COMPETITIVENESS AND INNOVATION FRAMEWORK PROGRAMME (CIP)

ICT POLICY SUPPORT PROGRAMME

ICT PSP WORK PROGRAMME 2009

Version 2 – June 2009

Table and index

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 Community programme runs for the years 2007-2013 and is organised around three multi-annual specific programmes:

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

The detailed activities to be supported by the three specific programmes each year are described in three separate Work Programmes. 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/index_en.htm

The present document is the Work Programme of the ICT PSP defining the priorities for calls for proposals, calls for tender and other supporting actions to be launched in 2009. As foreseen in article 50 of the "Programme decision", the ICT PSP includes from 2009 on, activities in support of the development of digital content that have been funded until 2008 by the eContentplus programme[1].

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]

2. CONTEXT, OBJECTIVES AND OVERALL APPROACH

2.1. CONTEXT: THE I2010 INITIATIVE

The EU strategic framework, i2010 – A European Information Society for growth and employment[3] - promotes an open, innovative and competitive digital economy and emphasises ICT as a driver of inclusion and quality of life. As a key element of the renewed Lisbon partnership for growth and jobs, i2010 builds an integrated approach to the information society and audio-visual media policies in the EU.

i2010 proposes three priorities for Europe's information society and media policies:

i) The completion of a Single European Information Space which promotes an open and competitive internal market for information society and media;

ii) Strengthening Innovation and Investment in ICT research to promote growth and more and better jobs;

iii) Achieving an Inclusive European Information Society that is consistent with sustainable development and that prioritises better public services and quality of life.

---

[1] http://ec.europa.eu/econtentplus/
[2] The ICT PSP web site is also accessible from the CIP portal
[3] See http://ec.europa.eu/information_society/eeurope/i2010/index_en.htm

To achieve these priorities, i2010 combines regulatory actions, policy coordination actions, and support through financial instruments at Community level. The ICT PSP in the CIP is one of the main financial instruments of i2010.

During 2007, the Commission reviewed the i2010 approach in the light of today's priorities for growth and jobs and has identified four key challenges to further promote competitiveness and ICT take-up in Europe. The focus has been put on addressing:

–   the challenge of future networks and the internet

–   the contribution of ICTs towards a true Single Market

–   the need to face the challenge of competitiveness through innovation and research

–   the need to develop a long-term policy agenda for users in the digital environment.

2.2.   OBJECTIVES OF THE ICT PSP

The ICT PSP aims to stimulate innovation and competitiveness and accelerate the development of a sustainable, competitive, innovative and inclusive information society. It supports activities to accelerate innovation and implementation of ICT based services and systems through the wider uptake and best use of ICT and the exploitation of digital content by citizens, governments and businesses.

The uptake of ICT in businesses is in general addressed by the private sector and public policies need to focus on creating the best conditions for business developments and on raising awareness of the benefits of the technology innovations notably to SMEs.

The uptake of ICT and exploitation of digital content in areas of public interest like health, inclusion, cultural heritage, public sector information, learning, public administrations, or energy efficiency requires more proactive policies. The major hurdles for the wider and better use of ICT in these areas include the unavailability of ICT-based services, the lack of interoperability of solutions across the Member States as well as the market fragmentation of the information space and of ICT-based solutions.

The ICT PSP helps overcome the hurdles hindering the development of an information society for all in support of the i2010 goals. It helps develop markets for innovative ICT-based solutions and digital content notably in areas of public interest. This helps open a wide range of new business opportunities in particular for innovative SMEs that provide such solutions.

The ICT PSP addresses technology and non technology innovation that has moved beyond final research demonstration phase. The ICTPSP does not support research activities, although it may cover when needed technical adaptation and integration work in order to achieve the target objectives.

The ICT PSP builds on and strengthens the activities aiming at the best use and wider uptake of ICT at national and regional level and in particular those supported by the European Regional Development Fund (ERDF). Coordination will be ensured between ICT in the CIP and ERDF in order to maximise the impact of Community support, in particular by informing - via the existing governance structures set out for ERDF and CIP - the national/regional authorities on organisations which have benefited from CIP grants established in their respective territories.

Projects funded by the ERDF with which ICT PSP activities can develop synergies can be found at *http://ec.europa.eu/regional_policy/atlas2007/index_en.htm*. This concerns in particular

the fields of eGovernment, environment and energy efficiency, security and living labs that are addressed in the ICT PSP work programme 2009.

2.3. SMEs AND THE ICT PSP

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

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

– help avoid fragmentation of the EU market for innovative ICT based services and products notably in areas of public interest. This will open new opportunities and support the growth and development of innovative SMEs that can then benefit from wider markets for the diffusion of their innovations;

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

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 2009

2.4.1. WP content

The WP 2009 describes the themes, the objectives and the types of actions that will be supported in the ICT PSP following calls for proposals and tenders in 2009. It includes also the selection criteria and the rules for participation in the programme.

For the themes addressed, the Work Programme specifies the objectives to be reached with Community support, the expected outcome and the expected impact. For each objective, it also describes the types of actions to be supported (chapters 3 and 4).

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

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

– addressing the policy priority areas as expressed in the i2010 initiative, supported by the Member States and the wider set of stakeholders;

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

Complementing the actions supported in 2007 and 2008 in ICT PSP and in *eContentplus*, the work programme focuses on 8 themes in 2009. Those themes are:

– ICT for health, ageing and inclusion
– Digital Libraries
– ICT for government and governance
– ICT for energy efficiency and environment
– Multilingual Web
– Public Sector information

– Internet evolution and security (including RFID)
– Open innovation, user experience and living labs

The themes will be supported by a limited number of high impact pilot or best practices projects, as well as thematic networks addressing specific objectives. The projects will be selected through a call for proposals.

For each of the above themes, a set of objectives has been identified for 2009. They are presented in chapter 3.

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

The themes and objectives described hereafter in chapters 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) [4] of the CIP legal base:

– The WP Objectives 2.1 to 2.5; 5.1 to 5.3; 6.1 and 6.2; 7.1 ; as well as 9.1 and 9.2 cover Point a) of Article 26.

– The WP Objectives 1.1 to 1.3; 3.1 to 3.5; 4.1 and 4.2; address the objectives defined under points b) and c) of Article 26;

– The WP Objectives 7.2 and 8.1 address point b) of Article 26.

2.4.3. Implementation

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

– Pilot (Type A) - building on initiatives in Member States (MSs) or 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.

---

[4] *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.

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

These instruments are defined in detail in chapter 4.

3. CONTENT OF THE CALL FOR PROPOSALS IN 2009

3.1. THEME 1: ICT FOR HEALTH, AGEING AND INCLUSION

Introduction

This theme supports the i2010 flagship initiative on ageing well, the eInclusion initiatives as well as the eHealth action plan and the lead market initiative for eHealth. The grouping of the support to these initiatives and plans under a single important theme is mainly related to the commonality of ICT solutions addressing some of the relevant goals (e.g. ageing well and health). For this theme, highly innovative technologies and integrated solutions are emerging regularly from research conducted around the world and the challenge is to enable their wider deployment across the EU. The areas share the same aim of a triple win: unlocking the huge business opportunities in Europe and in the global market, containing the costs for society, and improving the quality of life (including good health) in general and in particular for the elderly and disabled.

Total funding available for this theme is 15 M€ and it is intended to fund projects under the four objectives listed below.

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

Objective 1.1: ICT for patient-centred health service

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

Focus and outcomes

The aim of the pilot is to validate in real life settings, the use of existing Personal Health Systems for innovative types of telemedicine services and to prepare for their wider deployment. Portable and wearable Personal Health Systems can monitor health status of patients anywhere and anytime. The services based on those systems require to be piloted on a large scale to enable healthcare providers and procurers to provide long term sustainable deployment of these services.

The main outcomes of the pilot should:

- Provide patients with the means to manage their health conditions outside traditional care settings, by using innovative Personal Health Systems and integrated telemedicine services.

- Provide health professionals with more comprehensive monitoring and diagnostic data for decision making, thus facilitating personalised care for chronically ill patients

- Enable, on a large scale, continuity of care through enhanced interaction between patients and primary care settings (i.e., General Practitioners, pharmacies, health

centres, etc), as well as secondary care settings (hospitals and/or specialists taking care of a specific category of patients).

The pilot should help develop sustainable business models to harness the benefits of the particular targeted set of innovative eHealth tools and services. It should produce large-scale, measurable, comparable and statistically significant results, regarding the effectiveness of the solutions tested, using a commonly agreed and scientifically sound assessment methodology.

Conditions and characteristics

The following Characteristics are essential to achieve the expected outcomes:

- The Pilot is expected to focus on at least one of the following chronic conditions: Cardiovascular Diseases (CVD); Chronic Obstructive Pulmonary Disease (COPD); diabetes. It should ensure a statistically significant size of patient population per disease.

- The validation and deployment should be carried out in real life settings and using the same methodology at all testing sites. The different testing sites can focus on different conditions, however a critical mass of patients per condition and per testing site should be ensured.

- The pilot targets 6 to 8 regional healthcare authorities or local healthcare organisations directly responsible for the deployment of existing or planned telemedicine services such as local healthcare providers, regional authorities and organisations responsible for the procurement of eHealth services. Regional healthcare authorities should obtain endorsement from their corresponding national ministries to participate in the pilot. It is expected that industry, health delivery organisations, user associations, including patient associations, will have a strong involvement.

- The proposed work should be endorsed by national administrations in event that these organisations are not fully independent in deploying telemedicine services in their jurisdiction.

- Commitment to long term deployment and sustainability of the services beyond the pilot phase is essential.

- Special attention should be paid to interoperability among Personal Health Systems devices as well as between devices and electronic health records.

- The pilot should fully respect the fundamental right to the protection of personal data[5], in particular of personal data related to health and the relevant EU and national legislation.

- Use of existing European, International or commonly agreed standards is essential.

Expected impact

The pilot is expected to contribute to the validation and uptake of Personal Health Systems and innovative telemedicine services. Specific expected impacts are:

- reduced hospitalisation (in number of patients and length of stay) and improved disease management;

---

[5] Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data [OJ L 281, 23.11.1995, p. 31

- increased links and interaction between patients and health professionals, facilitating more active participation of patients in care processes;

- improvement of quality of life for patients suffering form chronic conditions;

- significant enhancement of the evidence base regarding the effectiveness (including medical outcomes and cost effectiveness) of Personal Health Systems tools and telemedicine services;

- increased use of existing or commonly agreed standards and demonstration of interoperability of the new solutions in regular healthcare practice;

- stimulation and facilitation of the growth of the Personal Health Systems and telemedicine service markets.

Objective 1.2: Innovative eHealth tools and services in real life – learning together

Funding instruments : *Thematic Network - It is intended to support one Thematic Network*

Focus and outcomes

The thematic network aims at creating a broad community of procurers, responsible for procurement and implementation of eHealth services. These include local and regional healthcare providers or administrations directly responsible for the deployment of innovative eHealth services in real life setting. Such a network was called for by the Commission's 'Communication on a lead market initiative for Europe'[6], which identified the need to improve the process of procurement of eHealth solutions by promoting networking and cooperation among public procurers in the development process of new solutions.

The network should:

- provide a forum to exchange good practices between healthcare providers and procurers in deploying sustainable innovative eHealth services, including procurement strategies, specifications and contract management;

- create synergies to increase quality and interoperability of deployed solutions as well as the negotiation power of procurers versus vendors and/or developers of eHealth tools[7];

- support the sharing at European level, of technical knowledge and expertise needed to deploy innovative eHealth tools and services while protecting privacy;

- produce a tool kit for healthcare providers on how to deploy innovative eHealth tools and services, in a sustainable manner.

Conditions and characteristics

- The Thematic Network targets procurers both from public and private sectors, in particular on regional and local levels (including hospitals and or healthcare centres), directly responsible for the deployment and the provision of innovative eHealth services.

---

[6] COM(2007) 860 final

[7] The limited negotiation power of one single providers (being one single hospital and/or a regional and/or or local authority) versus multinational vendors it has been identified as a barrier to wider deployment of innovative eHealth solutions. In some countries this "getting together" approach to increase negotiation power starts being successfully tested

- The Activities of the Thematic Network should focus in particular on gathering and sharing experiences on how to overcome barriers to wider deployment of innovative eHealth tools and services and accelerate their deployment in a sustainable manner.

