Plan. In addition, the theme incorporates more technical components in terms of modernising parking cards for the disabled and in demonstrating the effectiveness of innovative biophotonics based solutions.

This theme will also make use of the new Public Procurement for Innovative solution actions to achieve one of its objectives.

Objective 3.1: "Preparing large scale deployment of targeted services to support active and healthy ageing"

This objective contributes to maintaining the functionality and well-being of an ageing population, as well as fostering integrated care systems for older people. The Objective supports the Strategic Implementation Plan (SIP) of the EIP AHA, in particular Action Area B3 on "Replicating and tutoring integrated care for chronic diseases, including remote monitoring at regional level".

Obj 3.1.a: Telehealth programmes for the management of mental disorders

Funding instrument: Pilot A. It is intended to support one Pilot A for up to 7 M€ of EU contribution

Focus and outcomes

The focus of the pilot is on collecting, strengthening and enhancing existing good practices building on experiences from projects run across a variety of health systems and research outcomes that can be transferred and scaled up across Europe in order to:

22 http://ec.europa.eu/research/innovation-union/index_en.cfm?section=active-healthy-ageing&pg=implementation-plan

- implement widespread, real-life solutions for the treatment of mental disorders based on innovative telehealth services
- validate and strengthen the evidence for the management of mental disorders based on telehealth solutions, especially with regard to cost-effectiveness (considering direct and indirect cost/benefit, impact on waiting lists, remote access in isolated areas, etc) and transferability of services;
- enhance professionals' and users' acceptance and satisfaction

Conditions and characteristics

The pilot project will:

- build on existing projects, reuse and expand, when possible, established and scientifically validated methodologies.
- involve public authorities, providers of telehealth services, associations of care professionals, patient organisations, reimbursement scheme providers, insurers, procurers and regional development planners.
- target deployment of telehealth services for mental disorders in a minimum of six Member States or associated countries. It is expected to involve a significant number of national and/or regional authorities responsible for health care. To facilitate exchange of good practice and coaching of the participating authorities involved, the pilot shall reflect a good balance of early adopter and follower participants as regards to telehealth services.
- deploy across several pilot sites a sole disease management programme for each mental disorder, based on a multi-centric design (i.e. homogeneous intervention and homogeneous methodological approach). This will allow comparability between different pilot sites and large scale of evidence.
- develop guidelines for large-scale deployment of telehealth services for mental disorders and transferability of the results to other sites; technical issues (including interoperability), healthcare systems' organisational issues (such as the national legal and regulatory frameworks) and issues linked to cross-border deployment of innovative solutions (including quality and care standards as well as interoperability issues) shall be addressed in the guidelines.
- report evidence on effectiveness and efficiency (direct / indirect costs and waiting list reduction in other to ensure the added value of the eHealth solution); data concerning compliance and adherence to the treatment; and safety of the interventions.
- not exceed 36 months of duration.

Expected impact

Telemedicine and telehealth services are gaining momentum in several Member States and regions. However, deployment is often very local and the scaling up from small-scale to large-scale is a critical phase where many fail. In this context the pilot project will be instrumental to:

- Stimulating the wider deployment of evidence-based telehealth services for mental disorders.

- Contributing through its guidelines as well as through support to Member States and regions to a long-term sustainability plan for pan-European deployment;
- Providing practical solutions to address legal and regulatory issues;
- Contributing to the adoption of common ICT-based components/building blocks needed for the deployment of telehealth services;
- Raising awareness and enhancing the body of evidence on effectiveness and cost-effectiveness of telemedicine services on a large scale;
- Empowering patients who are using the services.

Obj 3.1.b: Wide deployment of integrated care

Funding instrument: Pilot B - It is intended to support several pilots for up to 7M€ of total EU contribution

Focus and outcomes

The focus of the pilots is on the role which ICT services and applications can play in integrated care programmes (i.e. either within healthcare settings or in terms of integration of healthcare, social care, long-term and self-care) for any kind of health/living conditions.

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

The actions will target primarily national and/or regional authorities deploying integrated care programmes for the first time.

Conditions and characteristics

The pilots will:

- Involve the necessary value-chain of stakeholders such as public national and regional authorities, providers of telecare and telehealth services, associations of care professionals and informal care givers, patient and elderly organisations, reimbursement scheme providers, insurers, procurers and regional development planners.
- Ensure the deployment of integrated care programmes in several national and/or regional authorities responsible for health and social care. Build upon good practices, experiences and results coming from existing successful actions or operational services in European regions. Coaching of “first time deployment” regions by “early adopter” regions is encouraged.
- Identify clearly the target group of patients or older people and the health/living conditions which are addressed by the integrated care services.
- For each target group of patients or older people, a commonly designed integrated care programme has to be deployed across all pilot sites, based on multi-centric

design (i.e. homogeneous care pathways and homogeneous methodological approach). This will allow comparability between different pilot sites and aggregation of evidence.

- Validate and implement the necessary organisational changes to support provision of integrated care. This will include: patient care pathways; training of care teams, informal care givers and patients; reimbursement models and synergies between social care and healthcare budgets.
- Include an operational phase of at least 12 months.
- Report evidence on benefits related to health outcomes and daily activities, as well as effectiveness and efficiency of the innovative care programmes.
- Deliver a credible exploitation plan dealing with both the sustainability and the scalability of the services beyond the pilot phase.
- Commit to make results freely available, in view of supporting interoperability on EU wide level. This includes open source reference implementations of components and building blocks for services, as well as free availability of specifications of interfaces, protocols, architecture, care pathways, guidelines etc.
- Ensure dissemination and communication activities constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders.
- Include specific and realistic quantitative indicators to monitor progress at different stages in the project's lifetime.

Expected impact

- Contribution to improved communication and co-operation between health, social and informal care sectors.
- Contribution towards first-time introduction of integrated care programmes in Member States or associated countries and regions.
- Provision of practical solutions to address organisational, legal, regulatory and reimbursement issues for integrated care.
- Enhance the body of evidence on quality of life and health outcome benefits, as well as effectiveness and efficiency of integrated care solutions.
- Raise awareness and knowledge of care professionals, patients and the elderly population of the benefits of integrated care supported by innovative solutions.
- Contribute to the competitiveness of the European ICT industry in the domain.
- Availability of common ICT-based components/building blocks necessary for the deployment of integrated care services.

Objective 3.2: Supporting public procurement for innovative solutions (PPI) in eHealth, active and healthy ageing and assisted living

The objective is to facilitate public purchasing of innovative solutions in healthcare, ageing well and assisted living, which have not yet been deployed on a large scale. The objective supports the implementation of the Strategic Implementation Plan (SIP) of the EIP AHA. In particular the Commission will support public authorities in undertaking pre-commercial procurement and the procurement of innovative solutions, through the EU's research and innovation programmes²³. Both areas included in the objective also align with the eHealth Action Plan related to innovative public procurement for new products, scalability and interoperability, supported by defined standards and/or common guidelines.

Obj 3.2.a: eHealth

Funding instrument: PPI pilot – It is intended to support one or more PPI pilots for 5 M€ of total EU contribution

Focus and outcomes

The objective is to improve sustainable deployment of new or improved services by the health procurers covering one of the target outcomes in line with the policies listed. Examples of such target outcomes for healthcare delivery could be improvement of early hospital discharge, delivery of healthcare in remote, sparsely populated and difficult to access regions, eHealth services for mobile and agile EU patients, and pre/post operation care outside the hospital environment.

The intended scope of the PPI pilots is to specify, purchase and deploy ICT based solutions which can deliver sustainable, new or improved services and improve the ecosystem in which health procurement approaches for innovative solutions are successfully applied.

Expected impact

- Contribution to regulatory and legal process development addressing possible barriers to procurement of innovative solutions in healthcare.
- Growing awareness and successful use of public procurement by the procurers to boost broadly the innovation in the application of ICT in the sector concerned.
- Support to interoperability and defragmentation of the market.

Obj 3.2.b: Active & healthy ageing and assisted living

Funding instrument: PPI pilots – It is intended to support one or more PPI pilots for 5 M€ of total EU contribution

The objective is to accelerate the availability and large scale deployment, through stimulating procurements in the field of health and social care, of new ICT based

23 COM(2012)083 Taking forward the Strategic Implementation Plan of the European Innovation Partnership on Active and Healthy Ageing

products and services which have demonstrated in a smaller scale settings significant improvement of independence, functionality and well-being of older persons,

Support will go to proposal(s) planning to deploy ICT-based solutions addressing (one or several) of the defined SIP priority action areas²⁴ of the EIP AHA.

Expected impact

- Improved quality of life of older persons and their carers, increase effectiveness of care systems, and facilitate wide implementation by the public authorities in conjunction with industrial players of sustainable innovative services.
- World leading position for European industry and in particular SMEs in new markets for innovative ICT based products and services for ageing well, independent living and assistive technology for the ageing population.
- Contribution to the implementation and integration of actions as outlined in the SIP of the EIP AHA

For both Obj 3.2.a and 3.2.b the following apply

Conditions and characteristics (common for a and b)

- Proposals should be driven by clearly identified procurement needs of (health)care organisations.
- Solutions should be based on a complete set of common specifications for technology and end to end services.
- The implementation phase should have the ambition to reach a scale of at least 5000 end users across multiple regions of Europe
- Proposals must associate public and/or private procurers from each country participating (at national, regional or local level) that have responsibilities and budget control in the relevant area of care or supply of services.
- Wherever possible the work should build on and contribute to relevant standards to ensure interoperability and take into account best practices and relevant standardisation efforts as well as provide appropriate safeguards against relevant ethical and privacy issues.
- The work will include a non-confidential, comprehensive socio-economic evidence base for ICT investments in the field (including e.g. cost-benefit analysis, assessment of impacts, return of investments, medical evidence, patient safety gain and user satisfaction) to facilitate the development of sustainable business models.
- Good practices will be made available for replication in other regions, for example detailed plans for larger-scale sustainable uptake as well as reference material including guidelines, manuals and educational materials.

