

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

**ICT POLICY SUPPORT PROGRAMME**

**ICT PSP WORK PROGRAMME 2008**

## ICT PSP Work Programme 2008

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## 1. INTRODUCTION

The Competitiveness and Innovation Framework Programme (CIP) was adopted on 24 October 2006 by Decision No. 1639/2006/EC of the European Parliament and of the Council (the “Programme Decision”). This 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](http://ec.europa.eu/cip/index_en.htm)

The present document is the Work Programme of the ICT Policy Support Programme defining the priorities for calls for proposals, calls for tender and other supporting actions to be launched in 2008. For further information relating to this programme, please refer to the CIP ICT Policy Support Programme web site at [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp).<sup>1</sup>

## 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<sup>2</sup> - 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.

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.

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<sup>1</sup> The ICT PSP web site is also accessible from the CIP portal

<sup>2</sup> See [http://ec.europa.eu/information\\_society/eeurope/i2010/index\\_en.htm](http://ec.europa.eu/information_society/eeurope/i2010/index_en.htm)

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

The ICT PSP aims at stimulating innovation and competitiveness through the wider uptake and best use of ICT by citizens, governments and businesses. Despite progress in the uptake of ICT in Europe, Europe can do better in terms of exploiting these technologies. Businesses, in particular SMEs, can make more and better use of ICT to innovate in products, services and processes, and public organisations can take more advantage of advances in ICT in order to provide more efficient and higher quality services. The uptake of ICT in businesses is in general addressed by the private sector. Public policies need to focus on creating the conditions for business developments.

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

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 notably in areas of public interest. This helps open a wide range of new business opportunities in particular for innovative SMEs that provide ICT-based solutions.

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.

## **2.3. SMEs AND THE ICT PSP**

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

- accelerate the deployment of EU-wide services of public interest that are of direct benefit to SMEs. An example is the use of ICT to enable the application of the new EU Services Directive. This will help open and further develop the markets for services for all businesses and in particular SMEs;
- 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 2008**

### **2.4.1. WP content**

The WP 2008 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 2008. It includes also the selection criteria and the rules for participation in the programme.

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

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

The 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;
- a clear need for financial intervention at EU level;
- stakeholders are ready to mobilise the appropriate financial and human resources to carry out actions in support of the objective.

Complementing the actions supported in 2007, the programme will focus on two main themes in 2008 and a theme focused only on experience and knowledge sharing addressing an important ICT field.

The two main themes are:

- ICT for user friendly administrations, public services and inclusion;
- ICT for Energy Efficiency and Sustainability in urban areas.

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

The theme focused only on experience and knowledge sharing addresses the "Internet evolution and security". It covers three topics: RFIDs, trust and security and IPV6 deployment. Actions within this theme aim to mobilise stakeholders in order to share experience, build consensus around common approaches, and prepare roadmaps for triggering, facilitating and widening the uptake of innovative ICT based solutions. Support will be delivered through thematic networks selected after calls for proposals.

For each of the above themes, a set of objectives has been identified for 2008. 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 chapter 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)<sup>3</sup> of the CIP legal base:

- The WP Objectives 1.1 to 2.3 address the objectives defined under points b) and c) of Article 26;
- The WP Objective 3.1 to 3.3 address point b) of Article 26;
- The WP Objectives 4.1 and 4.2 cover Point a) of Article 26.

### **2.4.3. Implementation**

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

- Pilot (Type A) - building on initiatives in Member States (MSs) or associated countries;
- Pilot (Type B) - stimulating the uptake of innovative ICT based services and products;
- Thematic Networks - providing a forum for stakeholders for experience exchange and consensus building.

These instruments are defined in detail in chapter 4.

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<sup>3</sup> *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.