- The Activities of the Thematic Network should pay special attention to interoperability and use of common standards.

Expected impact

- Increased deployment of eHealth services

- Implementation and take up of common standards for eHealth solutions and services

- Sharing of technical knowledge needed to deploy innovative eHealth tools and services.

Objective 1.3: ICT for ageing well / independent living

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

Focus and outcomes

The aim is to significantly improve quality of life and social care for the ageing population as well as efficiency of care systems by providing integrated care solutions combining social and health care within the modern home systems environment, as typically needed by elderly people.

The active involvement of elderly people, care workers and family is expected. Attention should be given in particular to ethical aspects.

Conditions and characteristics

- Integrated approach, addressing both technical interoperability and business process integration:

  · Technical platform level integration allowing for flexible combination of components and services as required for meeting the user needs (independent living sensors, home systems, emergency alert systems, remote monitoring as well as home security and energy management).

  · Service and workflows integration: social services, health services (self-care and professional), emergency assistance, home management into the smart home environment on technical and organisational level, as needed by the elderly people.

- Completeness, addressing the whole value chain:

  · Solutions should be based on a complete set of common specifications for technology and services agreed by the whole value chain of actors implicated. This should cover daily activity support, self activation, support for care service provision etc.

  · The pilots shall carry out a wide validation of integrated, innovative ICT solutions supporting care and home management systems within the smart home environments (and not be limited to individual components of such support).

  · The pilots should demonstrate substantial prolongation of the time elderly people can continue to be at home as well as the resulting increased efficiency of the care systems.

- Solutions should address the needs of the full value chain, including the necessary organisational re-engineering and associated business models and financial planning. The involved pilot sites should be selected to be representative of different social and organisational contexts across Europe in order to demonstrate the necessary flexibility of the technological solution to meet the related needs.

- The pilots should be clearly demand driven and build on public-private partnerships. They should bring together a set of regional actions addressing the above goals and involve relevant stakeholders such as health and social care service providers, housing corporations and insurance organisations. A strong involvement of users and their representatives, their families and carers is expected to ensure end-user acceptance and uptake.

- Real life setting:

  - The solutions shall be tested in real life and a consolidated set of requirements and validated functional specifications should emerge as a result.

  - Pilot must associate public authorities (at national, regional or local level) in each country where the pilot is to be set up, that have responsibilities and budget control in the relevant area of care or supply of services. A precondition for proposals will be evidence of the timely availability and own financing of infrastructures required for the successful implementation of the pilots.

  - The proposals shall comply with interoperability standards and take into account best practices and relevant standardisation efforts as well as provide appropriate protection regarding ethical and privacy issues.

- Dissemination, visibility, enabling replication:

  - The work will include a non confidential, comprehensive socio-economic evidence base for ICT investments in the field (including cost-benefit analysis and user satisfaction) to facilitate the development of sustainable business models.

  - Detailed plans for larger-scale sustainable uptake and replication beyond the pilot. Dissemination and communication activities on the achieved results shall be provided. Reference material including guidelines, manuals, educational materials will be produced in this view. The pilots should provide a high-profile contribution to the i2010 flagship on ICT & ageing as well as to the e-health lead market initiative.

Expected Impact

- Substantially prolonging the time that elderly people can live independently at home and be supported with relevant health and social care services in an integrated manner.

- Increase effectiveness of independent living and related care systems and services, and facilitate their wide implementation by the public authorities.

- World leading position for European industry and in particular SMEs in new markets for innovative, integrated ICT based products, services and systems for independent living supporting the ageing population.

Objective 1.4: e-Accessibility thematic network

Funding instrument: Thematic Network -It is intended to support one Thematic Network for an EU funding of up to 750 k€

e-Accessibility opens many opportunities for social and economic participation, in particular for persons with disabilities and for many elderly persons. With the ageing of the population this includes an important and rapidly growing number of people, as functional limitations tend to increase with age. e-Accessibility is no longer a social protection issue only. It is equally important for competitiveness and employment.

Focus and outcomes

The aim of the thematic network is to collect and exchange experiences from practitioners and enrich these by expert assessments from across Europe and third countries that are advanced in e-accessibility about key activities accompanying the introduction of e-accessibility specifications and technical solutions, and where applicable, activities relating to the implementation of legal obligations. This includes methods for implementation of standards and reference specifications, implementation cost assessments, measurement methods, conformance assessment, complaints handling, e-accessibility design and user information, and reporting.

In particular this network should address web accessibility (an estimated 50% of effort) - to provide support for a common European approach on web accessibility (e.g. with guidance on monitoring, implementation of relevant technical specifications for web content accessibility, etc.). A second priority concerns accessible convergent communications and accessible digital audio-visual systems (which includes 'total conversation', i.e. real-time multimedia electronic communications). A third priority concerns self-service terminals, such as used for self-service e-banking (ATMs) and ticketing machines (as used in public transport, airports, etc).

Conditions and characteristics

The approach requires bringing together from across Europe practitioners and experts from public authorities, ICT-using industry and ICT providers, user representatives, and academia where necessary.

This network will build on the ongoing reporting on the status of the implementation and impact of legal instruments that address e-accessibility in Europe.

Expected impact

The purpose is to develop guidance, and facilitate and accelerate the take-up of e-accessibility specifications and technical solutions, and to contribute to a common approach at European level. This should reinforce harmonisation where necessary and provide increased efficiency in implementing e-accessibility.

3.2. THEME 2: DIGITAL LIBRARIES

Introduction

For the purpose 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 other countries participating in the programme. They can consist of all kinds of

"physical" material that has been digitised (books, audiovisual material, photographs, documents in archives etc) and material originally produced in digital format.

The Digital Libraries is a flagship initiative of i2010 presenting the European strategy for digitisation, online accessibility and digital preservation, with a focus on cultural heritage, as well as for improving access to scientific publications and data. As part of this, in August 2006 the European Commission issued a Recommendation[8] on digital libraries, which has led to Conclusions of the Culture Council in November 2006[9]. The Council endorsed the vision of a European Digital Library (www.europeana.eu) which is expected to make available online at least six million books, documents and other cultural works by 2010. The Commission further issued a Communication on scientific information, outlining its policy in this area[10].

The partnership between cultural heritage institutions contributing to the creation of the European Digital Library has been formalised in November 2007 through the creation of a legal entity which is responsible for the operation of Europeana[11].

The Community programme *eContentplus*[12] already funded a number of projects in support of the European Digital Library initiative and the Communication on scientific information between 2005 and 2008. The present work programme will continue to support its further development, i.e. bringing in more content from different types of cultural organisations, work on interoperability and improving the service.

Total funding available for this theme is 25 M€ and it is intended to fund actions under the five objectives listed below.

Objective 2.1: European Digital Library - services

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

Focus and outcomes

The objective is to support the build up of the operational part of Europeana. In this context Best Practice Networks will be funded to further develop the Europeana front end services, including search improvements (e.g. sound and picture, multilingual, ranking algorithms), browsing improvements (e.g. combined spatial temporal browsing, personification functions, collaborative tools), interface improvements (e.g. for mobile platforms). The ability to recognise the Intellectual property rights relating to digital objects, including territorial rights for material still in copyright, should be taken into account. The expected outcome is to improve the usability of Europeana.

Conditions and characteristics

- The resulting solutions should be tested and validated with users in real-life context and in ways that ensure their transferability to the Europeana platform and their applicability on the Europeana contents. Sufficient time should be foreseen in the project for the testing of the services.

---

[8]   http://ec.europa.eu/information_society/activities/digital_libraries/doc/recommendation/recommendation/en.pdf

[9]   OJ 2006/C 297/01

[10]   COM(2007) 56.

[11]   http://www.europeandigitallibrary.eu/edlnet/edl_foundation.

[12]   http://ec.europa.eu/econtentplus

- The consortium must include content providers and include or involve users. It should demonstrate convincingly its capacity to disseminate and promote the uptake of its results by stakeholders from the majority of the 27 EU Member States. It should also demonstrate its capacity to contribute significantly to the achievement of the objective and to contribute to the advancement of Europeana.

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

- Specific and realistic quantified indicators should be provided to measure the envisaged improvements in availability, access and use — at different stages in the project lifetime.

Expected impact

- Improving the usability of Europeana through improvements of the services it offers. This will contribute to allowing citizens to access the rich collective European heritage at the click of a mouse.

- Contributing to Europe's strong presence in the cultural and creative industries of the 21st century and enabling the development of new value-added services for research, learning and leisure.

Objective 2.2: European Digital Library – aggregating digital content in Europeana

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

Focus and outcomes

The aim is to increase the quantity of quality content available through Europeana. Support will go to Best Practice Networks that help cultural institutions across Europe bring their already digitised content into Europeana. Projects should address the aggregation of existing digital cultural content to make it searchable and accessible through Europeana, for example through the adaptation of the contents, through the application of metadata improvements and mappings and through the improvement of interoperability between the content management systems of the individual content providers and the Europeana platform.

Conditions and characteristics

- The digital content, which may include different types of material (e.g. books, audiovisual, sound, archival records, newspapers) should be held by cultural institutions from different European countries. In this sense collaboration between these institutions should be put in place contributing to the aggregation of content from one or more domains into Europeana.

- The quality and quantity of the digital content (and related metadata) to be effectively contributed to the project by each content provider, as well as the criteria for its selection, must be clearly identified. The consortium and its members must ensure the necessary availability of the content to be contributed to the project. In particular, the input content should not depend on proprietary third-party rights or any other constraints, which would limit its use for the execution of the project.

- The consortium and its members must agree on the necessary licensing or clearing arrangements for any Intellectual Property Rights (IPR) arising from the project to ensure wider use and dissemination of the project output.

- The actual content should be accessible and retrievable at item level. Projects dealing only with catalogues of content will not be funded. The results of the project must be accessible by the target users through Europeana.

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

- A clear exploitation plan should be presented to ensure the sustainability of the proposed solutions, i.e. their capability of developing and surviving without Community funding after the end of the project. Sustainability comprises both economic and organisational aspects. This requirement may be translated into different practical measures and provisions, depending on the target users and the intended uses of the results of the project.

- A clear dissemination plan should be established to ensure optimal use of the project results, also beyond the participants in the project.

Expected impact

- Higher quantity of quality content available through Europeana bringing cultural heritage material held by cultural institutions that is already available in digital form.

Objective 2.3: European Digital Library – Digitising content for Europeana

Funding instrument: Pilot B – It is intended to support several pilot actions

Focus and outcomes

The aim is to support targeted digitisation actions in synergy with and complementing collections already accessible through Europeana. The expected outcome is to improve the quantity and quality of digital content available through Europeana.

Conditions and characteristics

- The collections to be digitised, which may include different types of material (e.g. books, audiovisual, sound, archival records, newspapers) should be held by cultural institutions from different European countries.

- The material to be digitised should be selected through a thematic approach. The themes must be of interest to a broad public and not just to a limited set of specialists.

- The proposal should demonstrate the added value of bringing the selected content from different countries together in Europeana.

- The digitisation action should result in a critical mass of complementary content on a specific theme to be made accessible through Europeana , or add further European value to already digitised collections that will be made accessible through Europeana.

- Content should be made available for citizens through Europeana immediately after digitisation. When basic digitisation (capturing) is applied, metadata complying with the Europeana requirements[13] should be added to the digital objects. The ability to

---

[13] See requirements on www.europeana.eu

recognise the intellectual property rights relating to the resulting digital objects, including territorial rights for material still in copyright, should be taken into account.

- The consortium must include content providers.

- A clear exploitation plan should be presented to ensure the sustainability of the proposed solutions, i.e. their capability of developing and surviving without Community funding after the end of the project. Sustainability comprises both economic and organisational aspects. This requirement may be translated into different practical measures and provisions, depending on the target users and the intended uses of the results of the pilot.

- A clear dissemination plan should be established to ensure optimal use of the pilot results, also beyond the participants in the pilot.

Expected impact

- Wider availability to high quality content in the European digital library and wider accessibility to European cultural heritage and to scientific knowledge.