24 See http://ec.europa.eu/research/innovation-union/index_en.cfm?section=active-healthy-ageing&pg=implementation-plan and more specifically http://ec.europa.eu/research/innovation-union/pdf/active-healthy-ageing/steering-group/operational_plan.pdf Section III for the actions areas targeted.

Expected impact (common for a and b)

- Sustainable implementation of services and creation of economic conditions that support long-term development.
- More forward-looking, concerted, public sector approach to eHealth, active and healthy ageing and assisted living.
- Reduced fragmentation of public sector demand across a number of EU Member or Associated States by enabling public purchasers to collectively implement PPI strategies, which due to their nature are better addressed jointly, or which they would not have been able to tackle independently.
- Increased opportunities for wide market uptake and economies of scale for the supply side for ICT based solutions and services by forming critical mass on the public demand side.

Objective 3.3: Networking for health, ageing well and inclusion

This aim of the Objective is to support key constituencies across Europe to create community network which will operate to break down persistent barriers to the deployment of eHealth services as well as to respond to the on-going demographic shift towards an ageing population.

Funding instrument: four Thematic Networks for up to 3 M€ of total contribution

Obj 3.3.a. Innovation for age friendly cities, buildings and environments

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

Focus and outcomes

The aim of the network is to support the operational implementation of the EIP AHA priority action D4 on Innovation for age friendly cities, buildings and environments. This includes both mobilising and supporting European stakeholders towards a wide uptake of relevant ICT based innovations as well as sharing methodologies and indicators to assess the socio-economic impact of investing in innovative services for living environments supporting an ageing population. In particular this Thematic Network will focus on the establishment and development of a covenant of mayors to mobilise cities and regions in large scale uptake of innovation in support of age friendly environments, in cooperation with the WHO Age Friendly Cities initiative²⁵. It will also develop evidence-based innovation guidelines for implementation of innovative age friendly environments as well as set up a repository of best practice cases and associated socio-economic evidence.

25 See http://www.who.int/ageing/age_friendly_cities/en/index.html

Conditions and characteristics

- The network shall mobilise a critical mass of key stakeholders required for developing the EIP AHA key action on innovation for age friendly environments and should involve at least 7 cities across Europe and 3 regions.
- The network shall also facilitate the clustering of ongoing pilot projects for preparing deployment of tested ICT solutions.
- The network shall set up a repository of best practice cases and associated socio-economic evidence

Expected impact

- Creation of a large scale European community for developing and implementing innovation in age-friendly environments and related deployment of active and healthy ageing products and services, to enable their longer term sustainability,
- Facilitating the emergence of an evaluation culture of innovative services creating age friendly environments for long-term sustainability of pan-European deployment.
- Emergence of evidence-based policies stimulating investments in innovative ICT based solutions for creating age friendly environments

Obj 3.3.b. Assessing impact and raising awareness on benefits of innovative eHealth tools and services

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

Focus and outcomes

The objective of the Thematic Network is to bring together the key national and/or regional actors to disseminate towards citizens, patients and healthcare professionals the evidence of the benefits of eHealth solutions.

Conditions and characteristics

The Thematic Network is expected to:

- Create a user-friendly and sustainable means of disseminating evidence and information towards citizens, patients and healthcare professionals
- Build on key national or regional stakeholder platforms and pilots in this area and enable input from a wide range of key stakeholders operating in this domain..
- Link and align with related EU-level activities, including the EIP on Active and Healthy Ageing.
- Support and organise targeted workshops to respond to the needs of the initiative.
- Develop recommendations on best practice procedures to facilitate the dissemination of evidence towards final users (focus on patients/ professionals)
- Not exceed 24 months in duration

Expected impact

Increased awareness of benefits of evidence-based deployment of eHealth tools and services among citizens, patients and healthcare professionals

Obj 3.3.c: Sustainability of EU wide info-structure and collaborative governance

Funding instrument: TN - It is intended to support one Thematic Network (actual costs) for up to 1 M€ of EU contribution

Focus and outcomes

The aim of this Thematic Network is to maintain assets of an EU wide infostructure²⁶ which have been, or are being, developed by EU projects²⁷ such as epSOS²⁸, SemanticHealthNet²⁹, eHR Q^{tn30}, eHR4CR³¹, in the lead up to the launch of the Connecting Europe Facility (CEF)³² which is planned to be operational in 2014.

The TN should help in bridging the gap before the Connecting Europe Facility (CEF) is completely operational and prepare a pathway for it to follow.

Conditions and characteristics

The Thematic Network is expected to:

- Maintain and further develop interoperability assets which have a European scope, were developed by interoperability projects such as epSOS, SemanticHealthNet, Transform, eHR4CR or which are eligible to populate the eHealth Interoperability Framework³³. They must be free of any intellectual property rights.
- Integrate any relevant recommendations and decisions taken by the eHealth Network³⁴.
- Foresee a proper handover strategy from the successful proposal to the CEF
- Bring together a wide range of relevant stakeholders with expertise in the development, implementation, assessment, maintenance, dissemination and use of the elements of an EU wide infostructure. It should include, inter alia, organisations representatives of the Member States (including the eHealth Governance Initiative until the project closes), regions, health care providers,

26 See the definition of the infostructure in the Calliope roadmap – please provide link

27 More information on the projects is available in http://ec.europa.eu/information_society/activities/einclusion/docs/ageing/cip_projects.pdf

28 See at www.epsos.eu

29 See at <http://www.semantichhealthnet.eu>

30 See at <http://www.eurorec.org/RD>

31 See at www.ehr4cr.eu

32 <https://ec.europa.eu/digital-agenda/en/connecting-europe-facility>

33 http://ec.europa.eu/isa/actions/02-interoperability-architecture/2-12action_en.htm

34 See http://ec.europa.eu/health/ehealth/docs/decision_ehealth_network_en.pdf

industry, Standards Development Organisations and national competence centres for semantic interoperability in eHealth.

- Use the following as guidance documents:
 - A regulatory framework including recommendation for long term operational services³⁵
 - Relevant epSOS documents including the epSOS sustainability strategy, epSOS Policy, epSOS end-to-end Service Model definition, tools for epSOS end-to-end Service implementation.
 - Recommendations of the SemanticHealthNet project on adoption and sustainability strategies, business model and on organisational governance
 - The eHealth Governance Initiative Interoperability Roadmap and other relevant deliverables.
 - The Asset Description Metadata Schema (ADMS) specification³⁶
 - The eHealth European Interoperability Framework, the EIF and the EIS³⁷.
 - Core vocabularies³⁸

Expected impact

- The long term sustainability of assets, resources and components, allowing for large scale deployment and operations under the CEF.
- Contribution to a sustainable and long term collaborative governance model for the EU wide eHealth Infostructure.

Objective 3.3.d. Clinical practice guidelines for eHealth services:

Funding instrument: Thematic Network - It is intended to support one Thematic Network for up to 0.5 M€ of EU contribution

Focus and outcomes

The thematic network aims at encouraging and supporting the health and scientific communities to develop evidence-based clinical practice guidelines for eHealth services. Priority shall be placed on telehealth services, enabling integrated care, continuity of care and patient empowerment with a special focus on nursing and social care workers.

The proposal shall focus on sharing best practice, disseminating evidence, encouraging the development of new skills and implementing innovative financing mechanisms for eHealth tools and services, and promote the necessary organisational changes which can be instrumental to achieving the successful deployment of telecare and telehealth services.

35 For up to date information check on <http://www.epsos.eu/>

36 <https://joinup.ec.europa.eu/asset/adms/home>

37 <http://ec.europa.eu/isa/policy/>

38 https://joinup.ec.europa.eu/asset/core_business/document/core-vocabularies-working-group-members

Conditions and characteristics

The Thematic Network is expected to:

- Involve relevant professional organisations – such as nurses and social care workers, as well as scientific societies and appropriate assessment bodies (e.g. Health Technology Assessment Agencies) to ensure a scientific approach.
- Develop guidelines based on a sound methodology for the evaluation of health services including factors such as cost-effectiveness, prevention of deterioration, increase in functionality / self-management of the patient, development of the skilled workforce, etc.
- Align with other relevant initiatives in this area, notably the European Innovation Partnership on Active and Healthy Ageing (EIP AHA)
- Support and organise targeted workshops to respond to the needs of the initiative
- Not exceed 24 months in duration

Expected impact

In particular the thematic network will be instrumental to:

- Contributing through its guidelines and support to an evidence based implementation of telehealth services;
- Encouraging the deployment of patient-centric care programmes among nursing and care staff as well as the responsible authorities.