### **3. CONTENT OF THE CALL FOR PROPOSALS IN 2008**

#### **3.1. THEME 1: ICT FOR USER FRIENDLY ADMINISTRATIONS, PUBLIC SERVICES AND INCLUSION**

##### **Introduction**

Complementing actions launched in 2007, this theme supports the EU policy in the fields of eGovernment, eInclusion and eHealth. More specifically, the following objectives are addressed:

- Preparing the implementation of the Services Directive;
- Reducing administrative burdens;
- Making Emergency Services Accessible to all;
- ICT for ageing well;
- Capacity building for eInclusion;
- Improving the certification of eHealth products.

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

For the other objectives, thematic networks will be supported bringing together the stakeholders in order to share experience and build consensus and prepare implementation agendas.

In this theme, priority for funding will be given to objective 1.1.

##### **Objective 1.1: Preparing the implementation of the Services Directive**

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

*The objective* is to build on Member States activities as they implement Art. 8 and other appropriate articles of the Services Directive 2006/123/EC<sup>4</sup>.

The Services Directive requires the establishment of “Points of Single Contact” (PoSC hereafter) in each MS, through which any service provider (both national providers and those from other Member States) can complete at distance and by electronic means all the procedures and formalities that are necessary to start or to carry out his activities.

Through the PoSC (and also directly through a competent authority) a targeted MS can require a certain amount of information and a number of supporting documents as a pre-requisite to allow service provision (through establishment or without) in its territory approve and complete the establishment of a service provider (e.g. registration in the commercial registry, obtaining an authorisation for a specific activity, proving necessary qualifications, etc).

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<sup>4</sup> [http://ec.europa.eu/internal\\_market/services/services-dir/index\\_en.htm](http://ec.europa.eu/internal_market/services/services-dir/index_en.htm): to "ensure that all procedures and formalities relating to access to a service activity and the exercise thereof may be easily completed, at a distance and by electronic means through the relevant point of single contact and with other relevant competent authorities"

The proposed Pilot will have to address a range of issues related to ICT-enabled cross-border interoperable implementation of the Services Directive and the exchange of authentic an electronic dossier (including documents issued by public authorities in other MS).

The pilot should focus on at least two service sectors, each large enough to demonstrate the robustness of the solution and to demonstrate extensibility and replicability.

Target outcome and characteristics

- An integrated pilot demonstrating and building on national systems compliant with the requirements of the Services Directive and providing an effective cross border implementation. It should be based on:
  - common specifications agreed by the national authorities charged with implementing the directive and who are participating in the pilot. The specifications shall be made publicly available with no fees;
  - mutual recognition and interoperability of electronic documents and certificates.
- The piloted solution should have the following characteristics:
  - compliance with the EU legal framework, in accordance with the national implementation of that framework; in particular, the chosen solutions must be non-discriminatory, generally available and interoperable and respect the requirements of Directive 2006/123/EC;
  - proven simplified operations for service provider when applying in another MS;
  - technical soundness, replicability and scalability;
  - a high degree of usability and reliability.
- The participating national authorities shall operate the pilot system for at least one year within the timescale of the proposed pilot. The pilot operational phase should involve businesses, and in particular SMEs, who would fully test the cross-border capability of applications.
- Work should be undertaken to determine the extensibility and scalability of the pilot. Therefore when the pilot is operational for the initial participants the solution should be extended to at least one additional Member State or associated country to confirm technical, organisational and legal feasibility. It will be also important to identify issues that could need further analysis for potential follow-up regulatory action.
- The pilot should produce reference material including guidelines, manuals etc. and will need to include dissemination actions to enable relevant authorities in MS outside the pilot to also implement (or replicate) interoperable solutions.
- The consortium must therefore include the national administrations charged with implementing the Directive and who will have developed and agreed the common specifications for the pilot. Based on the results of the pilot the common specifications may require some adaptation before being made available to all MS for incorporation into their systems. Participation of industry as solution providers is encouraged as well as the involvement of EU/international standardisation bodies.
- Mechanisms such as steering and/or monitoring groups could be put in place involving MS, solution providers and relevant stakeholders outside the consortium engaged in the pilot, with a view to gaining the widest possible consensus on common specifications.