Objective 2.4: Open access to scientific information

Funding instrument: Pilot B – It is intended to support several actions

Focus and outcomes

Within the framework of the actions on scientific information initiated by the Communication on scientific information in the digital age the objective is to improve the spread of European research results. This objective is sought not only in the context of the Digital Libraries Initiative, but also within the 7th Framework Programme for Research and Technological Development (FP7).

The term "scientific/scholarly content" refers to the results of scientists' or scholars' research work in the EU Member States or other countries participating in the programme, which in the traditional publishing paradigm have been published as articles in learned journals, papers, conference proceedings, monographs or books.

In this context pilot B actions will be funded to carry out conclusive experiments with open access to digital libraries of scientific/scholarly content, including experiments exploring new paradigms for peer reviewing, rendering, querying and linking scientific/scholarly content and (optionally) the related underlying datasets.

Conditions and characteristics

- The quality and quantity of the digital content (and related metadata) to be effectively contributed to the pilot by each content provider, as well as the criteria for its selection, must be clearly identified. The consortium and its members must ensure the necessary availability of the content to be contributed to the pilot. In particular, the input content should not depend on proprietary third-party rights or any other constraints, which would limit its use for the execution of the pilot.

- The consortium and its members must agree on the necessary licensing or clearing arrangements for any Intellectual Property Rights (IPR) arising from the pilot to ensure wider use and dissemination of the project output.

- The actual content should be accessible and retrievable at item level. Projects dealing only with catalogues of content will not be funded. The results of the pilot must be accessible by the target users beyond the end of the pilot.

- The consortium must include content providers. It should also include or involve explicitly in the project different types of relevant stakeholders, i.e. academic community, libraries, institutional repositories, scientific publishers and the funding bodies.

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

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

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

- Specific and realistic quantified indicators should be provided to measure the envisaged improvements in availability, access and use — at different stages in the pilot lifetime.

- A clear exploitation plan should be presented to ensure the sustainability of the proposed solutions, i.e. their capability of developing and surviving without Community funding after the end of the project. Sustainability comprises both economic and organisational aspects.

- A clear dissemination plan should be established to ensure optimal use of the pilot results, also beyond the participants in the pilot.

Expected impact

Open access to more scientific/scholarly content and/or the development of new ways to review, render, query and link scientific/scholarly content.

Objective 2.5: Use of cultural heritage material for education

Funding instrument: Pilot B – It is intended to support several pilot actions

Focus and outcomes

The aim is to improve the availability and relevance of cultural content for education and life-long learning use in a multilingual and multicultural context. Cultural heritage content from all around Europe (either already included or to be included in Europeana) will actually be used by European citizens (pupils and students) in their everyday learning activities. In this way, access to and use of European cultural heritage will be improved. The users (intermediaries, end-users) will become more aware of the educational value of content made available through the Europeana service, developing at the same time their own cultural, creative and ICT skills.

In this context, the aim is to support pilot actions for the first implementation or replication of services for the use of digital cultural material for education in a multilingual and multicultural context.

Conditions and characteristics

- The quality and quantity of the digital content (and related metadata) to be effectively contributed to the pilot by each content provider, as well as the criteria for its selection, must be clearly identified. The consortium and its members must ensure the necessary availability of the content to be contributed to the pilot. In particular, the input content should not depend on proprietary third-party rights or any other constraints, which would limit its use for the execution of the pilot.

- The consortium and its members must agree on the necessary licensing or clearing arrangements for any Intellectual Property Rights (IPR) arising from the pilot to ensure wider use and dissemination of the output.

- The actual cultural content contributed by the consortium should be accessible and retrievable at item level through Europeana. This could, where appropriate, be complemented by access at collections level.

- Proposers should demonstrate that the underlying content constitutes the critical mass necessary to make a significant impact in terms of increasing access and use of cultural heritage material for education.

- The proposals should address the multilingual aspects of accessing and exploiting the content in an efficient way appropriate in different educational and learning cultures.

- The consortium must include content providers.

- Digital content stakeholders, both public and private, as well as technology providers and pedagogical experts should be represented in a balanced way. The consortium should also include end users, i.e. teachers/trainers and students/learners as appropriate. Mechanisms should be provided for collecting user feedback on the usability of the content and on its quality, in terms of the effectiveness and efficiency of the learning process.

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

- The pilot should have a European dimension, i.e. the pilot results should impact on a large number of users in the largest possible number of EU countries.

- Specific and realistic quantified indicators should be provided to measure the envisaged improvements in availability, access and use — at different stages in the pilot lifetime.

- A clear exploitation plan should be presented to ensure the sustainability of the proposed solutions, i.e. their capability of developing and surviving without Community funding after the end of the project. Sustainability comprises both economic and organisational aspects. This requirement may be translated into different practical measures and provisions, depending on the target users and the intended uses of the results of the projects.

- A clear dissemination plan should be established to ensure optimal use of the pilot results, also beyond the participants in the pilot.

Expected impact

- Raising awareness of the value and potential uses of Europeana.

- Increasing the use and reuse of digital cultural heritage material available through Europeana by European citizens (learners and teachers).

- Better exploitation of the rich European cultural heritage by the European educational systems.

3.3.   THEME 3: ICT FOR GOVERNMENT AND GOVERNANCE

By stimulating the best use and wider uptake of ICT in public administrations, this theme supports the EU policy for eGovernment as agreed in the eGovernment Action Plan[14] of 25/04/2006. It aims at:

- improving the efficiency and effectiveness of public administrations and facilitating the interactions of citizens and businesses with them;

- opening up new market opportunities for innovative ICT based solutions for governments and administrations;

- strengthening and broadening the citizens' participation in decision-making and contributing to better legislation through the use of innovative ICT based solutions.

Two objectives aim at strengthening the further adoption of approaches taken by the two large scale pilots of 2007 on eProcurement and on eID management (for these the 'Targeted outcomes and characteristics' as defined in the ICT PSP WP2007[15], which formed the basis for the initial call for proposals, still apply). A third objective will support the introduction of innovative services for socially disadvantaged citizens. A fourth objective will support a thematic network bringing together the stakeholders in order to share experiences and build consensus and guidelines on user centricity of public e-services. A fifth objective will support the demonstration and adoption of tools for effective public debate and participation in decision-making.

Total funding available for this theme is 25 M€ and it is intended to fund projects under the four objectives listed below, of which up to 7 M€ has been earmarked for the fifth objective on eParticipation.

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

Objective 3.1: Enlargement of the e-Procurement Pilot PEPPOL

Funding instrument: Pilot Type A - It is intended to support the extension of the e-Procurement Pilot PEPPOL for up to 5 M€ of EU contribution.

Focus and outcomes

---

[14] Communication from the Commission: "i2010 eGovernment Action Plan: accelerating eGovernment in Europe for the Benefit of All" COM(2006) 173 final of 25.04.2006

[15] See theme 1, objective 1.1 and objective 1.2 of the ICT PSP Work Programme 2007 at http://ec.europa.eu/information_society/activities/ict_psp/documents/cip_ictpsp_wp.pdf

The objective is to extend the currently running PEPPOL[16] project to demonstrate the scalability and widen the acceptance of the proposed solution. It will increase the impact and facilitate the long-term deployment of the proposed solution. This will contribute further to the implementation of Public procurement directives 2004/18/EC and 2004/17/EC and of the Action Plan for electronic public procurement adopted in 2004 (COM(2004)841).

PEPPOL is a pilot A project selected after the 2007 CIP ICT-PSP call. The project has started on 1 May 2008 and is running for a period of 3 years. It aims at demonstrating the possibility to implement an interoperable e-Procurement solution between Member States and associated countries. To reach a critical mass in all the area covered (e-Invoicing, e-Ordering, e-Catalogue, e-Signature and Virtual Company Dossier), the project needs to increase the number of States adopting and testing the proposed solution.

The enlargement will first focus on increasing the geographical coverage, in particular where Member States have now deployed an e-Procurement infrastructure. It will secondly focus on the strengthening of the topics addressed by PEPPOL (e.g. Virtual Company Dossier, etc) by increasing the number of cross-border situations. Thirdly, it must develop a long-term sustainability plan for pan-European deployment.

Conditions and characteristics

The pilot extension should have the following characteristics:

- It has to include at least three additional relevant administrations (or legal entities designated to act on behalf of the national administrations) from Member States or associated countries not yet in the PEPPOL Consortium (i.e. Member States or associated countries which are not represented in the running PEPPOL project by a national administration or legal entity designated to act on behalf of the national administration).[17]

- The outcome will lay the foundation for the methodology to encompass all Member States independently of the state of development of their eProcurement strategies.

- It will develop a long term sustainability plan for pan-European deployment.

- The additional activities addressed by the extension and the way they complement the existing PEPPOL pilot will have to be described in the proposal. In particular, attention will be paid on the additional eProcurement cross border cases.

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

Expected impact

- Improved competitiveness of European businesses and particular SMEs by providing them with the tools to access the large European markets for public services.

- Development of markets for innovative ICT solutions for e-Procurement.

Objective 3.2: Enlargement of the e-IDM Pilot STORK

---

[16] www.peppol.eu

[17] Member States or associated countries represented in the running PEPPOL are : Austria, Denmark, Finland, France, Germany, Hungary, Italy, Norway

Funding instrument: Pilot Type A - It is intended to support the extension of the e-IDM Pilot STORK for up to 5 M€ of EU contribution. Focus and outcomes

The objective is to extend the currently running STORK[18] pilot project on e-IDM, to demonstrate the scalability and widen the acceptance of the proposed solution. It will increase the impact and develop long term scenarios for future usage of eID by the public and private sector.

Today e-IDM is probably the most vital element needed for all other e-Services offered by Public Authorities to businesses and citizens. STORK is a pilot A project selected after the 2007 CIP ICT-PSP call. The project has started on 1 June 2008 and is running for a period of 3 years. It aims specifically at testing a technical solution for interoperability of eIDMs between consortium members. To increase the acceptance and adoption of the structure that STORK will test, further effort is needed to widen the geographical coverage, and to improve the re-usability of the e-IDM solutions in a larger number of areas.

Conditions and characteristics

The pilot extension should have the following characteristics:

- It has to include at least three additional relevant administrations (or legal entities designated to act on behalf of the national administrations) from Member States or associated countries not yet in the STORK Consortium (i.e. Member States or associated countries which are not represented in the running STORK project by a national administration or legal entity designated to act on behalf of the national administration).[19]

- The outcome will lay the foundation for the STORK methodology to encompass all Member States for their use of e-IDM.

- It will develop a long term sustainability plan of the wide use of e-IDM for services.

- The additional activities addressed by the extension and the way they complement the existing STORK pilot will have to be described in the proposal.

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

Expected impact

- Deployment and interoperability of EU-wide e-IDM for public services in a coordinated way across Europe and basing it on open technical specifications where appropriate.

- Secure and easy-to-use e-IDM solutions for citizens and business, in particular SMEs at relevant levels (local, regional, cross/ national level).

- Improved timeliness with higher volume of transactions/ operations processed while significantly reducing the number of incidents.

---

[18] http://www.eid-stork.eu

[19] Member States or associated countries represented in the running STORK are : Austria, Belgium, Estonia, France, Germany, Iceland, Italy, Luxembourg, Netherlands, Portugal, Slovenia, Spain, Sweden, United Kingdom

Objective 3.3: Inclusive eGovernance: flexible, personalised and multi-channel based service delivery targeted at the socially disadvantaged

Funding Instrument: *Pilot Type B – It is intended to support several pilot actions*

Focus and outcomes

One third of the European population is currently considered socially disadvantaged, most of it suffering from multiple difficulties leading to social exclusion (economic, physical, cultural, geographical factors etc.). This is usually the part of our society that is mostly in need for public social services and that uses these services.

The objective is to allow the up-take and replication of new concepts and profiles for service delivery based on multi-channel strategies (including face-to-face interactions) and integrated service infrastructure (one-stop-shop) specifically aimed at reaching the disadvantaged citizens. The actions should address the up-take of existing solutions. It is intended to support several pilots, each focusing on at least one of the following goals:

- Citizens Centric and personalised eGovernment Services based on multi-channel delivery supports.

