

TELECOM – 2018-1 CALLS FOR PROPOSALS

FREQUENTLY ASKED QUESTIONS

Safer Internet – version 27 April 2018

All information in blue has been added since the previous version.

Commonly used abbreviations in this FAQ

SIC	Safer Internet Centre
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1. Could research projects be funded under the Safer Internet call for proposals launched under the CEF Telecom Programme?

No, research projects are not targeted by any of the calls under the CEF Programme. The Horizon 2020 Programme is the appropriate funding instrument for addressing project ideas in the research field.

2. What kind of support is expected from helplines in case of a hate speech report? Is this a topic for hotlines?

Safer Internet Centres should put in place a cooperation scheme within their consortium so they are efficient in dealing with reports. They may also benefit from the support of other national/local services – especially in cases not specifically covered by the mandate of such centre. In a situation in which the national legislation considers something to be illegal, it is up to the hotlines to act. If it is not considered illegal under the national legislation, it is instead considered harmful content and falls under the mission of the helplines.

The helplines should be staffed by well-trained professionals with a wide range of tools at their disposal. The helpline should also inform the awareness centres about any relevant issue/trend. Education and awareness raising actions are also important to tackle harmful content and conduct.

3. Who will assess whether reporting mechanisms for xenophobia and/or racism are relevant for a specific hotline?

The baseline is the national law, and it determines whether the hotline should act upon a specific issue. The remit of the hotline also matters as some hotlines only take reports on child sexual abuse material.

4. What is the co-funding rate applicable to proposals selected under the Safer Internet call for proposals?

According to the 2018 work programme (section 3.2), the co-funding rate applicable to the Safer Internet Generic Services call for proposals is up to 50% of the eligible costs of the proposed Action.

5. In the 2014 Safer Internet call, a letter of support from the national law enforcement agency endorsing the activities to be undertaken by the hotline was compulsory. In addition, supporting letters from various national stakeholders were also requested. In the previous 2015-1 and 2016-4 calls and now for this call, the approval of our Ministry is done via the application form part A2.3. However, are these additional letters of support still required with our application? If so, would they serve as adequate proof to

address question 2.5 of application form part D, which requests a description of the extent to which the proposed Action demonstrates support from national authorities, industry and NGOs?

The supporting letters from national stakeholders are not required as part of the application under this call. However, they can serve as proof to address question 2.5 of application form part D as *supporting documents* to the application. The application form must first provide a clear description of the extent of the national support in application form part D, and then make reference to any supporting letters uploaded with the application. Furthermore, it is confirmed that the approval by the competent national authorities has to be made via the application form part A2.3.

6. Most of the current Safer Internet actions are supposed to end by 31 December 2018, and new grant agreements will be signed between October 2018 and February 2019. How can we ensure continuity if at that time the new grant agreement has not yet been finalised?

In case funding is granted for the continuation of actions already running, the new actions are expected to start the day following the end of the previous action, even if the grant agreement is not yet signed by that date. Under this call, costs may be considered eligible as of the date the proposal is submitted, provided that they are clearly identifiable under the action and are not funded through another action. Therefore, costs incurred since the start date of the action will be considered eligible. Please note that any pre-financing will be paid after the grant agreement has been signed.

7. Is a European level youth forum being planned for this year? Do we need to include the budget for these activities in our proposal for this call? Do we also need the agreement of other Member States to participate?

There are annual European youth fora covering some EU Member States planned for 2018 and 2019. A smaller group of youth representatives will be invited to attend the Safer Internet Forum (date to be confirmed), but the SIC does not need to budget for these costs. It will be the responsibility of the network coordinator to organize the event and, if needed, it will seek the necessary agreements with the Safer Internet Centres.

8. In order to evaluate the impact of SICs at European level, do you have any indicators to track this in a common way or do proposals submitted under this call need to work with other Member States to develop them using the EU core service platform?

The core service platform provides an online tool for measuring the impact of activities carried out by SICs, including statistics related to helpline and hotline services (e.g. number of calls/contacts/reports and categorization of the issues reported). The current list of indicators is available in annex 10 of the tender specifications for the core service platform published in 2016, available at: <https://etendering.ted.europa.eu/cft/cft-document.html?docId=15556>.

9. In order to cooperate with the network of hotlines and fully use and connect to the technical infrastructure provided by the EU core service platform, do we need to meet other hotlines on this issue? Are such activities coordinated centrally?

Once a hotline has been selected for EU funding under this call, it must get in contact with INHOPE for further guidance on how to connect to the technical infrastructure. More details on the hotline functionalities provided by the core service platform are available in the tender specifications at: <https://etendering.ted.europa.eu/cft/cft-document.html?docId=15555>.

10. Are there European-level meetings of the SIC network planned and if so should the expenses be included in the budget of our proposal for this call?

As specified in the tender specifications for the core service platform, network meetings take place every six months for each strand (i.e. awareness raising + helpline and hotline) of the SIC. Two

annual meetings for each strand will be scheduled for 2019 and 2020 if the next service contract for the core service platform will start as foreseen. The costs for attending these meetings should be budgeted by the SIC.

11. On page 24 of the Work Programme, the indicative duration of the Actions under this call is 27 months, but section 10.4 of the call texts notes that the indicative duration of the call is 24 months. How long should our proposed Action be?

In both texts, the duration is listed as "indicative", therefore the proposal may be shorter or longer than the specified duration(s) within certain limits. For example, for a call with indicative duration of 1 year, a proposal of 15 months could be acceptable. The most important point to keep in mind is that the duration of the proposed Action must be commensurate to the proposed activities and their scope, which will be evaluated during the evaluation.

12. Should the CEF Building Blocks be integrated in our Safer Internet proposal?

The integration of the CEF Building Blocks is not mandatory in proposals submitted under this call. However, proposals may foresee the reuse of one or more Building Block(s), where applicable. Please note that the evaluation criterion "Quality and efficiency of the implementation", covers the maturity of the proposed solution which also includes the use of relevant CEF building blocks. See section 2.1 of application form part D for more information.

13. Can a proposal include a service provider not as a member of the consortium, but as a cooperation partner?

Yes, it is possible for a service provider to contribute to the activities as a cooperation partner as long as all the tasks defined in the call are covered in the proposal. The call text does not set out any specific requirements regarding the status of the different partners of a Safer Internet Centre. Applicants are encouraged to clearly explain in Part D of their application the procedures and cooperation arrangement(s) that will be put in place to ensure smooth and effective cooperation between the coordinator and the cooperation partner.