- The pilot should also take into account the ongoing related activities relevant to the Service Directive, in MS and work supported by the Commission<sup>5</sup> (e.g. DG-INFOS, DG MARKT and DG-DIGIT-IDABC actions<sup>6</sup>).

### Expected impact

The expected impact of a full implementation of the Services Directive will be to support the internal market for services facilitating service providers falling within the scope of the Directive, and in particular SME's, to offer services anywhere within the EU.

As the implementation of the Directive should lead to an easy to use on-line, cross-border completion of procedures and formalities, there should be a reduction in administrative burden for applicants as well as within public administrations.

### **Objective 1.2: Reduction of Administrative Burdens across the EU**

*Funding instrument: Pilot Type B - it is intended to support up to two pilot actions*

*The objective* is to reduce Administrative Burden (AB hereafter) through the use of innovative ICT-based solutions. For that, support will be given to pilot actions that will facilitate an active exchange of experiences, analysis, methodologies and good practices between administrations in the Member States at national, regional and local level.

The pilot should also produce a reusable set of recommendations that should help the transfer of good practices across the EU (e.g. analytical tools and methodologies, procedural changes and IT support). These should include also the means to measure the improvements achieved in terms of efficiency and effectiveness for citizens and businesses as well as by the administrations themselves, using metrics as defined in the Standard Cost Model<sup>7</sup> and/or other approaches.

### Target outcome and characteristics

Proposed pilots should address one or more of the following challenges:

1. The Procedural challenge, tackling the eGovernment specific challenges related to the EU Action Programme for Reducing Administrative Burden (COM(2007) 23 final<sup>8</sup>) stemming from EC regulations<sup>9</sup>, but also accelerating sharing between national simplification programmes<sup>10</sup>;
2. The Citizen interface challenge, contributing to tangible reduction of the time, money, stress, and resources needed by citizens to comply with administrative requirements, regulations, applications for benefits and services, and/or provision of information.
3. The Business interface challenge, contributing to tangible reduction of the time, money, and resources businesses, in particular SME's, have to invest in order to be compliant with government regulations.

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

<sup>6</sup> DG-INFOS eGovernment activities: [http://ec.europa.eu/information\\_society/activities/egovernment/index\\_en.htm](http://ec.europa.eu/information_society/activities/egovernment/index_en.htm)  
DG-DIGIT-IDABC: <http://ec.europa.eu/idabc/>  
DG-MARKT: [http://ec.europa.eu/internal\\_market/index\\_en.htm](http://ec.europa.eu/internal_market/index_en.htm)

<sup>7</sup> Standard Cost Model Network (<http://www.administrative-burdens.com/>)

<sup>8</sup> [http://www.ec.europa.eu/enterprise/regulation/better\\_regulation/index\\_en.htm](http://www.ec.europa.eu/enterprise/regulation/better_regulation/index_en.htm)

<sup>9</sup> [http://ec.europa.eu/governance/better\\_regulation/index\\_en.htm](http://ec.europa.eu/governance/better_regulation/index_en.htm)

<sup>10</sup> Breaking Barriers to eGovernment project's solutions to legal and organizational barriers: [http://www.egovbarriers.org/downloads/deliverables/A5\\_Booklet\\_WEB.pdf](http://www.egovbarriers.org/downloads/deliverables/A5_Booklet_WEB.pdf)

It is expected that the proposed pilot will include (non-exhaustive list):

- Analysis of existing administrative burdens,
- Identification of good practices and active exchange of experiences in ICT-based solutions to reduce administrative burdens
- Innovative implementations and/or replication of identified burden reduction practices through ICT
- Tracking of improvements and measurement of indicators (including baseline measurements and improvement targets),
- A wide dissemination of analysis tools, methodologies and implementation approaches with a view to encouraging all MS to implement the outcome of the pilot. In this respect the pilot may wish to use the facilities and functionality of the Commissions ePractice.EU activity to build communities and active experience exchange amongst professional practitioners in national administrations.