- One-stop-shop, based on flexible, intelligent and multi-channel platform to support the process of combined service delivery across different administrations.

- Capacity building based on innovative and robust ICT solutions aimed at facilitating service delivery by civil servants and other practitioners along the delivery chain so as to empower them to acquire new skills and, at the same time, to provide easy, accurate and personalised content delivery to the end users.

Conditions and characteristics

- The solutions proposed should offer best practices within this area and clearly specify the added-value with respect to other similar solutions, be citizen-centric, based on needs related to real life situations so as to provide the disadvantaged citizens with direct and tangible life benefits, irrespective of whether they access and use of ICT based public services themselves or some practitioners do it on their behalf.

- The pilots must include and mobilise all relevant actors involved in the delivery chain, including regional or local authorities, the third and the private sectors and address relevant dynamics of the given landscape.

- Along with the technical pilot phase, the pilots will also have to identify and develop sustainable business models that would grant financial self-sustainability to the proposed strategy in the long term.

- The pilots will also have to address legal, administrative and protocol issues related to the real working and operational conditions within that specific delivery and social environment context.

- The pilots will have to produce an appropriate evaluation framework so as to allow service impact assessment and, in parallel, provide an outline of cost-benefit analysis of the proposed solution in terms benefits, cost savings and better use of resources throughout the relevant delivery/value chain.

- The pilot will have a networking activity open to any interested stakeholder to build consensus critical issues within the area, monitor, learn and acquire experience.

- Finally the pilots will also have to build upon existing literature and experiences, and provide training material and modules and operational manuals aimed at the users (being them public officials and practitioners or citizens themselves) so as to guarantee better acceptance and adoption of proposed solution.

- The target outcome is a reference framework of basic principles and practices with related strategies for the coordination and sustainability of complex delivery of public services aimed at the socially disadvantaged, by Public Authorities in concert with the relevant actors involved the delivery-chain.

Expected impact

- A significant increase of the use of public services by the socially disadvantaged for a range of high-usage or high-social or high-economic impact government services.

- Evidence of beneficial impact from ICT enabled public services (e.g. cost savings along delivery chains by rapid identification of exclusion problems and proactive intervention) and tangible improvement on life conditions of the socially disadvantaged with a consequent increased social integration and regional cohesion.

- Proven transfer and wider up-take of experiences and good practices, analysis, methodologies and economically sustainable solutions in the context of the three challenges given in the goals above.

Objective 3.4: User Centricity for e-Governance

Funding instrument: Thematic Network - It is intended to support one thematic network

Focus and outcomes

The aim is to develop guidelines for user centric delivery of eGovernment services in the 5 to 10 years to come. Trends reveal that demands of users of public services are becoming increasingly diverse, with personalised service and a more active user role, whereas back offices become more and more integrated and able to share data and resources.

This requires a reflection between the public sector and the constituents on the definition of future public services, how they are secured, what the rights and responsibilities of users and the public sector are, what standards they should expect, how to seek redress, and what to expect from different actors. Issues to be covered range from the choice of communication channel, the transparency of the public sector, accountability, personalised, up-to-date and accurate information, privacy protection, as well as citizens access to all the data the government possesses about them.

In order to give more guidance to administrations in the European Union, the Thematic Network should aim to mobilise and coordinate exchanges of experiences amongst the actors and stakeholders, and produce a set of guidelines for enhancing user centricity in eGoverment services using the current codes and charters in various Member States.

Conditions and characteristics

The network should involve ICT- and policy experts, having thorough knowledge of the situation concerning user centricity in e-services in their countries and at European level, as well as data protection authorities.

Expected impact

The set of guideline will contribute to:

- enhance convenience for the users of e-services,

- enhance reliability, transparency, accountability, and robustness of services provision of administrations at all levels,

- enable user centricity as a condition for services take up and inclusive eGovernment.

Objective 3.5: e-Participation - empower and involve citizens in transparent decision-making in the EU[20]

Funding Instrument: Pilot Type B – It is intended to support several pilot actions for up to 7 M€ of EU contribution.

Focus and outcomes

The overall aim is to address with ICT based solutions today's challenges in policy making. These include: fighting the perceived democratic deficit, which requires a new relationship between politicians and citizens, and which is particularly challenging at EU level; reconnecting citizens with politics and policy-making and sustaining citizens' involvement; reducing the complexity of decision-making and legislation processes within the EU.

It is intended to support several pilots, each focusing on at least one of the following goals:
- Enabling transparent decision and policy making by supporting the drafting of legislative texts for politicians and decision-makers. The piloted solutions should help improve the clarity and understanding of legislative texts and content for non-specialists and in a multi-lingual environment, thus facilitating citizens' participation in the process.
- Enhancing the direct participation of citizens and civil society in the decision-making process itself, and improving the access to relevant content and available options, thus enabling them to interact with decision-makers in real time and with concrete contributions.
- Involving citizens in the policy-making process by enhancing social networking capacities, using new intermediation models, creating collaborative input to policy-making (e.g. data gathering, sharing collective knowledge, Web2.0 technologies) thus enabling the provision of policy-making related services by citizens.

Conditions and characteristics

- The solutions proposed should clearly address an EU legislative, policy or decision-making process and contribute to improving the process concerned and to increasing the participation of the public. Attention should be given to solutions which are easy to use and understand by citizens (rather than e.g. by ICT and other experts).

- The pilot should involve a significant number of citizens from several EU Member States. The needs of decision-makers and citizens should be taken into account from a very early stage of the pilot.

- The ICT solutions should enable a wider group of people to voice their opinions, provide input and get involved in politics. All projects will contribute to improving the

---

[20] This objective builds on the 2006-2008 Preparatory Action:
  http://ec.europa.eu/information_society/activities/egovernment/implementation/prep_action/index_en.htm

usability of web-based and other ICT tools in the field. Accessibility[21], multi-lingual and multi-cultural issues need to be taken into account as well as adapting the tool to be used by people who may have only limited knowledge of the subject area and low level IT skills.

- Proposals should demonstrate a clear understanding and definition of the institutional environment concerned and the civil society actors involved. The pilots must include and mobilise all relevant actors involved, including decision-makers, citizens, civil society groups and the private sector.

- Along with the technical pilot phase, the pilots will also have to identify and develop sustainable business models that would grant financial self-sustainability to the proposed strategy in the long term.

- The pilots will also have to address legal, administrative and protocol issues related to the real working and operational conditions.

- The pilots will have to produce an appropriate evaluation framework so as to allow service impact assessment and, in parallel, provide an analysis of the proposed solution in terms of the costs and benefits of implementation.

- The pilots should exploit the experience of other Commission-funded programmes or applications, in particular projects financed under the eParticipation Preparatory Action[20].

- The proposals should provide an effective dissemination plan, especially in terms of the impact at European level, including networking and ways to attract a wider audience to participate. The pilots should also provide training material and modules, and operational manuals so as to guarantee better acceptance and adoption of the proposed solutions.

Expected impact

- High level of maturity in the use of ICTs in transparent, participatory and accountable decision-making.

- Demonstrated improvements in policy and decision-making

- Enhanced citizens' capacity to participate in EU policy and decision-making through wide scale collaboration across the EU.

3.4. THEME 4: ICT FOR ENERGY EFFICIENCY AND ENVIRONMENT

Introduction

ICT has an important role to play in reducing the energy intensity of the economy and at the same time in reducing carbon emissions. The Commission Communication "Addressing the challenge of energy efficiency through Information and Communication Technologies"[22] highlighted the importance of urban areas which can provide the right

---

[21] In particular conformity with state of the art web content accessibility guidelines (http://www.w3.org/WAI)
[22] COM(2008) 241 "Addressing the challenge of energy efficiency through Information and Communication Technologies"

setting for testing, validating and deploying ICT-based solutions for improved energy efficiency. This theme supports the Communication by testing innovative ICT solutions that reduce energy consumption in social housing. This also complements actions supported under the ICT PSP 2008 Work Programme on energy efficiency in public buildings and spaces.

In the area of environmental management, the aim is to test innovative ICT solutions that enable a rapid and efficient response to extreme incidents induced by climate change. ICT can bring about substantial improvements in monitoring and situation awareness, data-sharing and interoperability, and decision-support and communications. This work supports Commission policy on prevention, preparedness and response to climate-induced incidents[23] concerning both urban and rural settings.

Total funding available for this theme is 8 M€ and it is intended to fund projects under the two objectives listed below.

Objective 4.1: ICT for energy efficiency in social housing[24]

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

Focus and outcomes

Pilot actions under this Objective aim to demonstrate that advanced ICT components and systems (e.g. smart metering, smart lighting, power electronics for integration and management of locally generated renewable energy sources, etc.) can contribute directly to reducing both the peak-consumption and annual energy use by more than 15% under real conditions in European social housing.

Pilots might also integrate the use of embedded power production based on clean locally distributed and renewable energy resources. In such cases, the ICT systems applied should also demonstrate that they can be operated without causing local instabilities in the electricity distribution infrastructure, and that the overall annual CO_2 emissions can be reduced by more than 20%.

It is intended to support at least two Pilot B actions, each of them bringing together a set of actions addressing the above goals. These should lead to a wide uptake and replication of ICT-based solutions in this field supporting related EU policies[25].

Conditions and characteristics

The pilots should use off-the-shelf networking solutions to interconnect a cluster of social houses in which tools will be installed for data-collection, database storage and safe execution of novel management and control algorithms. This should involve a statistically significant number of users. A particular attention will be given to privacy protection.

Other specific conditions and features should be the following:

- The proposed work should be clearly demand-driven and built on public-private partnerships including industry players such as technology and service providers,

---

[23] COM(2008) 130 "Reinforcing the Union's Disaster response Capacity" adopted on 05.03.2008

[24] In the context of this work programme, social housing refers to rental housing which may be owned and managed by the state, by not-for-profit organizations, or by a combination of the two, with the aim of providing affordable housing.

[25] COM (2007) 1 "An energy policy for Europe", adopted on 10.01.2007; and COM (2008)30 "20 20 by 2020 Europe's climate change opportunity", adopted on 23.01.2008

housing corporations and users' organisations. A strong involvement of users and/or their representatives is expected throughout the whole duration of the project in order to ensure a successful end-user acceptance and uptake.

-   In addition a precondition for funding will be (i) involvement of public authorities at the appropriate national, regional or local level, (ii) evidence of the timely availability and self-financing of the energy infrastructures required for the successful implementation of the pilots.

-   Pilot solutions addressing the above goals shall be tested in real life and a consolidated set of benchmarks and validated functional specifications should emerge as a result.

-   Validation of the pilots shall be carried out during at least one year.

-   The proposals shall comply with interoperability standards and take into account best practices and relevant standardisation efforts as well as providing appropriate ethical and privacy safeguards.

-   Detailed plans for larger-scale sustainable uptake beyond the pilot, dissemination and communication activities on the expected achieved results shall be provided.

-   The work will include a comprehensive socio-economic evidence base for ICT investments in the field, including cost-benefit analysis and user satisfaction, to be shared between participants and other stakeholders to enable sustainable business models.

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

Expected impact

-   Empowering end-users to play a central role in increasing energy efficiency, CO_2 emissions reduction and opening up the energy market.

-   Enlarging the ICT market for energy network design and control tools as well as the corresponding services.

Objective 4.2: ICT for prevention, alert and rescue to minimise impacts of climate change

Funding instrument: Pilot Type B - It is intended to support one to two pilot actions

Focus and outcomes

This objective will support one to two pilot actions, testing innovative ICT solutions for the prevention, preparedness and response stages of climate-induced incidents such as floods, heat waves, pollution peaks, etc. Pilots should demonstrate that the uptake of advanced ICT solutions can lead to quantified improvements in the level of preparedness, the timeliness of the response and the efficiency of resource usage in dealing with extreme incidents. They should aim to minimise their adverse impact in both urban and rural areas, and ultimately contribute to climate change mitigation.

Conditions and characteristics

The pilot(s) should:

- Validate environmental management schemes in real-life conditions over a period of one year. A multi-risk approach should be the baseline of all scenarios envisaged. The project(s) should cover the complete chain of the risk/disaster cycle excluding the recovery stage.