Objective 3.4: Assisted mobility/navigation for older or impaired users

Funding instrument: Pilot B - It is intended to support one pilot for up to 2.0 M€ of EU contribution

Focus and outcomes

The overall objective is to improve the independent living and societal participation of mobility impaired people, in particular when **using public transport or their own vehicles**.

The pilot will validate in real settings and at significant scale, **specific navigation information and access-rights management solutions** for transport modes settings. In particular it will address the **modernisation of parking cards** for disables and the improvement of their controlled use³⁹. The current pre-ICT implementation of the European card model is vulnerable to fraud and to denial of legitimate rights. The aim is a system allowing verification of the entitlement to disability parking for people from all Member States and improving the protection of delicate personal data. This approach requires authorised mobile devices to access interoperable multiple databases and in-vehicle electronic cards.

39 Implementation of the European Disability Strategy 2010-2020 - List of Actions 2010-2015 - COM(2010) 636 final "Enhance the use of the European model of disability parking card – (ii) – Explore opportunities of new technological solutions [including to combat its abuse], for example by funding pilot projects on the development of electronic parking cards and control systems (2012-2015)".

Conditions and characteristics

The pilot will:

- address the needs of the full value chain by involving all relevant stakeholders from public authorities that have responsibilities in supplying the concerned services to users and their representatives which ensure end-user acceptance and uptake. In particular, the fraud- and future-proof disability parking cards also concern actors engaged in service delivery as well as social inclusion actors acting as catalyst at the interface between the end users, institutionalised bodies and service providers.
- test and validate in real life the developed mobility assistance solutions. It will thus derive and consolidate a set of requirements and functional specifications which will facilitate wide deployment across Europe of interoperable ICT-based mobility assistance for people with disabilities or impairments (being them temporary or permanent).
- build on existing regional actions and liaise with related EU level activities.

Specifications and proven methods should cover (a) accessible access to intelligent transport information systems including information of accessibility of public transport means and infrastructure, and (b) specific access-rights management (public transport and specific parking places).

Proposers should present a credible methodology and pilot population for ensuring significance in the evidence of socio-economic impact, still ensuring the pilot user participants with appropriate safeguards against relevant ethical and privacy issues.

Expected impact

- Improve mobility capabilities of elderly and people with disabilities
- A better partnership model allowing commercial organisations (for public transport infrastructures), public authorities, user communities and NGOs to play the most efficient role in the deployment of the solutions.
- A future-proof and validated European set of specifications for disability parking electronic cards reducing fraud and unjustified parking fines/fees for entitled persons, reducing difficulties to obtain the entitlement card, and increasing the reliability of interaction with the numerous databases from all Member States.

Objective 3.5: Biophotonics solutions for diagnosis, monitoring and treatment of diseases

Funding instrument: Pilot B - It is intended to support 3-4 pilots for up to 10 M€ of total EU contribution

Focus and outcomes

The aim is to demonstrate in real application settings innovative biophotonics based solutions that offer a significant advantage over conventional approaches for the diagnosis, monitoring or treatment of disease. The solutions targeted should already have proven technical feasibility but they should not be commercially available yet.

The pilots should serve to further develop and improve the solutions under a sufficient range of realistic conditions and disease profiles to be able to assess the applicability of the solution in reference to the gold standard where it exists.

The outcome of pilots should be solutions which have been evaluated by professional end-users and which demonstrated significant advantages with respect to current approaches, with the ultimate goal being their introduction into the market place.

Conditions and characteristics

Examples of advantages with respect to currently approaches which could be offered by the targeted biophotonics based solutions are:

- Earlier or faster diagnosis of disease, for example through the detection of biomarkers or other indicators of disease, allowing treatment of a disease to take place much sooner than is usually possible, and hence resulting in less invasive or more successful treatment.
- More sensitive or more accurate monitoring of the progression of disease, allowing faster or pre-emptive intervention or allowing more accurate assessment of the effectiveness of a treatment.
- Less invasive or more effective treatment of a disease than is currently possible.

In addition:

- The solutions involved should have proven their functionality with respect to the biological interaction mechanism in human patients.
- The pilots should aim at evaluating and improving the performance of the solutions in routine care. Evaluation must be carried out in real-life conditions and should fit as far as possible in the clinical workflow, protocols and procedures as well as addressing the necessary regulatory and safety issues and providing the appropriate ethical and privacy safeguards. Other relevant issues such as standardization should be addressed as appropriate.
- Clinical trials are not covered by these pilots and will normally take place after these pilots.
- Pilots should have close involvement of professional end-users (for example physicians or clinicians) throughout the duration of the projects with the aim of ensuring acceptance and uptake. Usually these professional end-users will be those who have a particular expertise and experience with the disease targeted. Equipment manufacturers and/or other industrial players should be involved who are capable of and committed to the commercialisation of the biophotonics based solution.
- Networking and coordination between the different pilots supported under this objective would be required in order to ensure maximum visibility and impact.

Expected impact

- Accelerated acceptance and wider deployment of innovative biophotonics based solutions, leading to more effective health care.
- Increased competitiveness of the European medical equipment industry.
- Improved health of citizens.

- Greater awareness of the potential of biophotonics based solutions in the health care sector.

THEME 4: TRUSTED E-SERVICES

Theme 4 contributes to maintaining the functionality and trustworthiness of the internet and communication networks in Europe and builds on previous research and piloting actions supported by the European Commission through FP7, CIP ICT PSP and the ISEC⁴⁰ Programs. In particular the three proposed pilots are an extension of the initiative on fighting botnets supported by the CIP ICT PSP Program. The proposed actions expand the running pilot to include the citizens, the infrastructure providers and the web services.

The Theme not only builds on existing European initiatives and activities but also on Member State initiatives and work conducted by ENISA. The actions are aligned with the Pillar III Digital Agenda Actions, especially with Action 33: Support EU-wide cybersecurity preparedness. It is also aligned with the upcoming European Strategy for Cyber Security⁴¹ and an EU initiative for an Early Warning and Response System for Cyberthreats⁴². It further supports the Commission's policies on critical information infrastructure protection, fighting cybercrime.

The theme 4 will support:

- Objective 4.1 Protection of Websites against attacks;
- Objective 4.2 Security for networked infrastructures;
- Objective 4.3 Secure and trustworthy reporting of malware and suspected cybercrime

The total funding available for this theme is 7 M€, encompassing the three objectives.

Objective 4.1: Protection of Websites against attacks

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

Focus and outcomes

Websites can contain malware or vulnerabilities without the website owner knowing it, which is an increasingly frequently used form of security breaches. Traffic can be rerouted from the genuine websites to rogue websites for malicious purposes such as fraud, identity theft or phishing. Users, after visiting such genuine and lawful websites may get infected by malware and may not have effective ways of protecting themselves. The Pilot B will build on existing research and support efforts in Europe in order to support and provide assistance for website administrators and business owners as well as for their CERTs to protect their websites and to prevent and mitigate attacks. It will test and validate the use of innovative detection and mitigation approaches for infected websites and sustainable defence mechanisms for website users.

40 http://ec.europa.eu/dgs/home-affairs/financing/fundings/security-and-safeguarding-liberties/prevention-of-and-fight-against-crime/index_en.htm

41 The European Strategy for Cyber Security is planned to be adopted by the end of 2012

42 The European Commission will launch in 2013 a feasibility study for the implementation of an Early Warning and Response System for Cyberthreats

Conditions and characteristics

The pilot should have the following characteristics:

- Identify innovative approaches and existing state-of-the-art technologies to detect infected websites more efficiently, to clean them and to mitigate the impact of the attacks. They should be investigated and integrated in a comprehensive platform.
- The pilot should target in particular website administrators and business owners with limited resources. Therefore, it should enable the development of services, based on the principles of usability, flexibility and cost-effectiveness.
- Website designers and administrators will be supported with guidelines and best practices and will be encouraged to implement them, for instance by the identification of compliant websites. A notification mechanism to visitors of infected websites should be also taken into account.
- Existing initiatives in the Member States and on the European level that address the same or related cyber threats, such as the CIP ICT PSP Pilot B on fighting botnets should be linked to the platform.
- During the duration of the pilot, potential links with emerging future European activities (e.g. CEF, ESCS) should be examined and created. Furthermore, the pilot should provide an initial outline of the requirements for future action by the network providers and CERTs.

Expected impact

Better protection of business and website owners against cyber-attacks against their websites, affecting their business and reputation and reducing the risk of spreading malware.

Increasing the security of users and consumers by reducing the security threats created by malicious websites.

Objective 4.2: Security for networked infrastructures

Funding instrument: Pilot B - It is intended to support one pilot for up to 2 M€ of EU contribution

Focus and outcomes

Information infrastructures using the internet and other networks are vulnerable to attacks and disruptions. In particular, there are increased risks for existing infrastructures that are linked to networks, which are being implemented without sufficient systematic security features. Existing security technologies can protect against most vulnerabilities, but their limited systematic application and the limited awareness among user groups about the risks creates new vulnerabilities and entry points for cyber-attacks.

One Pilot B will assemble available state of the art on technological precautions for users to protect their networked infrastructures.

The pilot will validate the implementation of this know-how and link to existing information-sharing activities for dissemination.