#### Expected Impact

- A significant reduction in administrative burden for a range of high-usage or high-social or high-economic impact government services in the context of the three challenges given in the objectives above (Procedures, Citizens, Businesses).
- Proven transfer of experience, analysis, methodology and solutions, in respect of a set of burden reduction good practices. The wide adoption of burden reduction solutions and related indicators to all MS.

#### **Objective 1.3: Emergency Services Accessible to All – Total Conversation**

*Funding instrument: Pilot Type B - It is intended to support one pilot action for up to 4.5 M€ of EU contribution. A minimum of 4 emergency service providers from 4 different countries need to be involved.*

*The objective* is the implementation of a pilot service focusing on the validation of total conversation access to emergency services (making the 112 number accessible for all across Europe), encouraging replication as well as ensuring interoperability and assessing cost-effectiveness and user acceptance.

Total Conversation is a telecommunications service enabling voice, text and video communication at the same time and in real time.

Supporting such a pilot is driven by the following factors:

- Technology: as Total Conversation is becoming increasingly achievable with the switchover to Internet Protocol (IP) technology.
- Legislation: the revised eCommunications Framework, if adopted as proposed by the Commission proposes mandatory accessibility of emergency services throughout Europe. This pilot is aimed at facilitating the implementation of the revised Framework.

- Market<sup>11</sup>: with the ageing of the population, user demand for accessible ICT products, services and associated assistive technologies is set to grow and to affect a large proportion of citizens<sup>12</sup>.

### Targeted outcomes and characteristics

The pilot will comprise two elements:

#### 1) Total Conversation platform

This consists of mainstream multimedia service catering for people with disabilities (real time, text, video, audio and possibly also other existing solutions. Possibility to plug-in accessibility services such as relay service, automatic speech-to-text, lip animation etc. should be ensured). The solution should be user driven. It needs to deploy and test existing standards in real life with mainstream users as well as users with disabilities<sup>13</sup>.

The piloted solution should address the following aspects:

- Deployment / validation of the service, starting with real time text interoperable Europe-wide and then expanding to a full multimedia service<sup>14</sup>; the interoperation with accessible fixed and mobile programmable terminals; and the accessible and common user interfaces
- The necessary interoperability work should taken into account the compatibility with the existing patchwork of systems; the deployment in new (fixed and mobile plus wireless) IP networks; the accessibility services; and should propose a future proof approach.

The ultimate aim is full total conversation interoperability (to be achieved in IP terminal, 3G devices and networks, and IP networks) and based on one set of standards<sup>15</sup>.

#### 2) Accessible Emergency Services

- Investigating the linking up of the total conversation system technology to a great diversity of Emergency Services systems solutions. Adjustments will be needed both on technology level (e.g. opening up of the Emergency Services systems to be able to receive multimedia information) and operational level.
- Interoperability which is essential for life-saving: This includes transferring of calls in whatever form they come to enable people in emergency situations to contact a local service wherever they are, by means of their usual communication solution. Work should therefore encompass interoperability (ES-to-ES; ES-to-citizen; cross-border) as well as device/access network independence and unified interface throughout Europe.
- The cost effectiveness of total conversation access to emergency services is another important consideration

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<sup>11</sup> [http://ec.europa.eu/information\\_society/policy/ecomms/tomorrow/roadmap/index\\_en.htm#communication1](http://ec.europa.eu/information_society/policy/ecomms/tomorrow/roadmap/index_en.htm#communication1). Also, Emergency Services working group (EGEA, of the eCommunications Framework Regulatory Committee) is working on common European specifications for emergency services that specifically include accessibility requirements.