- Cover the application of innovative practices for improving interoperability in the management of extreme events, encompassing both technical and organisational aspects, including communication to the public. Concrete evidence should be brought regarding the exact ICT contribution to climate change adaptation plans.

- Have a duration of 24-30 months, in order to ensure good preparations, appropriate user involvement, carrying out of the field trials, evaluation, reporting and dissemination.

- Engage a good mix of public and private sector stakeholders, involving both authorities and industry. It will be necessary to provide -ex ante- evidence of the stakeholders' commitment for participation in the trial(s) and a basic agreement regarding the use of the necessary infrastructure, information systems and data sharing principles.

A regional or an urban setting can be chosen for the trial(s) with a view to facilitate transferability of both the know-how gained and the results to other situations.

The trial(s) should conclude with a public demonstration and dissemination event involving the media, with the aim to communicate findings and discuss eventual take-up scenarios.

The pilot(s) should finally deliver a factual impact assessment of the innovative systems being tested, and should report the joint interests of the participating stakeholders and capacity building towards full-scale deployment of ICT-enabled systems. An indicative investment plan, including the estimation of the total investment costs and the expected revenues or benefits should be also provided, so that the pilot test-bed can be sustained.

Expected impact

- Providing factual evidence about the order of magnitude of the anticipated societal benefits, namely increased human life survival rates and substantial gains in operational costs and efficiency.

- Providing a benchmark in pre-assessing both, the functionality of the ICT-enabled systems in real-life environment as well as the readiness and level of co-operation of the multiple actors to make further investments in the most promising innovations.

3.5. THEME 5: MULTILINGUAL WEB

Introduction

This theme contributes to the development of a single European information space by addressing the language barriers that currently limit the use of the Web. Today the online universe is becoming more multilingual and the share of Web pages in English is decreasing. While Web users have genuine access to global content and services, they are increasingly confronted with language barriers.

Overcoming such barriers implies enabling cross-lingual access to Web resources while encouraging language diversity and locality in content production. This is particularly important for user generated content with the deployment of Web 2.0.

There is currently a shortage of high-quality machine translation facilities and a lack of language-friendly Web conventions. Although Europe stands in the frontline of Web

multilingualism, market analysts estimate that only a third or so of the 23 official EU languages are currently supported by adequate products, services and resources.

There is therefore an urgent need for actions aimed at easing and speeding up the deployment of a wider range of Web based machine translation systems of adequate quality and coverage, together with the associated technical infrastructure and resources (e.g. lexica and corpora, Web standards and conventions; flexible and interoperable tools), which would make multilingual Web content and services truly accessible across languages.

The total funding available for this theme is 14 M€ and it is intended to fund actions under the three objectives listed below.

Objective 5.1: Machine translation for the multilingual Web

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

Focus and outcomes

The aim is to make the best possible use and extend the coverage of existing methods and techniques so that Web content can be made available in a given language and yet be searched and understood by users speaking other languages. The focus is on less-covered languages and on data-driven methods that can be easily adapted to new languages, domains and tasks. Support will go to pilot B actions aimed at showcasing within a well defined usage context:

- machine translation solutions that allow European citizens and businesses to create, distribute and (re-)use more widely and effectively online content in a multilingual environment, making an innovative use of existing methods and tools;

- machine translation and other multilingual solutions for information access and analysis; the focus is on integration, customisation and validation of cross-lingual search and retrieval methods in the context of the Internet and digital libraries.

The above actions may include where appropriate collaborative platforms and infrastructures designed to ease and support the uptake of multilingual solutions, in particular resource sharing and user driven evaluation. The emphasis is on open access to source code, systems and datasets, and on community-based collaboration and evaluation.

Conditions and characteristics

- Pilots should investigate and validate novel approaches and cost-effective methods that allow the usability, performance and language coverage of existing machine translation systems and applications to be significantly enhanced, in various online use situations.

- Emphasis is placed on exploring the Web and other online information sources, harvesting resources that can be used to enhance the quality or extend the coverage of machine translation and multilingual systems in general, in a particular domain or for a given task.

- This objective does not support the manual creation of sizeable language resources. Extending the coverage of existing systems by means of manual coding of linguistic rules is not supported either.

- Although the emphasis is on European languages, particularly those not adequately covered by machine translation and multilingual systems, the proposed actions may also address world languages where appropriate and justified by their economic importance.

- The emphasis is on collaborative schemes yielding publicly available methods, processes, tools and resources. The proposed business model and exploitation plans should reflect this approach.

- The consortia should include or address a wide range of stakeholders, such as public sector and industrial/commercial organisations, content and service providers, Web communities … as appropriate for the action in question.

- The actions falling under this objective should where appropriate support and liaise with actions established under the Digital Libraries theme and/or the Public Sector Information theme, in order to promote the development of an open infrastructure for cross-lingual access to information.

Expected impact

The overall expected impact is the progressive abolition of language barriers on the Web. The equality of languages will be enhanced as machine translation systems increasingly address currently under-resourced languages. New business opportunities will be stimulated as the language coverage of online content and services expands. Content production and distribution in multiple languages will increase as a consequence of the growth of the target user population and related markets.

Objective 5.2: Multilingual Web content management: standards and best practices

Funding instrument: Thematic Network (TN) - It is intended to support a single Thematic Network

Focus and outcomes

The aim is to promote Web standards, best practices and partnerships for multilingual Web content management, in particular the authoring, versioning and maintenance of (parallel) multilingual Web sites, portals or repositories.

The Thematic Network is expected to raise awareness, build consensus on and encourage the use of standards and widely recognised conventions to promote the Web as a primary medium for truly multilingual and cross-lingual content and services.

Conditions and characteristics

- The consortium should involve world-class organisations and key stakeholders in the field of Web engineering and standards, as well as public and private providers and distributors of multilingual content. It should demonstrate convincingly its ability to promote the uptake of its results by a broad range of stakeholders from most if not all of the EU Member States.

Expected impact

Broader and faster adoption of standards and open reference architectures, guidelines and best practices in the Web environment which foster and facilitate the creation and management of multilingual Web sites and content, minimising the overhead resulting from multilingualism and capitalising on the rich multilingual and multicultural contribution of online communities.

Objective 5.3: Multilingual Web content management: methods, tools and processes

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

Focus and outcomes

The aim is to define and validate innovative and effective methods, processes and workflows for multilingual Web content development and management, in particular the authoring, versioning and maintenance of (parallel) multilingual Web sites, portals or repositories, within a well defined usage context.

Conditions and characteristics

- Pilots will address whenever possible the full chain from authoring through to publishing and versioning.

- Pilots should build on and extend well established, widely recognised Web standards and platforms, and aim at interoperability at all levels. The proposed technical approach should address the browser and/or the server side, as appropriate.

- Special attention should be paid to the separation of Web page functionality and linguistic content, as well as to the dynamic and standardised editing, presentation and maintenance of Web pages and related resources across different languages.

- Proposals should demonstrate their long-term sustainability, i.e. the consortium's ability to develop further and deploy their results after the end of the EU funded actions.

- Consortia should be prepared to contribute actively to the activities of the Thematic Network foreseen under Objective 5.2.

Expected impact

Broader and faster adoption of new methods, practices and tools intended to ease the creation and management of multilingual Web sites and content.

3.6.   THEME 6: PUBLIC SECTOR INFORMATION

Introduction

Public organisations produce, collect and store vast amounts of public sector information (PSI). The Commission aims to support actions that maximise the re-use of PSI in Europe and unlock its full economic potential and support the Commission policy on PSI. Particularly relevant in this context are the Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of PSI[26] as well as the INSPIRE initiative (INfrastructure for SPatial InfoRmation in Europe[27]) which aims at making available relevant, harmonised and quality geographic information for the purpose of formulating, implementing, monitoring and evaluating Community policy-making.

Total funding available for this theme is 9.5 M€ and it is intended to fund actions under the two objectives listed below.

Objective 6.1: Legal aspects of Public Sector Information

Funding instrument: TN - It is intended to support one Thematic Network

Focus and outcomes

---

[26] OJ L345 of 31.12.2003, p. 90,
http://ec.europa.eu/information_society/policy/psi/docs/pdfs/directive/psi_directive_en.pdf
[27] http://www.ec-gis.org/inspire/

The aim is to identify and discuss legal barriers to access to and reuse of PSI in the digital environment and suggest ways to overcome them. In 2009 <u>one Thematic Network</u> of legal experts will be supported to analyse the legal challenges and opportunities of PSI in a broad sense (following the OECD approach covering the sectors subject to the Public Sector Information Directive as well as the educational, scientific and cultural sectors)[28] as well as related areas (including topics such as orphan works, out of print works and access to and use of public domain material held by public sector organisations).

Conditions and characteristics

- The network should involve legal experts from a majority of European Economic Area countries.

- Experts should have thorough knowledge of the situation concerning PSI in their country and at European level. They should build on existing knowledge about and experience with public sector information, such as the recent OECD work on public sector information and content and the results of projects such as ePSInet.

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

Expected impact

- Identification of legal barriers to access to and reuse of PSI and suggestions for ways to overcome them.

Objective 6.2: Geographic Information

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

Focus and outcomes

The aim is to foster the wider use of spatial data by public and private sector organisations and citizens in line with the Directive on the re-use of public sector information and to contribute to the INSPIRE initiative and other relevant policy initiatives[29].

To this effect Pilot B actions will be supported. These will contribute to increasing the use and reuse of harmonized and interoperable data sets related to one or more of the specific themes enumerated in annexes I-III of the INSPIRE directive through network services for sharing spatial data between public authorities and other stakeholders in the Community enabling the creation of value added services.

Conditions and characteristics

- Proposals should demonstrate their added value compared to projects already funded by the *e*Content*plus* programme in the area of Geographic information[30].

---

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

[29] Examples include the Global Monitoring for Environment and Security initiative (GMES - http://www.gmes.info/), the Shared Environmental Information System (SEIS - http://ec.europa.eu/environment/seis/) and the Group on Earth Observations (GEO - http://www.earthobservations.org/).

- Proposals should support enabling services such as the visualisation of information layers, overlay of information from different sources, spatial and temporal analysis, etc and the implementation and exploitation of harmonized geographical data sets for improved access and reuse.

- The implemented solutions should result in datasets that are easily accessible and reusable through the use of appropriate standards.

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

- The quality and quantity of the digital content contributed to the project, as well as the criteria for its selection, must be clearly identified

- Proposers should demonstrate that the content constitutes the critical mass necessary to make a significant impact in terms of increasing access and use on a large number of users in the largest possible number of EU countries.

- The consortium and its members must ensure the necessary availability of the content to be contributed to the project. The input content must not depend on proprietary third-party rights or any other constraints, which would limit its use for the execution of the project.

- The consortium must agree on the necessary licensing or clearing arrangements for any Intellectual Property Rights arising from the project to ensure wide use and dissemination of the project output.

- The results of the project must be endorsed and validated by the target users and be accessible by the target users beyond the end of the project.

- The consortium must include content providers and users. The consortium should also demonstrate its capacity to achieve a broad consensus beyond the pilot beneficiaries on methods and standards involving all relevant stakeholders. It should explore the possibilities of extending the results to other strategic policy sectors such as transport, agriculture, health etc in order to demonstrate the socio-economic benefits and impact of, and to make full use of the harmonized Spatial Data Information (SDI) in the Member States.

- The target users and their needs, beyond the consortium participants, must be clearly identified. Proposers must present an analysis of demand based on quantified evidence.

- Specific and realistic quantified indicators should be provided to measure the envisaged improvements in availability, access and use — at different stages in the project lifetime.

- A clear exploitation plan should be presented to ensure the economic and organisational long term sustainability of the proposed solutions.

- A clear dissemination plan should be established to ensure optimal use of the project results, also beyond the participants in the project.

- Deliverables of direct relevance to INSPIRE data specification development should be synchronized with the roadmap of the INSPIRE Directive.

---

[30] Information on the projects already funded is available at:
http://ec.europa.eu/information_society/activities/econtentplus/projects/funded_projects/index_en.htm

Expected impact

The implementation of network services that allow users to identify, access, use and reuse, in an interoperable and seamless way and for a variety of uses, aggregated geographical information covering a significant part of Europe and coming from a wide range of sources, from the local level to the European level.