Conditions and characteristics

The Pilot should:

- include a tool which helps to identify the relevant security features for industrial users linking their activities to new networks and thus exposing their systems to potential new entry points for cyber-attacks.
- develop an innovative analytical tool to check if existing security features of the used networked structures are adequate, up-to-date and up-to-speed to address potential threat scenarios.
- test and validate the chosen approach, develop conclusions and recommendations for best practice guidelines and policy actions to better protect European critical information infrastructure legacy systems. This should build on existing work in the context of the EU initiative on Critical Information Infrastructures Protection (CIIP)⁴³.

Expected impact

- Increase level of protection of networked information infrastructures.
- Enable European industry to make best use of linking their infrastructures to emerging networks and grids without neglecting their security against cyber threats.
- Allow European academia and security industry to test and apply its innovative research results for the protection of networked information infrastructures.

Objective 4.3: Secure and trustworthy reporting of malware and suspected cybercrime

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

Focus and outcomes

The Pilot B will focus on capitalizing on innovative technologies and state of the art research to set-up an efficient, trustworthy and privacy preserving system that would give users a simple cybercrime reporting mechanism. It will set up a European-wide structure to report suspected malware and criminal online activities by users. Simultaneously, it will enable relevant public bodies, security industry and researchers to gather data required to efficiently monitor, analyse and mitigate cyber-crime patterns on a European level, while respecting the legal frameworks in Europe.

Conditions and characteristics

The Pilot should have the following characteristics: A prototype service, where users can report potential fraudulent or malicious activities that they have encountered online. The prototype should build on existing best practices for easy, intuitive and simple forms of

43 http://ec.europa.eu/information_society/policy/nis/strategy/activities/ciip/index_en.htm

reporting by users and take into account existing European-wide activities, e.g. in the Safer Internet Programme⁴⁴, EISAS⁴⁵ and the reporting mechanisms within the EC3⁴⁶.

Users should be receiving timely support concerning the identification of an attack, strategies to mitigate it as well as relevant links for further support, according to the type of incident reported, their location and language as well as their resources and qualifications to respond.

The reporting scheme should enable individual privacy settings for users according to user preferences and present a convincing concept to allow for user trust in the service by the use of state-of-the-art privacy and data protection technologies

The reports will be collected and analysed with innovative tools to enable the identification of wider attack patterns and cyber threat trends in Europe. Synergies with the work of the EC3 in this respect should be explored and expertise in analysing such information should be exchanged. Furthermore, a potential future use of this data as forensic evidence should be taken into account. Also, this data needs to be made available to the relevant stakeholder groups (ISPs, researchers, law enforcement agencies, EC3, security industry), while respecting the legal framework in Europe.

The activities of the Pilot should support the standardisation and exchange of best practices for information gathering in Europe and dissemination plans for user awareness should be developed in line with the work of the EC3. Furthermore, it should link the main existing initiatives in individual industry sectors or Member States and support their interoperability.

Expected impact

- More efficient identification and reaction to fraudulent and malicious online activities.
- Reduction of the economic damages caused by cyber-attacks and cyber fraud.
- Higher user confidence in using online services through effective protection and mitigation of cyber threats.

44 http://ec.europa.eu/information_society/activities/sip/index_en.htm

45 http://www.enisa.europa.eu/activities/cert/other-work/eisas_folder

46 <https://www.europol.europa.eu/ec3>

THEME 5 – OPEN OBJECTIVE FOR INNOVATION AND OTHER ACTIONS

Theme 5 main objective will be open to fund innovative ideas which are not included in any other theme. It will also support the dissemination of Best Practices on Corporate Social Responsibility in the ICT sector.

The theme will support:

- Objective 5.1 Open objective for innovation;
- Objective 5.2 Support to advance Corporate Social Responsibility in the ICT sector;
- Objective 5.3: Support to the Grand Coalition for ICT jobs

The total funding available for this theme is 11.2 M€, encompassing the three objectives.

Objective 5.1: Open objective for innovation

Funding instrument: Pilot B - It is intended to support several pilots for up to 10 M€ total EU contribution

Focus and outcomes

The objective is for testing a new funding scheme for innovation that will be based on open calls, with a view of trying out this approach and preparing for its eventual use in H2020. This objective is to support innovation in areas of public interest (without detailed prescription regarding the application domain: it can be any). The objective is to accelerate the transfer of innovative applications and services to the market, Europe wide.

These pilots should help in the deployment of services sustaining the European social model of an inclusive, cohesive ‘information society for all’, stimulating new activities leading to job creation; improving the competitiveness of European enterprises, in particular SMEs and strengthen the internal market.

Conditions and characteristics

Proposers have to indicate why the new service they propose needs to be introduced quickly, and why European funding is needed and why it is needed now. The area of intervention selected shall not be part of another objective in this Workprogramme.

Pilots should address topics of public interest, by either directly supporting activities traditionally considered to be a public responsibility or generalised services, where ICT could ease their use or help smaller businesses to adapt to trading or support people to live in the e-Society.

Expected impact

- A quicker transfer of innovative solutions to market.
- The exploration of new ideas for innovative services.

Objective 5.2: Support to advance Corporate Social Responsibility (CSR) in the ICT sector

Funding instrument: Thematic Network - It is intended to support one Thematic Network for up to 200 K€ of EU contribution

Focus and outcomes

Given the ever increasing role and importance of modern technologies, and the growing range of so far issue-specific groups and fora, DG CONNECT envisages establishing a Thematic Network offering specific support to Corporate Social Responsibility (CSR) for the ICT sector. The purpose of this Thematic Network is to streamline the on-going and future discussions and dialogues with ICT stakeholders in a number of policy areas which would serve as an umbrella instrument supporting the different initiatives.

The overall objective of the network will be to encourage and enable the exchange of information, best practices and interactions amongst enterprises in the ICT sector across the EU to take a strategic approach to corporate social responsibility in cooperation with other relevant stakeholders (such as consumer groups, civil society organisations, academia, etc.), and identify the best way through which societal benefits can be delivered via the Internet and other ICT.

Conditions and characteristics

- Identifying main challenges, developing solutions and monitoring tools;
- Steering the discussion among stakeholders;
- Organisation of stakeholder meetings and relevant events, including facilitating the participation of stakeholders who have fewer resources (e.g. civil society, NGOs);
- Providing means for "remote participation";
- Supporting the development of background papers/studies;
- Using online discussion tools.

Expected impact

- Giving greater visibility and greater recognition for steps taken by enterprises in the ICT sector to meet their social responsibility;
- Developing a clearer vision of best practice in the deployment and accountability of such activities;
- Encouraging all enterprises to consider such initiatives in cooperation with their stakeholders;
- Providing an opportunity for enterprises and other stakeholders to identify and discuss constructively the current and future challenges to which ICT can help to respond;
- Facilitating sector-wide cooperation to address challenges
- Creating a hub and a focal point for an initial dialogue gathering all strands of ICT-related self- and co-regulation across the remit of the Digital Agenda for Europe.

Objective 5.3: Support to the Grand Coalition for ICT jobs

Funding instrument: Thematic Network - It is intended to support one Thematic Network (Actual Costs) up to 1 M€ of EU contribution

Focus and outcomes

The aim is to support a network of stakeholders with a role in the definition of ICT learning and training programmes and content and in the matching of supply and demand of ICT jobs. Its purpose is to contribute to a rapid dissemination of industry-led initiatives to improve the level of eSkills in the labour force, both regarding ICT practitioners and ICT users, with a view to increase ICT employment. It will also contribute to facilitate the matching of the needs expressed by employer services and training organisations, educational needs and industry requirements. The stakeholders will meet two or three times a year for an update of progress, and will steer the work of the Grand Coalition which will be officially recognised at a conference to be organised in the beginning of 2013 with the participation of four Commissioners. If necessary, national initiatives will be supported to reach to local actors.

Conditions and characteristics

- The consortium should be representative of national stakeholders (industry, training establishments etc.)
- The network should ensure appropriate follow up for wide dissemination of the results.

Expected impact

- Support the implementation of the “Grand Coalition of ICT and Jobs” and in particular ensure that knowledge about successful innovation in ICT training is swiftly disseminated in other Member States
- Contribute to a modernisation in ICT training across the EU, leading to higher level of eSkills in the labour force and to higher ICT employment, as well as to stimulate the use of ESF for ICT training for the labour force.

4 IMPLEMENTATION OF THE CALL FOR PROPOSALS

4.1 Main implementation measures and Union financial contribution

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

- Pilot (Type A) - building on initiatives in Member States or Associated Countries;
- Pilot (Type B) - stimulating the uptake of innovative ICT based services and products and exploitation of digital content;
- Thematic Networks (TN) - providing a forum for stakeholders for experience exchange and consensus building.
- Best Practice Network (BPN) - exclusively for Theme 2 to support sharing of best practices in this field
- Public Procurement of Innovative solutions (PPI) – supporting public procurement as a driver for the deployment of innovative solutions

The description and generic characteristics of each of the instruments is provided below, whereas Section 3 describes in detail the objectives that are subject to call for proposals in 2013 and which instrument(s) have to be used to achieve them.

Proposals must therefore carefully address the "focus and outcomes", the "condition and characteristics", as well as its contribution to the "expected impact" under each objective described in section 3. All these are reflected in the criteria and sub-criteria that will be used in the evaluation of proposals⁴⁷. For all the 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.. It is also important that the consortia demonstrate commitment to sharing experiences and good practices, which is considered essential for achieving full impact through wider deployment and use.