<sup>12</sup> The Demographic Change – Impacts of New Technologies and Information Society" report for DG Employment and Social Affairs, 2005. (amongst the 50+ population, by 2050 vision problems are expected to be affecting 85 million people, hearing problems 67 million people and dexterity impairments are to concern 63 million people in Europe)

<sup>13</sup> See "Report to TCAM 21 from eWGD working group on disabilities" TCAM 21, 27 Oct, 2006

<sup>14</sup> This should include : 1. Person to person; 2. Then involving relay services; 3. Text phone compatibility; 4. Testing of full multi media (video, sign-language, real time text, etc.); 5. Ultimate test in access to emergency services (for various categories of the disabled); 6. Eventually with other public (e-government) services.

<sup>15</sup> "INCOM07-06x Network requirements for accessible conversational services"; esp. point 4

The ultimate aim is a remodelling of the traditional emergency calling technical architecture, while potentially lowering its cost and complexity. Not only users with disabilities should benefit from the service, but all citizens.

### 3) Common aspects for both modules

Standards<sup>16</sup> compliance must be observed to avoid fragmentation and cooperation with relevant standards authorities ensured.

- The consortium must involve authorities or providers responsible for the operation of Emergency Services in their respective countries, addressed in the legal framework of eCommunications revision. The Pilot must comprise organisations along the Total Conversation / Emergency services value chain. This includes emergency services units; users (to ensure real accessibility for people with disabilities); ICT industry as well as network and accessibility service providers need to be involved (to cover devices, networks, and services).
- The pilot project should produce reference material, including guidelines, manuals, educational materials, they should also involve dissemination actions enabling relevant authorities and bodies to implement and replicate interoperable, accessible solutions.

#### Expected impact

- The deployment across the EU of interoperable total conversation emergency services accessible to all, enabling quicker and more efficient reactions and life saving
- Wider use of total conversation, beyond emergency services both in areas of public interest and in commercial services.
- Opening up a new market for total conversation products and services. The market should increase with the growth of the older population (with ageing disability becoming more prevalent).

### **Objective 1.4: ICT for ageing well with cognitive problems, combining assistive and independent living technologies**

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

The objective is to significantly improve quality of life and social care for the ageing population by combining assistive technologies to compensate for cognitive problems or mild dementia with independent living platforms, specifying and demonstrating the resulting innovative ICT enabled products and services.

Solutions should provide cognitive training, activation and reinforcement for the elderly as well as support to their day-to-day activities and social interactions. This should result in a substantial prolongation of the time they can continue to be at home rather than in an institution<sup>17</sup>.

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<sup>16</sup> "INCOM07-06x Network requirements for accessible conversational services"; esp. point 4; "Guidelines and Tutorials for Improving the User Experience of Real-time Communication Services", ETSI 2007 ICT Standardisation Action Plan; CEN guidelines; etc.

<sup>17</sup> This is in line with the Communication from the Commission : European i2010 initiative on e-Inclusion "To be part of the information society" COM(2007) 694 final of 8 November 2007 and the i2010 action plan for Ageing Well in the Information Society.

The pilots should be clearly demand driven and build on public-private partnerships. It should bring together a set of regional actions addressing the above goals and involve relevant stakeholders such as 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.

Targeted outcomes and characteristics

- Pilot solutions addressing the above goal. These solutions should be based on a complete set of common specifications for technology and end to end services involving the whole value chain. This should cover daily activity support, self activation, support for care service provision, and compensation for cognitive and mild dementia problems related to ageing (e.g. related to memory, orientation, daily routines, etc).
- The pilots shall carry out validation for a wide integration of innovative ICT solutions (not be limited to individual components of such support).
- 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) from each country participating 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 work should wherever possible build on and contribute to relevant standards to ensure interoperability and take into account best practices and relevant standardisation efforts as well as provide appropriate safeguards against relevant ethical and privacy issues.
- The work will include a non confidential, comprehensive socio-economic evidence base for ICT investments in the field (including 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 Pilot should provide a substantial and high-profile contribution to the European e-Inclusion Initiative and the i2010 flagship on ICT & ageing.