3.7. THEME 7: INTERNET EVOLUTION AND SECURITY (INCLUDING RFID)

Two objectives are proposed within this theme for 2009. One concerns a pilot action in security aiming at the integration and deployment of available technology for secure information management systems to be used by public administrations and private organisations. The other concerns a pilot action aiming at the uptake of RFID by SMEs

Total funding available for this theme is 6 M€ and it is intended to fund projects under the two objectives listed below.

Objective 7.1: A European infrastructure for secure information management

Funding instrument: Pilot Type B - It is intended to support one pilot project for an EU funding of up to 3 M€

Focus and outcomes

The primary aim of this objective is the integration of available technologies for secure information management systems and piloting the deployment in public administrations and private organisations. The rationale is that on the one hand many technologies for protecting data and privacy are available, but on the other we see rather sporadic, almost ad hoc deployment in many organisations across Europe. This has resulted in multiple cases of data leakage, loss and theft, some of which have been widely publicised, and many of these cases could have been avoided if available technology had been deployed and used in a proper management setting. Furthermore, there are detailed international standards available in this area (ISO/IEC 17799). The main expected outcome is a functional pilot, possibly with applications in different areas, of comprehensive and secure information management under typical real-life conditions, with transferable deployment principles, best practices and contributing to convergence across European organisations.

Conditions and characteristics

This objective requires the integration of available security technologies, techniques, tools, policies and procedures into a functional pilot aiming at secure management of data and information collected and kept by public and private organisations. This covers technologies such as encryption, single sign-on, strong authentication and role definition, and distributed data storage. The pilot aims at convergence across member states in combining the best available technologies and practices, and should also address the economic viability for real-life deployment. Participation should be based on public-private partnerships and key partners should include solution and service providers, particularly in the domain of ICT security, public administrations and private data controllers.

Expected impact

The expected impact is that organizations across Europe will find it easier to take the step towards introducing operational and comprehensive secure information management systems into their daily operational work environment. This should limit cases of information loss, limit unintended use of information, promote accountability in handling data and increase trust in eServices.

Objective 7.2: Strengthening SME competitive advantage through RFID implementation

Funding instrument: Pilot Type B - It is intended to support one pilot project for an EU funding of up to 3 M€

Focus and outcomes

The objective is to showcase and accelerate the take-up of RFID technologies among European SMEs. While SMEs form the back-bone of the European economy, their interest in the benefits of RFID technologies has been marginal so far. SMEs have much to gain from this technology in terms of competitiveness, business process visibility, new product & customer service creation. The further exploitation of RFIDs in business processes by SMEs depends on the widespread usage of RFID in the value chain.

The pilot therefore aims at showcasing to SMEs what is needed in terms of technology, business processes, skills and management for an RFID implementation delivering in-house business value and equally adding value for society, citizens and/ or organisations.

Related to this call for pilot projects, the European Commission funds through the FP7 RTD programme, the project ASPIRE[31] which develops new middleware software solutions for RFIDs that will be distributed to SMEs under open source and royalty free conditions. This should lower the total cost of ownership of RFID applications and SMEs will no longer have to bear the costs for acquiring licences of software proprietary systems for RFID. In general, pilot proposals might take advantage of ongoing EU research in this area[32].

Conditions and characteristics

- Proposals should aim at RFID pilot implementations in sectors of broader public interest such as, but not limited to, healthcare, logistics, administration, transport, environment, safety, public event management.

- The pilots should aim at showing wide-ranging implications of deep RFID technology implementations for the SME and the entire value chain, i.e. specifications, re-engineering of business value creation, end-to-end services, impact on competitiveness and productivity gains, privacy protection and authentication issues.

- Pilots should aim at technologically innovative solutions, it can be based on passive or active tags, more advanced sensor or networked tag solutions.

- The pilots should aim at offering efficient and effective solutions to ensure transparency and choice for the relevant end-users in consumer areas such as retail, micro-payment and public transport.

- The pilots should involve SMEs (as users and solution providers), SME associations, chambers of commerce, and public organisations such as national/regional SMEs policy

---

[31] www.fp7-aspire.eu
[32] cordis.europa.eu/fp7/ict/enet

and support bodies for disseminating results and for preparing measures facilitating the future deployment of RFID based solutions for the benefit of European SMEs.

- Implemented in a minimum of 4 countries, each pilot would aim at including all relevant stakeholders in the process to form visible and comprehensive showcases.

- Pilots will have to be operational for a minimum of 9 months. The overall length of projects should normally not exceed 24 months.

- Outcome of pilots should include at least a specification report, implementation report, a pilot validation report, extensive awareness raising and promotional material & campaigns, a good-practices report (website), and a business plan for the operations beyond the project funding.

- Pilots should develop a set of indicators by which the success of the pilot actions becomes measurable.

- Pilots should wherever possible build on and contribute to relevant standards to ensure interoperability and take into account best practices and relevant standardisation efforts.

Expected impact

- Accelerating the take-up of RFID technologies among European SMEs and paving the way for an environment in which concepts and ideas for a future Internet of Things can be developed.

- Providing a set of indicators that allow the analysis of the driving forces affecting RFID adoption in SMEs, e.g. Competition (cost reduction and competitive advantages), Legislation & Regulation (e.g. traceability, e-pedigree), Customer Mandates (e.g. in retail and logistics), and many others.

- Fostering demand in RFID technologies among SMEs opening wider markets for suppliers of innovative RFID-based solutions many of which are innovative SMEs.

3.8. THEME 8: OPEN INNOVATION, USER EXPERIENCE AND LIVING LABS

Introduction

Living Labs aim at bridging the innovation gap between technology development and the uptake of new ICT based services by bringing the user early into the innovation process. They allow suppliers to better discover new and emerging behaviours and user patterns, and to assess, at an early stage, the socio-economic implications of new technological solutions by demonstrating the validity of innovative services and business models.

Although more than 50 experiments of significant size Living Labs are already in place in Europe, the concept of Living Labs is still developing in a rather fragmented way. There is a need for optimising the efforts by grouping Living Labs across Europe. Sharing experiences and lessons learned as well as tools and methodologies, between Living Labs communities, is important at this stage to be able to capitalise on the effort spent.

Of particular importance is to facilitate the participation of SMEs and micro-entrepreneurs both as users and suppliers in this process.

Total funding available for this theme is 4 M€ and it is intended to fund projects under the following objective.

Objective 8.1: Sharing of best practice across European Living Labs involving SMEs as key user- and provider-participants.

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

Focus and outcomes

The pilot project aims at proving the concept of cross-border domain-specific networks of Living Labs. The pilot will consist of 3 to 5 experiments of innovative solutions addressing different domains and involving users at the early development stages. All experiments will focus on the effective involvement of potential high-growth SMEs, including micro-entrepreneurs, as key user- and provider-participants. Each experiment will be based on:

- Networking and integrating 3 to 5 Living Labs (LLs) across borders addressing a specific domain;

- Sharing and integrating innovative ICT platforms and tools targeted at the special needs of the stakeholders and the target clientele;

- Piloting innovative ICT based services in the targeted domain to prove the viability and added value of the concept.

The pilot will exploit the synergies between the domain-specific experiments, fostering the development of common methodologies and models, the exchange of best practices, and the promotion of user-driven open innovation methodologies. It should insist in particular on:

- showing the added value of networking Living Labs with similar interests across borders,

- demonstrating the value for SMEs, including micro-entrepreneurs, both as users and as providers,

- demonstrating the added value for validating innovative service and business models.

Conditions and characteristics

- EU funding is primarily foreseen for networking efforts such as establishing LL networks; adapting and integrating LL platforms, services as well as collaboration tools; carrying out cross-border showcases of innovative ICT based services, development of common methodologies and models; and best practice exchange.

- Proposers must seek business-citizens-government partnerships, in which the EU funding is significantly complemented by other sources or contributions. The pilot will as far as possible build on existing or emerging infrastructures, for example: national or regional funding for individual Living Labs, their local infrastructure and their operation; and contributions by industrial stakeholders, for example regarding equipment and software for the showcase activities.

- Potential Living Lab domains for the pilot include for example: eHealth/eInclusion, eDemocracy, and ICT for Energy Efficiency.

- LLs within a domain-specific experiment should be based in different Member States or Associated Countries. An experiment may include one LL from an International Cooperation country.

Expected impact

- Reinforcement of the role of the user or the citizen in the innovation lifecycle, stimulating and influencing more rapid, high-quality and high-impact service and product developments, facilitating technological and social innovation.

- Stimulation of business-citizens-government partnerships; savings and increased benefits for investment in ICT research and innovation.

- Improved capacities for SMEs, including micro-entrepreneurs, to develop, validate and integrate new ideas and rapidly scale-up their services and products from their local region to other regions with different characteristics.

- Self-sustainability of networked Living Labs and convergence towards a common quality model, methodologies and tools generalised from the sharing of best practice; learning about the interdependence of quality, costs and time in user-driven open innovation.

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

Themes and objectives	Funding Instrument	Budget and Intended number of proposals to be funded
Call for proposals (details are provided in chap 3.1 to 3.8)		
Theme 1 : ICT for health, ageing and inclusion		***15 M€***
1.1: ICT for patient-centred health service	*Pilot A*	1 EU funding up to 7 M€
1.2: Innovative eHealth tools and services in real life – learning together	*Thematic Network*	1
1.3: ICT for ageing well / independent living	*Pilot B*	several
1.4: e-Accessibility thematic network	*Thematic network*	1 EU funding up to 0.75 M€
Theme 2 : Digital Libraries		***25 M€***
2.1: European Digital Library - services	*BPN*	several
2.2: European Digital Library – aggregating digital content in Europeana	*BPN*	several
2.3: European Digital Library – Digitising content for Europeana	*Pilot B*	several
2.4: Open access to scientific information	*Pilot B*	several
2.5: Use of cultural heritage material for education	*Pilot B*	several
Theme 3: ICT for government and governance		***25 M€***
3.1: Enlargement of the e-Procurement Pilot PEPPOL	*Pilot A*	1 EU funding up to 5 M€
3.2: Enlargement of the e-IDM Pilot STORK	*Pilot A*	1 EU funding up to 5 M€
3.3: Inclusive eGovernance: flexible, personalised and multi-channel based service delivery targeted at the socially disadvantaged.	*Pilot B*	several
3.4: User Centricity for e-Governance	*Thematic network*	1
3.5: eParticipation, empower and involve citizens in transparent decision-making in the EU	*Pilot B*	Several EU funding up to 7 M€
Theme 4: ICT for energy efficiency and environment		***8 M€***
4.1: ICT for energy efficiency in social housing	*Pilot B*	several EU funding up to 5 M€
4.2: ICT for prevention, alert and rescue to minimise impacts of climate change	*Pilot B*	up to 2 EU funding up to 3 M€
Theme 5: Multilingual Web		***14 M€***
5.1: Machine translation for the multilingual web	*Pilot B*	several
5.2: Multilingual Web content management: standards and best practices	*Thematic Network*	1
5.3: Multilingual Web content management: methods, tools and processes	*Pilot B*	several
Theme 6: Public Sector information		***9.5 M€***
6.1: Legal aspects of Public Sector Information	*Thematic network*	1
6.2: Geographic Information	*Pilot B*	several
Theme 7: Internet evolution and security (including RFID)		***6 M€***
7.1: A European infrastructure for secure information management	*Pilot B*	1 EU funding up to 3 M€
7.2: Strengthening SME competitive advantage through RFID implementation	*Pilot B*	1 EU funding up to 3 M€
Theme 8: Open innovation, user experience and living labs		***4 M€***
8.1: Sharing of best practice across European Living Labs involving SMEs as key user- and provider-	*Pilot B*	1

participants		
Calls for tender or grants without call for proposals The above actions are complemented by support measures implemented through calls for tender or grants without call for proposals. They are grouped under the two following main items, details are provided in chapter 5.		
Benchmarking the information society	*Call for tenders, grants*	Several for **4.1 M€**
Studies, portal and/or common repositories, conferences and events	*Call for tenders, grants*	Several for **4.047 M€**[50]

4. IMPLEMENTATION OF THE CALL FOR PROPOSALS

4.1. MAIN IMPLEMENTATION MEASURES AND COMMUNITY FINANCIAL CONTRIBUTION

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

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

− Pilot (Type B) - stimulating the uptake of innovative ICT based services and products 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 the theme on "digital libraries" to support sharing of best practices in this field.