For all the types of instruments, the Union funding is granted in accordance with the principles of co-financing and non-profit for the funded activities of each individual partner and in compliance with the European Union Framework for State Aid for Research and Development and Innovation⁴⁸. Union grants shall be calculated on the basis of eligible costs. A detailed description on eligible costs for each of the instruments can be found in the model grant agreement.

4.1.1 Pilot (Type A) - building on initiatives in Member or Associated Countries

4.1.1.1 Instrument description

This type of pilot focuses on implementing and demonstrating interoperability by creating service operations between cooperating Member States and Associated Countries in the context of agreed policy priorities.

47 See section 4.3.3 Evaluation criteria

48 OJ C 323, 30.12.2006, p. 1

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 pilot⁴⁹.

The minimum requirement stated above is an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation⁵⁰.

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

49 A template is provided in the Guide for Applicants

50 See section 4.4.3 Evaluation criteria

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 respected⁵¹.

4.1.1.4. Extensibility of the consortium during implementation

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

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

4.1.1.5 Funding for Pilots type A

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

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

Indirect costs are eligible in accordance with the provisions in the model grant agreement. Indirect costs are calculated as a flat rate of 30% of personnel costs⁵².

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

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

4.1.2.1. Instrument description

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

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

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

demonstrating significant impact potential. It is considered essential from the outset that the pilot will engage a complete value-chain of stakeholders in the work. The pilot should demonstrate the technical, organisational and legal feasibility of the service and assess the impact of the proposed innovative ICT-based solutions in view of their wider deployment and use.

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

Type B pilot projects are expected to share experience and promote the outcomes of the pilot through any relevant dissemination, communication and networking activities. This should be done for building on lessons learnt, facilitating wider deployment and use, in view of EU-wide take-up beyond the participants in the pilot. In particular networking activities with other pilot projects launched in the same areas are strongly encouraged. All these activities shall constitute an integral part of the proposed work, addressing not only experts but all relevant stakeholders, including public authorities, who play a role for future deployment and/or replication of the achieved solution/service, as well as the public at large.

Type B pilot projects shall also include specific and realistic quantitative indicators to monitor progress at different stages.

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

4.1.2.2. Consortium Composition

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

4.1.2.3 Minimum participation requirements

The consortia must be comprised by a minimum of **four** independent⁵³ 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 evaluation⁵⁴.

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected⁵⁵.

4.1.2.4 Funding for Pilots type B

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

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

54 See section 4.4.3 Evaluation criteria

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

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

Indirect costs are calculated as a flat rate of 30% of personnel costs⁵⁶.

4.1.3 Thematic Networks

4.1.3.1. Instrument description

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

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

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

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

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

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

4.1.3.2. Consortium Composition

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

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

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

⁵⁶ Unless beneficiaries request a lower rate when required for example by their internal rules

4.1.3.3. Minimum participation requirements

The consortia must be comprised by a minimum of **seven** independent⁴² 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 evaluation⁵⁷.

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected⁵⁸.

4.1.3.4 Funding for Thematic Network

The typical Union contribution for each Thematic Network is 500-1000K€ unless specified otherwise within the objectives in Section 3 of the Work programme.

The coordinator and the other beneficiaries participating in a Thematic Network are financed through flat rates (based on scale-of-unit costs) and lump sums unless specified otherwise within the objectives in Section 3 of the Work programme.

More details and examples for the costs are indicated in the ICT PSP model grant agreement⁵⁹ and in the 'Guide for applicants' for Thematic Networks⁶⁰.

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

4.1.4 Best Practice Networks

4.1.4.1. Instrument description

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

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

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

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

57 See section 4.4.3 Evaluation criteria

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

59 ICT PSP Model Grant Agreement available on http://ec.europa.eu/information_society/activities/ict_psp/library/ref_docs/docs/ictpsp_grant_agreement.pdf

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

4.1.4.2. Consortium Composition

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

4.1.4.3. Minimum participation requirements

The consortia must be comprised by a minimum of **seven** independent⁴² legal entities from **seven** different Member States or associated countries. This minimum legal requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation⁶¹.

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected⁶².

4.1.4.4 Funding for Best practice network

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

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

4.1.5 Public Procurement of Innovative solutions (PPI) Pilot

4.1.5.1. Instrument description

The objective is to reinforce early deployment of innovative ICT solutions by enabling trans-national buyers groups of public procurers – possibly together with other types of procurers⁶³ - to overcome the fragmentation of demand for innovative ICT solutions in Europe, and to share the risks and costs of acting as early adopters of innovative solutions.

PPI refers to the use of public procurement for early adoption / deployment of innovative goods or services⁶⁴ which are not yet available on a large-scale commercial basis. PPI shall result in the first application / commercialisation of ICT innovations which have already been technically demonstrated with success but which, owing to residual risk, have not yet successfully penetrated the market in which the procurers in the project operate. This includes solutions based on existing technologies that are to be utilised in a new and innovative way. The solutions have to be new to the procurers in the project or new to the Internal Market, and relevant to procurers in other Member States and/or Associated Countries.

61 See section 4.4.3 Evaluation criteria

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

63 eg private, NGO and others.

64 As defined in the OECD Oslo manual 2005: "The measurement of scientific and technological activities. Proposed Guidelines for collecting and interpreting technological innovation data"

PPI does not include the procurement of R&D: PPI pilot can be used when no R&D is needed to satisfy the procurement need or when industry R&D has already progressed up to a point where first products are nearly or already in limited amounts on the market, but not scaled up yet to meet mass market price/quality requirements.

Due the synergistic effects, projects shall contain both a preparation and implementation phase, covering the following tasks:

(1) Preparation phase: preparing the procurement of innovative solutions:

- definition of common specifications for the procurement of innovative solutions (not solution prescriptive but functional/performance based requirements)
- open market consultation involving the supply chain, accompanied by an open announcement (published in the EU Official Journal at least in English) of the intention to buy a critical mass of innovative solutions on condition that the market can deliver solutions for a common challenge against predefined price / performance requirements by a pre-set date.

Optional: before committing for the implementation phase with the winner(s) of the PPI call for tender(s), the market readiness to deliver compliant solutions can be verified via either joint conformance testing, certification and/or product labelling.

- confirmation of agreement on conditions for arranging the collaboration between contracting authorities in the implementation phase of the PPI call for tender(s).

(2) Implementation phase: joint or coordinated procurement of innovative solutions:

- implementation within the timeframe of the project of one joint or several separate but coordinated procurements of the targeted innovative solutions based on common specifications defined jointly by the participating procurers. By implementation is meant: publication of the call for tender(s) in the EU Official Journal at least in English, evaluation of the tenders based on best value for money criteria (not just lowest price), signature of the contract(s), followed by payment to the successful contractor(s), deployment and operation of the procured solutions with a duration that allows for appropriate evaluation of the results (minimum 6 months). Selection criteria involving disproportionate qualification/financial guarantee requirements in tenders shall not be used in order to facilitate access of SMEs to the procurement process while respecting the Treaty principles, competition rules and the applicable (national) procurement rules.

Consortia shall disseminate pilot results widely and be pro-active in involving and/or impacting other organisations (in particular procurers) than only the consortium members.

Indicative duration for a PPI pilot is 36 months.

Where the WTO Government Procurement Agreement⁶⁵ applies, PPI contracts shall be also open to bidders from States which have ratified this agreement, under the conditions laid down therein. Where the WTO Government Procurement Agreement does not apply, participation in PPI tendering procedures shall be open on equal terms to bidders from EU Member States and all countries with which the EU has an agreement in the field of

65 WTO GPA (Government Procurement Agreement) available at http://www.wto.org/english/tratop_e/gproc_e/gp_gpa_e.htm

public procurement under the conditions laid down in that agreement, including all countries associated to the CIP programme.

4.1.5.2. Consortium composition and minimum participation requirements

The consortium shall consist of a buyers group, of public and possibly private procurers, with sizeable market share to provide the required demand-pull for industry to bring the targeted innovations to the market with the required price/performance requirements.

The partner who undertakes the role of team leader for the joint or coordinated procurement must be a Contracting Authority according to the public procurement Directives 2004/18/EC and 2004/17/EC.

4.1.5.3 Minimum participation requirements

The buyers group shall be composed of at least 3 mutually independent procurers from at least 3 different Member States or Associated Countries, of which at least 2 two are public procurers⁶⁶ that are established as public bodies (possibly from different level: national, regional or local). Entities which are not public procurers but whose participation is well justified in particular by similar procurement needs may participate in the action as direct beneficiaries, on condition that they are not potential suppliers of products or services in the area of solutions sought for by the buyers group in the project.

4.1.5.4. Funding for PPI

Union funding consists of:

- a maximum of 20% of the total price of the joint or coordinated procurement(s) of innovative solutions, on condition procurement is executed in compliance with the conditions set out in this work programme and 'Guide for Applicants' for PPI action.
- a maximum of 100% of the coordination costs. This includes costs related to preparation and management of the joint or coordinated call for tender(s), evaluation of the results of the roll-out of procured solutions and dissemination activities. Funding for coordination costs can compose maximum 30% of total recommended funding up to a maximum of 1 M€.

Research and development costs are not eligible.