Expected impact

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

### **Objective 1.5: Capacity building for eInclusion**

*Funding instrument: Thematic Network - it is intended to support two thematic networks (one for each of the following goals)*

#### 1- Capacity building for inclusive access to on-line public services:

*The objective* is to ensure that all citizens, including the socially disadvantaged groups, become major beneficiaries of on-line public services – to which they are entitled<sup>18</sup>.

The network should:

- aim to mobilise and coordinate exchanges of experiences amongst the actors and stakeholders in the multi-platform value chains delivering ICT enabled public services to the socially disadvantaged.
- engage stakeholders at all levels (national, regional and local) including professional practitioners in public administrations, NGO's, civil societies and volunteer associations operating in the social services sector.
- particularly examine and exchange good practices for ICT solutions that support face-to-face service delivery to citizens not yet capable (for whatever reason), and those unlikely to become capable, of engaging in on-line service delivery and transactions.

#### 2 - Unlocking market developments of innovative ICT for Ageing Well:

*The objective* is to develop and disseminate common approaches for accelerating the take-up of new ICT-based solutions for Ageing Well<sup>19</sup> (building on public-private partnerships).

The network should:

- identify ICT for Ageing Well technology and application areas where new solutions are ready for take-up and where the public sector can act as a first buyer in support of elderly people and optimisation of care provision;
- develop common approaches, underpinned by socio-economic analysis, for decision makers and public purchasers in view of procuring (including pre-commercial procurement<sup>20</sup>) ICT based innovative solutions for ageing well;
- disseminate approaches and stimulate interest towards cross-national implementation of coordinated procurement initiatives in a limited number of areas based on the developed approaches. This should help develop a platform for procurers wanting to put together pre-commercial procurement exercises at European level.

The network will bring together relevant stakeholders committed towards concrete implementation cases, such as national/regional/local authorities in charge of purchasing care

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<sup>18</sup> As set-out in the eGovernment Action Plan (2006) and as reinforced in the Lisbon Ministerial Declaration (2007) on inclusive eGovernment.

<sup>19</sup> Communication from the Commission on ageing well in the information society, COM(2007) 332 final of 14 June 2007 and Communication from the Commission : European i2010 initiative on e-Inclusion "To be part of the information society" COM(2007) 694 final of 8 November 2007

<sup>20</sup> Communication from the Commission : Pre-commercial Procurement: Driving innovation to ensure sustainable high quality public services in Europe; COM(2007) 799 final of 14 December 2007

solutions; ICT industry, care providers and user organisations in Europe. The involvement of regional authorities is considered essential for success.

### **Objective 1.6: Improving certification of eHealth products**

*Funding instrument: Thematic network – It is intended to support one thematic network*

*The objective* is to explore and propose a procedure for EU wide labelling and certification of Electronic Health Record systems. The labelling and certification will focus on interoperability, security and other requirements such as ethical issues. The proposed procedure should take into account existing certification schemes of Member States and the good practice requirements as elaborated by EUROREC<sup>21</sup>. Measurable indicators should be provided that show benefits of such EU wide certification scheme to purchasers and procurers, suppliers, healthcare professionals and patients.

The expected procedure should be also motivated by its expected impact on the de-fragmentation of EU eHealth market. The Thematic Network should contribute to the ongoing commitment of EU and US to harmonise or mutually recognise the certification of electronic health records.

The network should gather all the key stakeholders for coordination at EU level, including the bodies that are currently responsible for eHealth certification in a few MS and the organisations that should assist in setting up in the MS that do not issue certification (e.g. Ministry of health or Industry, National centre, Standardisation organisation, etc).