The description and generic characteristics of each of the instruments is provided below, whereas Chapter 3 describes in detail the objectives that are subject to call for proposals in 2009 and which instrument(s) have to be used to achieve them. Proposals should therefore carefully address the "focus and targeted outcomes", the "condition and characteristics", as well as the "expected impact" under each objective described in chapter 3. All these are reflected in the criteria and sub-criteria that will be used in the evaluation of proposals[33].

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 Community funding is granted in accordance with the principles of co-financing and non-profit for the funded activities of each individual partner and in compliance with the Community Framework for State Aid for Research and Development and Innovation[34]. Community grants shall be calculated on the basis of eligible costs. A detailed description on eligible costs for each of the instruments can be found in the model grant agreement.

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

4.1.1.1. Instrument description

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

Services should be already operational at national, regional or local level in the Member States or associated countries participating in the operation of the proposed pilot. Alternatively the services should be in advanced phase of national/regional testing. The main outcome of this type of pilot is the implementation of an open, common interoperable

---

[33] See section 4.3.3 Evaluation criteria
[34] OJ C 323, 30.12.2006, p. 1

service solution based on an initial common specification agreed amongst participants in the pilot. During the course of the pilot it is expected that the initial common specification will be further developed and gain a wider agreement in view of eventual scalability.

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

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

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

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

4.1.1.2. Consortium Composition

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

4.1.1.3. Minimum participation requirements

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

If a national administration is represented in the consortium by a designated legal entity, then the national administration will need to **certify** that the legal entity has been designated to act on its behalf for the purpose of the pilot[35].

The minimum requirement stated above is an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation[36].

Given the nature and purposes of Pilots Type A, consortia should be ideally composed by an indicative number of six –the minimum legal requirement- to ten Member States or associated countries. However there is no upper legal limit for the number of participants and Member States or associated countries as long as the indicative budget provisions are respected.[37]

---

[35] A template is provided in the Guide for Applicants
[36] See section 4.4.3 Evaluation criteria
[37] See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

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. Community funding for Type A pilots will be up to 50% of those costs exclusively related to work needed to achieve the proposed interoperability goal. The Community contribution for this type of pilot will typically range from 5 to 10 M€ per pilot unless specified otherwise within the objectives of the Work programme.

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

Indirect costs are eligible in accordance with the provisions in the model grant agreement. Indirect costs are calculated as a flat rate of 30% of personnel costs[38].

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

---

[38] Unless beneficiaries request a lower rate when required for example by their internal rules.

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.

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

4.1.2.2. Consortium Composition

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

4.1.2.3 Minimum participation requirements

The consortia must be comprised by a minimum of **four** independent, legal entities from **four** different EU Member States or associated countries. This requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation[39]:

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected[40].

4.1.2.4 Funding for Pilots type B

Community funding for Type B pilots will be up to 50% of total eligible costs (direct and indirect). The Community contribution for this type of pilot will typically range from 2 to 2.5 M€ per pilot unless specified otherwise within the objectives of the Work programme.

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

Indirect costs are calculated as a flat rate of 30% of personnel costs[41].

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.

---

[39] See section 4.4.3 Evaluation criteria

[40] See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

[41] Unless beneficiaries request a lower rate when required for example by their internal rules.

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

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

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

The usual duration of a thematic network for receiving Community support is 18 to 36 months. It is expected that after this period the network is sustainable and continues to operate without Community 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 Chapter 3 of the work programme.

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

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

4.1.3.3. Minimum participation requirements

The consortia must be comprised by a minimum of **seven** independent legal entities from **seven** different EU Member States or associated countries. This minimum legal requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation[42].

4.1.3.4 Funding for Thematic Network

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

More details and examples for the costs are indicated in the ICT PSP model grant agreement[43] and in the 'Guide for applicants' for Thematic Networks[44].

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

4.1.4. Best Practice Network

4.1.4.1. Instrument description

---

[42] See section 4.4.3 Evaluation criteria
[43] ICT PSP Model Grant Agreement available on
   http://ec.europa.eu/information_society/activities/ict_psp/library/ref_docs/docs/ictpsp_grant_agreement.pdf
[44] Guide for Applicants for Thematic Networks on http://ec.europa.eu/ict_psp

Best Practice Network (BPN) is a funding instrument open only for the theme "digital libraries" for a transition period (up to 2011).   The objective is to promote the adoption of standards and specifications for making European digital libraries more accessible and usable by combining the "consensus building and awareness raising" function of a network with the large-scale implementation in real-life context of one or more concrete specifications or standards by its members.

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

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

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

4.1.4.2. Consortium Composition

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

4.1.4.3. Minimum participation requirements

The consortia must be comprised by a minimum of **seven** independent legal entities from **seven** different EU Member States or associated countries. This minimum legal requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation[45].

4.1.4.4 Funding for Best practice network

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

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

4.2.   GENERAL CONDITIONS FOR PARTICIPATION

4.2.1. Entities established in the Member States

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

---

[45] See section 4.4.3 Evaluation criteria

– legal persons;

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

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

4.2.2. Entities established in third countries

Legal entities established in EFTA[46] 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 agreements[47].

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

4.3. 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 Chapter 3 of this Work Programme will be evaluated both individually and comparatively. The comparative

---

[46] European Free Trade Association

[47] The list of associated countries for ICT PSP in 2009 includes : Iceland, Lichtenstein, Norway, Croatia. Turkey is also expected to be formally associated in 2009. 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/index_en.htm

assessment of proposals will be made between all those proposals responding to an objective.

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

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

4.3.3. Evaluation criteria

4.3.3.1 Eligibility criteria

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

4.3.3.2 Award criteria

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

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

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

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

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

> 0 - the proposal fails to address the criterion under examination or cannot be judged due to missing or incomplete information.
>
> 1 - Very poor: The criterion is addressed in an inadequate manner, or there are serious inherent weaknesses
>
> 2 - Not satisfactory: While the proposal broadly addresses the criterion, there are significant weaknesses.
>
> 3 - Good: The proposal addresses the criterion well, although improvements would be necessary.

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

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

The respective thresholds for the award criteria are:

Criterion	Threshold
A1	3
A2	3
A3	3

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

4.3.3.3 Selection criteria

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

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

S1) *Financial capacity to carry out the project*

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

S2) *operational capacity to carry out the project*

Applicants must have:

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

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

4.3.4. Selection of independent experts for evaluation and reviews

The Commission will select independent experts to assist with the evaluation of proposals and with the review of project results as well as for other purposes where specific expertise might be required for the implementation of the Programme. The experts shall be identified on the basis of a call for independent experts, leading to the establishment of a list of experts appropriate to the requirements of the Programme. Experts will be selected from this list on the basis of their ability to perform the tasks assigned to them, taking into account the thematic requirements of the call or project, and with consideration of geographical and gender balance. Experts will receive reimbursement for their work as defined in Section 6.

4.4. INDICATIVE IMPLEMENTATION CALENDAR

The indicative calendar for the implementation of the calls 2009 is as indicated in the table below. The Commission expects to issue one call for proposals in accordance with this 2009 Work Programme.

Date	Event
29 January 2009	Publication of call for proposals : Call 3 (concerning all objectives except objective 3.5)
2 June 2009	Call closure
June 2009	Evaluation
September 2009	Start of negotiations
December 2009 / January 2010	Completion of negotiations, signature of grant agreements

Date	Event
5 June 2009	Publication of call for proposals : Call 3bis (concerning the single objective 3.5)
23 September 2009	Call 3bis closure
October 2009	Evaluation of Call 3bis
October/November 2009	Start of negotiations
December 2009 /January 2010	Completion of negotiations, signature of grant agreements

5. CALLS FOR TENDER AND SUPPORT MEASURES IMPLEMEMENTED BY GRANTS IN 2009

The following actions are supported through calls for tender or grants awarded without call for proposal[48] in 2009.

Benchmarking the progress of the Information Society

Support will be given to the Community surveys of Households and Enterprises and additional collection of data on the ICT sector and sub sectors. Eurostat will conduct the Households and Enterprises surveys in cooperation with the national institutes of statistics of the Member States and associated countries where appropriate. To perform these surveys, grants will be awarded to the national institutes of statistics[49] following a call for proposals by Eurostat that is in line with Eurostat's selection, eligibility and award criteria.

The above will be complemented by around 5 surveys addressing the following topics:

- broadband coverage and access costs,
- eGovernment (together with associated activities such as a pilot, workshops and case studies)
- monitoring the impact of ICT on other public services such as eHealth, eInclusion, eEnvironment, digital literacy.
- a societal survey on the impact of ICT usage

They will be launched in the third calendar quarter of 2009.

The budget dedicated for benchmarking the progress of the Information Society is € 4.1 million, including 2 million allocated for the grants to the national institutes of statistics of the Member States.

Studies, portal and/or common repositories, conferences and events

Studies

A series of studies addressing economic and social analysis of different the i2010 topics will be launched. This includes:

- Analysis of the impact on users in the digital environment: This study will look at both the different incentives and deterrents affecting user's on-line experiences.

- Study on Enterprise 2.0: It will assess the positive and negative legal and economic impacts of Enterprise 2.0 and how it affects current legal and business practices (labour law, nomadicity…)

- Study on interoperability. This study will focus on the new interoperability requirements on open business models.

- Quality of broadband services in the EU. The study will look at the quality of the retail Broadband services by measuring advertised vs. effective speed, type of services offered, differences between rural and urban areas, fixed vs. wireless, etc.

---

[48] 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)

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

- Evaluation of transposition of the eSignature Directive. This study would provide a first phase of conformity assessment of transposition measures in all 27 Member States.

- Study on assessing user satisfaction and expectation for governance services through "Life events" as a measurement tool for public services:

- Study focusing on the development of different e-Government scenarios in 2020 and the roadmapping towards them.

- Study for assessing the existence of exclusive agreements concluded by public sector bodies within certain EU Member States (MS) in the context of the Directive 2003/98/EC on the re-use of public sector information (PSI Directive). The call for tenders will be launched in 2nd quarter.

Common repositories, "ePractice.EU" portal

It is intended to support the continuation and extension of the ePractice portal "ePractice.EU", which facilitates the identification, peer review and showcasing of good practices in eGovernment, eHealth and eInclusion. It is planned to further extend ePractice.EU in other fields such as ICT for efficient energy and sustainable transport. The ePractice service is becoming an important tool for all practitioners in the mentioned fields to exchange best practice, exchange knowledge, build communities of interest, experience and organise events. A framework contract will be launched in 2009.

Studies and repositories will be entirely implemented through calls for tenders. Unless specified otherwise in the above list, the calls for tenders will be launched in the 3rd calendar quarter of 2009.

Support to conferences and events

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

- i2010 annual conference (grants for a conference organised by the EU Presidency):

  Support will go to the Swedish Presidency in the form of a grant for the organisation of the i2010 conference. It will focus on key challenges for post-2010 information society and media challenges.

  The grant will be of €200,000 and will be awarded under "Monopole de fait" conditions. The event is scheduled to take place in the third quarter of 2009.

- eGovernment biannual Ministerial conference (grant for a conference organised by the EU Presidency):

  Support will go to the Swedish Presidency for the organisation of the bi annual Ministerial conference on e-Government.

  The grant will be of €400,000 and will be awarded under "Monopole de fait" conditions. The event is scheduled to take place in the last quarter of 2009.

- eHealth 2010 ministerial conference (grant for a conference organised by the EU Presidency):

  Support will go to the Spanish Presidency in the form of a grant for the organisation of the eHealth Ministerial Conference.

The grant will be of 200.000 and will be awarded under the "monopole de fait" conditions. This event is scheduled to take place in the first half of 2010.

In addition support will be provided to evaluation and project reviews. The budget dedicated to studies, portal and/or common repositories, conferences and events is **4.047 M€[50].** The overall budgetary envelope for the procurement is up to 4047 k€ with up to 800 k€ that can be awarded under "Monopole de fait" conditions.