Indirect costs are calculated as a flat rate of 7% of personnel costs⁶⁷, except for the price of the procurement on which no indirect costs are eligible.

More details on objectives, participation requirements, evaluation process and criteria, examples of eligible activities with the associated funding rates can be found in the 'Guide for applicants' for PPI pilots.

66 In the meaning of contracting authorities as defined by the EU public procurement directives

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

4.2 General conditions for participation

4.2.1 Entities established in the Member States and Associated Countries.

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

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

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

4.2.2. Entities established in third countries

Legal entities established in EFTA⁶⁸ countries which are members of the European Economic Area (EEA), in accession or candidate countries or countries of the Western Balkan, as well as other third countries, may participate on the basis of and in accordance with the conditions laid down in the relevant agreements⁶⁹.

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

4.2.3. European Economic Interest groups (EEIG70)

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

4.2.4. International organisations

International Organisations⁷¹ may participate in individual actions on a case-by-case basis and provided that the minimum participation requirements for the respective instrument have been met. Such entities will not receive Union funding.

68 European Free Trade Association

69 The list of associated countries for ICT PSP in 2010 includes: Iceland, Lichtenstein, Norway, Croatia, Turkey and Serbia (participating in ICT PSP from 2010 on). Additional countries may join the programme. Up to date information on which countries are associated to the programme will be provided to applicants on the programme website : http://ec.europa.eu/information_society/activities/ict_psp/about/who_can_participate/

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

4.3 Submission and Evaluation process

4.3.1. Making a proposal

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

4.3.2. Evaluation process

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

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

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

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

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

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

4.3.3. Evaluation criteria

4.3.3.1 Eligibility criteria

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

71 For the purposes of this work programme, an international organisation is an intergovernmental organisation, other than the European Union, which has legal personality under international public law, as well as any specialised agency set up by such an international organisation.

4.3.3.2 Award criteria

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

- A1) Relevance
- A2) Impact
- A3) Implementation

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

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

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

- 0 - the proposal fails to address the criterion under examination or cannot be judged due to missing or incomplete information.
- 1 - Very poor: The criterion is addressed in an inadequate manner, or there are serious inherent weaknesses
- 2 - Not satisfactory: While the proposal broadly addresses the criterion, there are significant weaknesses.
- 3 - Good: The proposal addresses the criterion well, although improvements would be necessary.
- 4 - Very Good: The proposal addresses the criterion very well, although certain improvements are still possible.
- 5 - Excellent: The proposal successfully addresses all relevant aspects of the criterion in question. Any shortcomings are minor.

The respective thresholds for the award criteria are:

Criterion	Threshold
A1	3
A2	3
A3	3

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

4.3.3.3 Selection criteria

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

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

S1) Financial capacity to carry out the project

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

S2) operational capacity to carry out the project

Applicants must have:

- a) Professional competencies and qualifications required to complete the proposed work in the project;
- b) The capacity to allocate adequate human resources to carry out the project in question.

4.3.4. Selection of independent experts for evaluation and reviews

The Commission will select independent experts to assist with the evaluation of proposals and with the review of project results as well as for other purposes where specific expertise might be required for the implementation of the Programme. The experts shall be identified on the basis of a call for independent experts⁷², 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.

4.3.5 Indicative implementation calendar

The indicative calendar for the implementation of the ICT PSP call⁷ is indicated in the table below. The Commission expects to issue one call for proposals in accordance with this 2013 Work Programme.

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

⁷² More information on the call for independent expert in the context of the ICT PSP can be found on http://ec.europa.eu/information_society/activities/ict_psp/participating/calls/call_experts_07/

5 CALLS FOR TENDER AND SUPPORT MEASURES IMPLEMENTED BY GRANTS

The following actions are planned to be supported through calls for tender or grants awarded without call for proposal⁷³ in 2013.

Studies, other measures, conferences and events

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

Studies

- Analysis of Broadband speed
- Eurobarometer following up of the Survey on ICT in school
- Ex-Post Evaluation of CIP – ICT PSP
- Benchmarking eGovernment (recurrent);
- Connecting Europe Facility - Digital Services Infrastructure
- Study on transparency indicators
- Study in collaboration with IPTS on the ICT innovation chain. Contract terms and conditions for cloud computing services
- Update of quantitative estimates of the demand for cloud computing in Europe and the likely barriers to up-take (SMART 2011/0045)
- Certification schemes for cloud computing
- Financial/tax aspects of cloud computing services
- Data Market Scoreboard
- Reducing Energy consumption buildings with ICT
- Study on the innovative use of Crowdsourcing for the collection of novel input for the DAE

Other measures

- EUROSTAT subvention for benchmarking ICT Take up by households and by enterprises
- Broadband coverage measurement
- Broadband retail prices
- Data.eu portal
- European Capability for Situational Awareness
- Best practices for ITC procurement
- ePractice.eu portal
- Follow up of Broadband mapping and portal
- Support to the setting up and operation of a community of practice for better self and co-regulation in the context of the action plan of the Corporate Social Responsibility Communication⁷⁴

73 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)

74 COM (2011)681final <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2011:0681:FIN:en:PDF>

Studies and the above other measures repositories will be entirely implemented through calls for tenders. It will concern an indicative number of 22 direct service contracts. The calls for tenders are expected to be launched in the 2nd and 3rd calendar quarter of 2013.

Support to conferences and events

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

- Digital Agenda Assembly (grant for a conference organised by the EU Presidency). The Digital Agenda Assembly is an annual event to discuss progress on the DAE with stakeholders. Support will go to the Irish Presidency in the form of a grant for the organisation of the 2013 Digital Agenda Assembly. The level of EU co-financing is up to 50% of the conference costs. This event is scheduled to take place in the first half of 2013.
- Lithuanian eGovernment conference. Support will go to the Lithuanian Presidency for the organisation of the conference on e-Government. The grant will be of 50 K€ and will be awarded under "Monopole de fait" conditions. The level of EU co-financing is up to 30% of the conference cost. The event is scheduled to take place in the last quarter of 2013.

In addition support will be provided to communication, and to evaluation and project reviews. The budget dedicated to "studies, other measures, conferences and events" is 8.5 M€.

From the total budget of 10.8 M€ dedicated to the activities described in section 5, the overall budgetary envelope for the procurement is up to 8.450 M€, 2 M€ will be allocated to support the Community surveys of ICT usage in Households and Enterprises and up to 350 K€ will be awarded under "Monopole de fait" conditions.

Eurostat, on the basis of cross delegation, will coordinate the Households and Enterprises surveys that will be conducted by the national statistical institutes and other competent national authorities of the Member States and associated countries where appropriate. To perform these surveys, grants will be awarded to the national statistical institutes⁷⁵ and other competent national authorities in accordance with Article 5 of Regulation (EC) No 223/2009 on European Statistics."

Europe 2020 Project Bonds Initiative

Transfer of 20 M€ from the CIP 2013 budget to the European Investment Bank (EIB) for the Europe 2020 Project Bonds Initiative.

75 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 286, 31.10.2009, p. 31) and Regulation (EC) No 223/2009 of the European Parliament and of the Council of 11 March 2009 on European statistics (OJ L 87, 31.3.2009, p.164).

The Europe 2020 Project Bonds Initiative aims to attract long-term private investment into the transport, energy and ICT sectors. For the ICT sector, 20m Euros are transferred from the CIP 2013 budget to joint instrument by the Commission and the EIB, to fund projects for broadband infrastructure. To that end, Regulation No 670/2012 of the European Parliament and of the Council of 11 July 2012 amended the CIP legal base accordingly.

This is a pilot phase laying the foundation for wider EU support to infrastructure under the Connecting Europe Facility in the period 2014-2020.

In funding eligible projects, the EIB will use the EU budget to reduce the risk for third party (private) investors seeking long-term investment opportunities. It will thus act as a catalyst to re-open the debt capital market (currently largely unexploited for infrastructure investments following the financial crisis) as a significant source of financing in the infrastructure sector.

The ICT projects eligible under the Project Bonds Initiative shall contribute to meeting the Digital Agenda targets of internet connectivity of at least 30 Mbps available to all European households by 2020, and 50% European households subscribing to at least 100 Mbps.

In its first phase the initiative will fund about 1-2 broadband projects, concentrating on those that are at a relatively developed stage of the bidding and financing process or require refinancing after the construction phase.

In case of insufficient demand for EIB support, a reduction of the 20m EUR contribution can be decided, if necessary in accordance with Article 46.2 of the CIP legal base (comitology procedure), and the funds would be reallocated proportionally to the Themes as set out in this Workprogramme. The decision to launch such a procedure shall be made by September/October 2013.

6 INDICATIVE BUDGET

The budget of the ICT PSP Work programme 2013 is estimated at 156.5 M€⁷⁶. It will be used for the grants awarded following the call for proposals, other grants foreseen in this Work Programme and the calls for tender.

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

Indicative budget			
Operational budget	<i>Call for proposals</i> <i>(see note)</i>	Theme 1 : Cloud of public services and smart cities	32.5
		Theme 2 : Digital content, open data and creativity	36
		Theme 3 : ICT for health, ageing well and inclusion	39
		Theme 4 : Trusted eServices	7
		Theme 5 : Open objective for innovation and other measures	11,2
	<i>Calls for tender and support measures</i>		10.8
<i>Support to EU pilot on project bonds</i>		20	
TOTAL			156.5

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

Note 2: If, for any reason more budget shall become available in the course of 2013 for the CIP ICT PSP programme (through e.g. carry over, recoveries or finalisation of Third Countries accession to the programme), it will be distributed to the Themes pro-rata to the above indicative budget breakdown.