## **3.2. THEME 2: ICT FOR ENERGY EFFICIENCY AND SUSTAINABILITY IN URBAN AREAS**

### **Introduction**

The Commission has adopted in 2006 an Action Plan<sup>22</sup> aimed at achieving a 20% reduction in energy consumption by 2020. This Action Plan, that is the reference for Community policy in this field, identifies the areas where the biggest energy savings are to be made. These include in particular:

- buildings, including housing and offices, with potential savings estimated at 27% (heating and lighting in buildings count for nearly 40% of the energy used in the EU);
- transport, with the potential for a 26% reduction in energy consumption;

Actions under this theme aim at supporting the Action Plan. The focus is on a limited number of objectives so that the actions provide significant evidence of the validity of the ICT solutions. The evidence should be based on pilots done in real settings and should help address the objectives with different approaches so that conclusions can be drawn concerning their effectiveness and cost-benefit ratios.

Taking into account the added value from public financial intervention at EU level and the readiness of the stakeholders to mobilise the appropriate resources, it is proposed to focus the theme on two objectives with pilot actions:

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<sup>21</sup> EUROREC Association ( [www.eurorec.org](http://www.eurorec.org) ) has collected all the certification schemes around the world and proposed a set of "good practice requirements" for certification.

<sup>22</sup> COM(2006)545 final: Action Plan for Energy Efficiency: Realising the Potential

- ICT for energy efficiency of public buildings and public lighting: This is an area where important progress can be achieved from experience sharing at European level. It is an area that will enable the public sector to show the way and that can therefore have a major impact on energy efficiency in private buildings as well, be it offices or houses.
- ICT for energy efficient urban transport management systems: This is an important area where public authorities play a major role and where drastic reductions in energy consumption can be done. This is possible through more efficient management of inter-modality in transport, including real-time information to the traveller and energy efficient traffic management.

In addition, one objective, open only to Thematic Networks, is proposed for consensus building and experience sharing in this field.

Intervention from the ICT PSP aims to accelerate the uptake of such solutions across the EU, eg by stimulating experience sharing, supporting the development of standards, reducing risk and facilitating replication.

This theme focuses on **ICT for** Energy Efficiency and does not address other energy efficiency aspects. Therefore, the activities to be supported will not overlap with the activities supported within the Intelligent Energy Europe Programme (the third specific programme of the CIP)<sup>23</sup> which has a distinct focus.

### **Objective 2.1: ICT for energy efficiency in public building and spaces, including lighting**

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

*The objective* is to improve, through ICT-based solutions, energy efficiency in public building and spaces. This covers improved control and management of heating, ventilation, air conditioning, lighting, and other energy-hungry devices; smart metering tools as well as the use of new lighting techniques and the integration of energy micro generation systems.

ICT-based solutions enable the implementation of advanced control mechanisms based on preferences, real-time information and past experiences. Important gains are also expected from new ICT-based lighting systems. Intelligent lighting systems, using Solid State Lighting, that have emerged recently, allow for more than 70% energy reduction in comparison with current lighting systems.

The above ICT-based solutions require testing, benchmarking and validation in public buildings and large-scale public settings, such as sports stadiums and the surrounding public areas, university campus, or large public complexes including their car parks.

It is expected to support pilot actions of significant impact bringing together relevant stake holders such as authorities responsible for public buildings and spaces (local, cities and regional authorities) that are committed to implement energy efficiency policies and that are willing to cooperate for testing innovative ICT based solutions in this field. The pilots should involve also the suppliers of these innovative solutions.

The pilot actions will help reduce the risk for public decision makers and facilitate the replication of best practices across the EU for instance in the framework of ERDF funded implementation actions and trans-national networks.