---

[50] The association with Turkey for its participation in ICT PSP from 2009 on, is under formalisation, this amount could be reduced by up to 1.5 M€ as well as the intensity and the number of actions to be supported, in case of non participation of Turkey.

6. INDICATIVE BUDGET

The budget of the ICT PSP Work programme 2009 is estimated at 114.647 M€[51]. It will be used for the grants awarded following the call for proposals, other grants foreseen in this Work Programme and the calls for tender.

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

Indicative budget			
Operational budget	*Call for proposals (see note)*	Theme 1 : ICT for health, ageing and inclusion	15
		Theme 2 : Digital Libraries	25
		Theme 3 : ICT for government and governance	25
		Theme 4 : ICT for energy efficiency, environment and smart mobility	8
		Theme 5 : Multilingual Web	14
		Theme 6 : Public Sector information	9.5
		Theme 7 : Internet evolution and security (including RFID)	6
		Theme 8 : Open innovation, user experience and living labs	4
	Calls for tender and support measure implemented by grants		8.147 [52]
	TOTAL		**114.647**

Note : For any of the above themes that are implemented by Calls for Proposals (i.e. Main Themes 1 to 8), the allocated budget will be used to support the eligible proposals that have passed the thresholds of the award criteria following the indications described in Chapters 3 and 4. In case budget remains available in a specific theme, it will be distributed to the other themes pro-rata to the above indicative budget breakdown

---

[51] This indicative amount includes the contributions to be received from EFTA / EEA countries and from the republic of Croatia (participating in ICT PSP since May 2008) as well as from Turkey which participation in ICT PSP is expected in 2009; it may increase by contributions from future associated countries that may participate in the programme.

[52] The association with Turkey for its participation in ICT PSP from 2009 on, is under formalisation, this amount could be reduced by up to 1.5 M€ as well as the intensity and the number of actions to be supported, in case of non participation of Turkey.

7. CALL FICHES

- Call identifier: CIP-ICT PSP-2009-3
- Date of publication: 29 January 2009[53]
- Closure date: 02 June 2009, at 17h00, Brussels local time[54]
- Indicative budget :   99.5 M€
- Topics called:

Themes	Objectives	Funding instruments
Theme 1 : ICT for health, ageing and inclusion	1.1: ICT for patient-centred health service	Pilot A
	1.2: Innovative eHealth tools and services in real life – learning together	Thematic Network
	1.3: ICT for ageing well / independent living	Pilot B
	1.4: e-Accessibility thematic network	Thematic Network
Theme 2 : Digital Libraries	2.1: European Digital Library - services	BPN
	2.2: European Digital Library – aggregating digital content in Europeana	BPN
	2.3: European Digital Library – Digitising content for Europeana	Pilot B
	2.4: Open access to scientific information	Pilot B
	2.5: Use of cultural heritage material for education	Pilot B
Theme 3: ICT for government and governance	3.1: Enlargement of the e-Procurement Pilot PEPPOL	Pilot A
	3.2: Enlargement of the e-IDM Pilot STORK	Pilot A
	3.3: Inclusive eGovernance: flexible, personalised and multi-channel based service delivery targeted at the socially disadvantaged	Pilot B
	3.4: User Centricity for e-Governance	Thematic Network
Theme 4: ICT for energy efficiency and environment	4.1: ICT for energy efficiency in social housing	Pilot B
	4.2: ICT for prevention, alert and rescue to minimise impacts of climate change	Pilot B
Theme 5: Multilingual Web	5.1: Machine translation for the multilingual web	Pilot B
	5.2: Multilingual Web content management: standards and best practices	Thematic Network
	5.3: Multilingual Web content management: methods, tools and processes	Pilot B

---

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

[54] At the time of the publication of the call, the Director General responsible may delay this deadline by up to one month

Theme 6: Public Sector information	6.1: Legal aspects of Public Sector Information	Thematic Network
	6.2: Geographic Information	Pilot B
Theme 7: Internet evolution and security (including RFID)	7.1: A European infrastructure for secure information management	Pilot B
	7.2: Strengthening SME competitive advantage through RFID implementation	Pilot B
Theme 8: Open innovation, user experience and living labs	8.1: Sharing of best practice across European Living Labs involving SMEs as key user- and provider-participants	Pilot B

- Call identifier: CIP-ICT PSP-2009-3bis
- Date of publication: 05 June 2009[53]
- Closure date: 23 September 2009, at 17h00, Brussels local time[54]
- Indicative budget :   7 M€
- Topics called:

Themes	Objectives	Funding instruments
Theme 3: ICT for government and governance	3.5: eParticipation, empower and involve citizens in transparent decision-making in the EU	Pilot B

8. FURTHER INFORMATION

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

Annex 1 – Eligibility and exclusion criteria

The following must be complied with:

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

E2)   Submission of a complete proposal.

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

Pilot A:

The consortia must be comprised by a minimum of **six** relevant national administrations or a legal entity designated to act on their behalf from **six** different EU Member States or associated countries. If a national administration is represented in the consortium by a designated legal entity, then the national administration will need to certify that the legal entity has been designated to act on its behalf for the purpose of the pilot[55].

Pilot B:

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

Best Practice Networks and Thematic Networks:

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

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

Applicants will be excluded from participation if:

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

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

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

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

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

---

[55] A template is provided in the Guide for Applicants

(f)   they are currently subject to an administrative penalty imposed by the Community in accordance with Article 96(1) of the Financial Regulation[56];

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

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

Applicants **must certify that they are not in one of the situations listed above.** Applicants making false declarations expose themselves to financial penalties and exclusion from grants and contracts[57].

---

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

[57] 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 chapter 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 Community 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

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

Annex 2 - b) - Award criteria – Pilot B

Relevance

– Alignment with the general objectives of the Work Programme and the addressed specific objective described under chapter 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 Community 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

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

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

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 chapter 3 of the work programme

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

Impact

- Effectiveness of the outcomes and appropriateness of the expected impact of the network (as defined in the proposal) to the specific objective addressed

- Viability, sustainability and scalability beyond the phases of work sponsored by the Community, 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 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 Community contribution

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 chapter 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 Community 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

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

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

Annex 3 – Glossary

Assistive Technologies (AT)	This is a general term that includes assistive, adaptive, and rehabilitative devices. AT promotes greater independence for people with disabilities by enabling them to perform tasks that they are otherwise unable to accomplish, by providing enhancements to or changed methods of interacting with the technology. Examples of ICT-based AT range from intelligent wheelchairs through text telephony for hard of hearing people, computer screen readers for sight impaired people to complex, integrated telecare services.
Beneficiary	Signatory to a *grant agreement* with the European Commission
Call for Proposals	As published in the Official Journal. Opens parts of a work programme for proposals, indicating what types of actions are required.
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 Tender	As published in the Official Journal. Tenders are special procedures to generate competing offers from different bidders looking to obtain an award of business activity in works, supply, or service contracts.
Common specifications	In the context of ICTPSP, these are a specific set of requirements that are common and necessary for the implementation or deployment of an interoperable solution between different countries. These requirements may include functional, operational, technical, legal and organisational aspects.
Deployment	The construction and operation of the application to offer the services in a real life environment.
EC	European Community
*e*Content*plus*	It is a 4-year programme Community programme (2005–08) to make digital content in Europe more accessible, usable and exploitable (for further details refer to http://ec.europa.eu/econtentplus) .
eGovernment Action Plan	It is an integral part of the i2010 initiative (see below) The Action Plan focuses on five major objectives for eGovernment with specific objectives for 2010, including inclusion through eGovernment, efficiency and effectiveness, high-impact key services, enabling citizens and businesses and eParticipation. (for further details refer to http://ec.europa.eu/egovernment_research)
e-Inclusion Initiative	The "European i2010 initiative on e-Inclusion - to be part of the information society" (Commission Communication COM(2007)694 of 8 Nov 2007) includes an "e-Inclusion, be part of it!" campaign to raise awareness and connect efforts during 2008. It also defines a strategic framework for: putting in place enabling conditions for everyone to be part of the Information Society, accelerating participation of groups at risk of exclusion and integrating e-Inclusion actions to maximise lasting impact. http://ec.europa.eu/information_society/activities/einclusion/policy/i2010_initiative/index_en.htm
e-ID	The electronic identity card (eID) is an official electronic proof of one's identity. It also enables the possibility to sign electronic documents with a legal signature.
Eligible costs	These are costs accepted by the Commission as being reimbursable (up to the limits established in the grant agreement). The nature of these costs varies between the different instruments (Pilots Type A, Pilots Type B and Thematic Networks)
EUPL	European Union Public Licence. Further information can found at http://ec.europa.eu/idabc/en/document/6523
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)
EU	European Union
Evaluation	The process by which proposals are, or are not, retained with a view to selection as projects. Evaluation is conducted through the application of eligibility, award and selection criteria identified in a work programme. The evaluation is conducted by the Commission assisted by independent experts.
Grant agreement	Agreement between the Commission and the *beneficiaries* setting out the conditions of the awarding of Community *grants*.
Grants	Grants are direct financial contributions covered by a written agreement, by way of donation, from the Community budget in order to finance either an action intended to help achieve an objective forming part of a European Union policy; or the functioning of a body which pursues an aim of general European interest or has an objective forming part of a European Union policy.
eHealth Action Plan	This action plan addresses the crucial role of new technologies and new ways of delivering health care in improving access to, quality and effectiveness of care, integrating a range of e-Health policies and activities. (see http://ec.europa.eu/information_society/activities/health/policy_action_plan/index_en.htm)
eTEN	The eTEN European Community programme finished at the end of 2006. eTEN was supporting the deployment of trans-European e-services in the public interest. Further information can found at http://europa.eu.int/eten/
i2010	The EC strategic framework, i2010 – European Information Society 2010, laying out broad policy orientations. It promotes an open and competitive digital economy and emphasises ICT as a driver of inclusion and quality of life.
ICT	Information and Communication Technologies.
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/index_en.htm
IDABC, IDABC eGovernment Observatory	IDABC stands for the Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens. IDABC is the follow-up programme of IDA. Further information can be found at 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 three types of instruments: Pilot (Type A) - Pilot (Type B) and Thematic Networks. The workprogramme indicates for each of the objectives the instrument that must be used.
Interoperability	Interoperability means the ability of information and communication (ICT) systems and of the business processes they support to exchange data and to enable the sharing of information and knowledge
IST	Information Society Technologies. A thematic priority for Research and Development in the Community Sixth Framework Programme. (FP6) Further information can be found at http://www.cordis.lu/ist/about/about.htm
Multiple or multi-channel platforms	The concept of multiple platforms refers to the simultaneous accessibility of services through different networks, terminal devices and interfaces with comparable user interfaces and user friendliness. Examples of platforms are: PC's, PDA's, telephone (mobile and fixed), messaging services, etc.

Objectives	In the context of the ICTPSP and for each of the themes identified in 2007 (eGovernment, eHealth, eInclusion), a number of objectives have been defined and described in chapter 3 of this workprogramme. Each proposal must address <u>one</u> of these objectives.
OJ	Official Journal of the European Union
Open Source software	An open source software is a software distributed freely with its code, allowing anyone to access, to study, to redistribute and to change it. It must be distributed under a license recognised by the Open Source Initiative (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.
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 <u>and</u> functionally in a field trial but has not been subject to a validation in view of a wider deployment.
R&D	Research and Development
RFID	Radio Frequency Identification
SME	An enterprise that satisfies the criteria laid down in Commission Recommendation 2003/361/EC of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises (OJ L 124, 20.05.2003, p. 36 .) employs fewer than 250 persons; has an annual turnover not exceeding 50 million Euro, and/or an annual balance sheet total not exceeding 43 million Euro.
Thematic Network	ICTPSP instrument supporting experience sharing and consensus building on ICT policy implementation around a common theme. The network may instigate working groups, workshops and exchanges of good practices
Themes	In the context of ICTPSP, the funding is concentrated on a limited set of actions in predefined themes where Community funding is needed. For 2007 the three main themes identified are eGovernment, eHealth and eInclusion, complemented by actions of a horizontal nature and addressing other themes. These themes will be revised and updated in subsequent annual work programmes.