Note 3: In case of insufficient demand for EIB support, a reduction of the 20 M€ contribution for the Project Bonds can be decided, if necessary in accordance with Article 46.2 of the CIP legal base (comitology procedure), and the funds would be reallocated to the Themes pro-rata to the above indicative budget breakdown. The decision to launch such a procedure shall be made by September/October 2013.

⁷⁶ This indicative amount of 156.5 M€ includes the contributions to be received from EFTA / EEA countries and from Croatia, Turkey, Serbia and Montenegro, (participating in ICT PSP from 2011 on). This amount may increase by contributions from future associated countries that may participate in the programme and it is subject to the adoption of the budget 2013 by the Budgetary Authority without modifications of the appropriations foreseen on the corresponding budget line 09 03 01 in the draft budget 2013 or the availability of appropriations in 2013 under the rules of provisional twelfths referred to in Article 315 of TFEU

7 CALL FICHE

- Call identifier: CIP-ICT PSP-2013-7
- Date of publication: 22 December 2012⁷⁷
- Closure date: 14 May 2013, at 17h00, Brussels local time⁷⁸
- Indicative budget : 125.7⁷⁹ M€
- Topics called:

Themes	Objectives	Funding instruments
<i>Theme 1: Cloud of public services and smart cities</i>	1.1: Cloud of public services	Pilot B
	1.2: Smart, sustainable mobility	Pilot B and Thematic Network
	1.3: Preparing PPI on resource efficient data centres for smart cities	Thematic Network
<i>Theme 2 : Digital content, open data and creativity</i>	2.1: Europeana and creativity (including enriching and improving Europeana, coordinating Europeana, and promoting the use of Europeana by creative industries)	BPN and Thematic Network
	2.2: Open data	Pilot B and Thematic Network
	2.3: ICT for learning	Pilot B and Thematic Network
	2.4: Digital content technologies for a better internet for kids	Pilot B
	2.5: eArchiving services	Pilot B
<i>Theme 3: ICT for health, ageing well and inclusion</i>	3.1: Preparing large scale deployment of targeted services to support active and healthy ageing	Pilot A Pilot B
	3.2: Supporting innovative solutions in eHealth, assisted living and for mobility (in particular through PPI)	PPI Pilot
	3.3: Networking for health, ageing well and inclusion	Thematic Network

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

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

79 Subject to the adoption of the budget 2013 by the Budgetary Authority without modifications of the appropriations foreseen on the corresponding budget line 09 03 01 in the draft budget 2013 or the availability of appropriations in 2013 under the rules of provisional twelfths referred to in Article 315 of TFEU

	3.4: Assisted mobility/navigation for older or impaired users	Pilot B
	3.5: Biophotonics solutions for diagnosis, monitoring and treatment of disease	Pilot B
<i>Theme 4: Trusted eServices</i>	4.1: Protection of Web site against attacks	Pilot B
	4.2: Security for networked infrastructure	Pilot B
	4.3: Secure and trustworthy reporting of malware and suspected cybercrime	Pilot B
<i>Theme 5: Open objective for Innovation and other actions</i>	5.1: Open objective for Innovation	Pilot B
	5.2: Support to advance Corporate Social responsibility	TN
	5.3: Support to the Grand Coalition for ICT jobs	TN

8 FURTHER INFORMATION

For further information relating to this programme, please refer to the CIP ICT Policy Support Programme web site at <https://ec.europa.eu/digital-agenda/en/ict-policy-support-programme>.

9 ANNEXES

Annex 1 – Eligibility and exclusion criteria

The following must be complied with:

- E1) Timely submission as specified in the relevant Call for Proposals.
- E2) Submission of a complete proposal.
- E3) Compliance of the consortium composition to the rules set out in this Work Programme as reminded below

Pilot A:

The consortia must be comprised by a minimum of **six** relevant national administrations or a legal entity designated to act on their behalf from **six** different EU Member States or Associated Countries. If a national administration is represented in the consortium by a designated legal entity, then the national administration will need to certify that the legal entity has been designated to act on its behalf for the purpose of the pilot⁸⁰.

Pilot B:

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

Best Practice Networks and Thematic Networks:

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

PPI (Public Procurement of Innovative Solutions) pilots:

The consortia must be comprised by a minimum of three mutually independent procurers from at least three different Member States or Associated Countries, of which at least 2 two are public procurers⁸¹ that are established as public bodies (possibly from different level: national, regional or local).

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

Applicants will be excluded from participation and award if:

- (a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (c) they have been guilty of grave professional misconduct proven by any means which the European Union can justify;

⁸⁰ A template is provided in the Guide for Applicants

⁸¹ In the meaning of contracting authorities as defined by the EU public procurement directives

- (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 European Union in accordance with Article 96(1) of the Financial Regulation⁸²;
- (g) they are subject to a conflict of interest;
- (h) they have made false declarations in supplying information required by the European Union as a condition of participation in a procurement procedure or grant award procedure or fail to supply this information;

Applicants **must certify that they are not in one of the situations listed above.** Applicants making false declarations expose themselves to financial penalties and exclusion from grants and contracts⁸³.

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

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

Annex 2 - a) - Award criteria – Pilot A

Relevance

- Alignment with the general objectives of the ICT PSP programme and with the addressed specific objective described under section 3 of the work programme
- Alignment and synergies with relevant policies, strategies and activities on European and national level

Impact

- Contribution of the project to the target outcome and expected impact as defined in the specific objective addressed
- Long term impact: viability, sustainability and scalability beyond the phases of work sponsored by the European Union in view of EU-wide operations. Attention should be given to the support by public entities and the capability to build support across the EU in view of reaching EU wide consensus
- Free availability of common results in view of implementing interoperability on EU wide level (specifications of interfaces, protocols, architecture, etc, as well as – where appropriate - open source reference implementations of necessary components and building blocks for interoperability)

Implementation

- Quality of the approach (taking into account specificities of the participation of administrations) and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach
- Capability and commitment of the partnership to reach the objectives of the project. Attention should be given to the involvement of relevant stakeholders to achieve the objectives of the proposal
- Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal
- Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime
- Appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; standards or open technical specifications and open-source components

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

Annex 2 - b) - Award criteria – Pilot B

Relevance

- Alignment with the general objectives of the Work Programme and the addressed specific objective described under section 3 of the work programme
- Alignment and synergies with relevant policies, strategies and activities on European and national level
- Maturity of the technical solution proposed, i.e. the research phase of the different applications involved in the realisation of the pilot is complete, and integration of the different components does not imply further research work

Impact

- Contribution of the project to the target outcome and expected impact as defined in the specific objective addressed
- Capability to survive, develop and scale-up without European Union funding after the end of the project
- Quality of the approach to facilitate wider deployment and use, in view of EU-wide take-up beyond the partners, and optimal use of the project results, including dissemination plan and if applicable networking activities

Implementation

- Capability and commitment of the consortium to reach the objectives of the project
- Quality of the approach and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach; adequacy of intended implementation of solutions
- Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal
- Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime
- Appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; standards or open technical specifications and open-source components

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

Annex 2 - c) - Award criteria - Thematic networks

Relevance

- Alignment with the general objectives of the Work Programme and with the addressed specific objective described under section 3 of the work programme
- Alignment and synergies with relevant policies, strategies and activities on European and national level

Impact

- Capacity of the network to achieve the target outcomes and expected impact of the addressed objective.
- Viability, sustainability and scalability beyond the phases of work sponsored by the European Union, including take-up beyond the partners
- Dissemination plan, free availability of common results and outcomes and the openness of the network towards relevant organisations which are not part of the network

Implementation

- Capability and commitment of the coordinator and the partnership to reach the objectives of the network and to build support across the EU in view of reaching EU wide consensus
- Quality of the approach and convincing work plan with clear partner roles and deliverables; effectiveness of the coordination
- Appropriateness of resource allocation in view of the achievement of the objectives of the proposal, including rationale and added value for European Union contribution

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

Annex 2 - d) - Award criteria –Best Practice Networks

Relevance

- Alignment with the general objectives of the work programme and with the addressed specific objective described under section 3 of the work programme
- Contribution to the achievement of the objectives of the European Digital Library initiative

Impact

- Contribution of the project to the target outcome and expected impact as defined in the addressed objective
- Capability to survive, develop and scale-up without European Union funding after the end of the project
- Quality of the approach to facilitate wider deployment and use, in view of EU-wide take-up beyond the partners and in particular of the dissemination plan and networking activities to ensure optimal use of the project results

Implementation

- Capability and commitment of the consortium to reach the objectives of the project
- Quality of the approach and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach; adequacy of intended implementation of solutions
- Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal
- Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime
- Appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; standards or open technical specifications and open-source components

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

Annex 2 - e) - Award criteria – PPI pilots

Relevance

- Alignment with the general objectives of the Work Programme and the addressed specific objective described under section 3 of the work programme
- Alignment and synergies with relevant policies, strategies and activities on European and national level.
- Innovative nature and near-to-market maturity of the technical solution(s) to be procured, as defined in section 4.1.5 and the addressed specific objective

Impact

- Contribution of the project to the target outcome and expected impact on the target groups both in the short and long term as defined in the section 4.1.5 and the specific objective addressed
- Quality of the approach to facilitate wider deployment and use, in view of EU-wide take-up beyond the partners, and optimal use of the project results, including dissemination plan

Implementation

- Capability and commitment of the consortium to reach the objectives of the project
- Quality of the approach and convincing work plan with well-defined work packages, schedule with coherent set of actions, partner roles and deliverables; effectiveness of the management approach; adequacy of intended implementation of solutions
- Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal
- Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime

<p>The criteria are applied in particular on the basis of the requirements specified in section 3 for the addressed objective, i.e. "focus and outcomes", "conditions and characteristics", and "expected impact".</p>
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Annex 3 – Conformity with the legal base

The themes and objectives described in sections 3 and 5 refer to the three categories of actions that can be provided for under the ICT Policy Support Programme as defined in Art. 26(2)⁸⁴ of the CIP legal base.

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

- (a) development of the Single European information space and strengthening of the internal market for ICT products and services and ICT-based products and services;
- (b) stimulation of innovation through the wider adoption of and investment in ICT;
- (c) development of an inclusive information society and more efficient and effective services in areas of public interest, and improvement of quality of life.

Annex 4 – Glossary

Aggregator	An aggregator in the context of Europeana is an organisation that collects metadata from a group of content providers and transmits them to Europeana. Aggregators gather material from individual organisations, standardise the file formats and metadata, and channel the latter into Europeana according to the Europeana guidelines and procedures. Aggregators also support the content providers with administration, operations and training.- Europeana Aggregators' Handbook (2010)
Assistive Technologies (AT)	Assistive Technology (AT) is a generic term for technology used by individuals, particularly those with disabilities, in order to perform functions that might otherwise be difficult or impossible. AT can include hardware, software, and peripherals that assist people with disabilities in accessing computers or other ICT.
Beneficiary	Signatory to a grant agreement with the European Commission
Building blocks	In the context of this work programme, "Building blocks" should be understood as common modules which are essential for the deployment of interoperable services.
Best Practice Network (BPN)	It is a funding instrument supporting the adoption of standards and specifications for making European digital libraries more accessible and usable by combining the "consensus building and awareness raising" function of a network with the large-scale implementation in real-life context of one or more concrete specifications or standards by its members.
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.
CEF	Connecting Europe Facility: see https://ec.europa.eu/digital-agenda/en/connecting-europe-facility
CEN	European Committee for Standardisation: see www.cen.eu
CENELEC	European Committee for Electrotechnical Standardisation: see www.cenelec.eu
Common specifications	In the context of ICTPSP, these are a specific set of requirements that are common and necessary for the implementation or deployment of an interoperable solution between different countries. These requirements may include functional, operational, technical, legal and organisational aspects.
Co-modality	For the European Commission the "co-modality" refers to a "use of different modes on their own and in combination" in the aim to obtain "an optimal and sustainable use of resources".
Deployment	The construction and operation of the application to offer the services in a real life environment.

Digital Agenda for Europe (DAE)	Adopted in 2010, the Digital Agenda is Europe's strategy for a flourishing digital economy by 2020. It outlines policies and actions to maximise the benefit of the Digital Revolution for all. To achieve these goals, the Commission will work closely with national governments, concerned organisations and companies. An annual Digital Assembly will bring stakeholders together to assess progress and emerging challenges. http://ec.europa.eu/information_society/digital-agenda/
Digital libraries	For the purposes of this work programme digital libraries are organised collections of digital content made available to the public by cultural and scientific institutions (libraries, archives and museums) and private content holders (e.g. publishers) in the EU Member States or Associated Countries. They can consist of all kinds of "physical" material that has been digitised (books, audiovisual or multimedia material, photographs, documents in archives, etc.) and material originally produced in digital format.
Electro-Mobility	Electro-Mobility is the mobility offer by electric vehicles that are fully integrated into a well adapted transport system.
e-ID	The electronic identity card (eID) is an official electronic proof of one's identity. It also enables the possibility to sign electronic documents with a legal signature.
Eligible costs	These are costs accepted by the Commission as being reimbursable (up to the limits established in the grant agreement). The nature of these costs varies between the different instruments (Pilots Type A, Pilots Type B and Thematic Networks).
ENISA	The European Network and Information Security Agency : http://www.enisa.europa.eu/
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 public procurement (public tender processing by electronic means).
ETSI	The European Telecommunications Standards Institute see www.etsi.org
EU	European Union
EUPL	European Union Public Licence. Further information can found at http://ec.europa.eu/idabc/en/document/6523 .
Europeana	Europeana is the single, direct and multilingual gateway to Europe's cultural heritage: www.europeana.eu .
Evaluation	The process by which proposals are, or are not, retained with a view to selection as projects. Evaluation is conducted through the application of eligibility, award and selection criteria identified in a work programme. The evaluation is conducted by the Commission assisted by independent experts.
Grant agreement	Agreement between the Commission and the beneficiaries setting out the conditions of the awarding of European Union grants.

Grants	Grants are direct financial contributions covered by a written agreement, by way of donation, from the European Union budget in order to finance either an action intended to help achieve an objective forming part of a European Union policy; or the functioning of a body which pursues an aim of general European interest or has an objective forming part of a European Union policy.
ICT	Information and Communication Technologies.
ICT for Ageing Well	ICT can enable older people to participate fully in society and the economy. With the aging of the population, activating and empowering of these parts of the society can generate benefits for businesses, economy and society at large. ICT for aging well means maintaining a high quality, independent life for elderly people, where the specific application areas for age-friendly ICT based products and services encompass: active ageing in the work situation, living in the community, and independent living at home. http://ec.europa.eu/information_society/activities/einclusion/policy/ageing/
IDABC, IDABC eGovernment Observatory	IDABC (2005-2009) stands for the Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens. . Further information can be found at http://europa.eu.int/IDABC/ .
Instruments	In the context of the ICTPSP, the instruments are the financing tools that allow achieving the objectives defined in the work programme for each of the themes. There are four types of instruments: Pilot (Type A) - Pilot (Type B), Thematic Networks and Best Practice Networks. The work programme indicates for each of the objectives the instrument that must be used.
Internet-of-Things	The Internet of Things refers to a network of objects, such as sensors, devices or household appliances.
Interoperability	Interoperability means the ability of information and communication (ICT) systems and of the business processes they support to exchange data and to enable the sharing of information and knowledge.
ISA	ISA is a new programme for the period 2010–15 on “Interoperability Solutions for European Public Administrations”. This programme is the follow-on of IDABC which comes to an end on 31 December 2009. See Decision n°992/2009/EC of the European Parliament and of the Council of 16 September 2009 on interoperability solutions for European public administration (ISA): http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:260:0020:0027:EN:PDF
IST	Information Society Technologies. A thematic priority for Research and Development in the European Union Sixth Framework Programme. (FP6) Further information can be found at http://www.cordis.lu/ist/about/about.htm
Living Labs	Living Labs are user-driven open innovation ecosystems based on a business – citizens– government partnership which enables users to take an active part in the research, development and innovation process. Further information can be found at: http://ec.europa.eu/information_society/activities/livinglabs/docs/brochure_jan09_en.pdf

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 section 3 of this workprogramme. Each proposal must address one 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 (www.opensource.org) or the Free Software Foundation (FSF) (www.fsf.org).
Open Source solutions	Open Source solutions are services based on the use of standard which have an open source software reference implementation.
Open technical specification	For a technical specification to be considered open, the following must at least apply: The standards used within the specification are adopted and will be maintained by a not-for-profit organization, and its ongoing development occurs on the basis of an open decision-making procedure available to all interested parties (consensus or majority decision etc.). The specification (including the interface's specification) has been published and is available for use, re-use, copying and distribution without constraints for free or a nominal charge. The intellectual property right of the specification is made irrevocably available on a royalty-free basis.
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.
PPI Pilot	ICTPSP instrument supporting the use of public procurement for early adoption / deployment of innovative ICT goods or services which are not yet available on a large-scale commercial basis
Prototype Service	In the context of ICTPSP – Pilots Type B; a service is considered to exist in the prototype state if it has been validated (proven) technically and functionally in a field trial but has not been subject to a validation in view of a wider deployment.
R&D	Research and Development

RFID	Radio Frequency Identification
SME	An enterprise that satisfies the criteria laid down in Commission Recommendation 2003/361/EC of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises (OJ L 124, 20.05.2003, p. 36) <input type="checkbox"/> employs fewer than 250 persons; <input type="checkbox"/> has an annual turnover not exceeding 50 million Euro, and/or an annual balance sheet total not exceeding 43 million Euro.
Service-oriented architecture	Service-oriented architecture (SOA) is a flexible set of design principles used during the phases of systems development and integration in computing. A system based on a SOA will package functionality as a suite of interoperable services that can be used within multiple separate systems from several business domains.
Thematic Network	ICTPSP instrument supporting experience sharing and consensus building on ICT policy implementation around a common theme. The network may instigate working groups, workshops and exchanges of good practices.
Themes	In the context of ICTPSP, the funding is concentrated on a limited set of actions in predefined themes where European Union funding is needed. The themes can be revised and updated in subsequent annual work programmes.