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<sup>23</sup> [http://ec.europa.eu/energy/intelligent/index\\_en.html](http://ec.europa.eu/energy/intelligent/index_en.html)



Targeted outcomes and characteristics

- Pilot solutions addressing the above goals. These solutions should be based on a set of specifications for platforms for daily activity support, self management and service provision, agreed by the whole value chain of actors implicated.
- The solutions shall be tested in real life and a consolidated set of requirements and validated functional specifications should emerge as a result. Validation of the pilots should be carried out during at least one year.
- The proposed work should be clearly demand driven and build on public-private partnerships including involvement of relevant stakeholders and industry players such as technology and service providers, housing corporations and users organisations. A strong involvement of users and their representatives is expected throughout the whole duration of the pilot in order to ensure end-user acceptance and uptake.
- Pilots must involve public authorities responsible for the target buildings and spaces at the appropriate level. In addition, 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 safeguards against relevant ethical and privacy issues.
- Detailed plans for larger-scale sustainable uptake beyond the pilot, dissemination and communication activities on the achieved results shall be provided.
- The work should include a comprehensive socio-economic evidence base for ICT investments in the field, including cost-benefit analysis and user satisfaction. The outcomes should be public in view to be shared between Member States or participating countries and other stakeholders to facilitate the deployment of new services and sustainable business models.
- The pilot projects should produce reference material including guidelines, manuals, and educational materials, and should deliver dissemination actions. This will help relevant authorities and bodies to implement (or replicate) such solutions.

Expected impact

- Drastic reduction in energy consumptions in buildings and public spaces that show the way for the private sector.
- Wider use of energy efficient lighting systems across the EU in public and private buildings and spaces
- The development of new market opportunities for innovative ICT based solutions for energy efficiency across the EU.

**Objective 2.2: ICT for adaptive urban transport management infrastructure and services**

Funding instrument: *Pilot Type B - it is intended to support up to two pilot actions*

The objective is to use ICT based services and infrastructures to reduce drastically energy consumption in urban transport. Multimodal Real Time Traffic and Travel Information

(RTTI) services provide drivers and travellers with real-time information about the network with a view to optimise journeys and energy efficiency performance. In addition, new services for demand management in urban areas and intelligent logistic solutions contribute to energy conservation. Info-mobility services can contribute to a seamless transition between public and private transport and between different transport modes by delivering real-time information to the traveller. These systems will facilitate inter-modal changes, thus attracting travelers to less energy consuming transport modes.

The pilots will address one or several of the following areas where ICT can be used to achieve more energy efficient solutions in the transport sector:

- Services for improved demand management in urban areas, optimizing journeys and energy performance (e.g. facilitating speed management and the development of environmental/green zones etc.).
- Managing intelligent logistics and improved fleet management services for seamless energy efficient logistics chains.
- Operating traffic management and seamless multi-modal Real-time Traffic and Travel Information in Europe using high performing and innovative traffic management infrastructure<sup>24</sup>.

These services will only be available if technical and organisational structures are in place. The up-take depends on local circumstances, policy, organisation, level of implementation and expertise. The co-operation of a multitude of stakeholders and remaining barriers for deployment will be key issues for the pilot. The pilots should take into account ERDF funded activities and trans-national networks in the area of urban transport and ensure exchange of information with them<sup>25</sup>.

#### Targeted outcomes and characteristics

The pilot actions should address the above issues and provide:

- Demonstration of a new generation of high performing transport management infrastructures and information services. The solutions shall be tested in real life and a consolidated set of requirements and validated functional specifications should emerge as a result. Validation of the pilots should be carried out during at least one year.
- Public-private co-operation by the participation of public stakeholders along with the IT, automotive and transport industries. A strong involvement of users and their representatives is also expected.
- Planning for the up-take of the technologies beyond the pilot.
- Cost-benefit analysis to be shared between Member states or associated countries and other stakeholders, including the impact on the reduction of traffic pollution and other transport-related nuisances.
- Compliance with European interoperability and harmonisation efforts
- The pilot projects should produce reference material including guidelines, manuals, and educational materials, and should deliver dissemination actions. This will help relevant authorities and bodies to implement (or replicate) the tested solutions.

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<sup>24</sup> The eSafety Forum Working groups (RTTI and Digital Maps), has produced action plans and priorities to enable the deployment and harmonisation of these systems at European level.

<sup>25</sup> See <http://urbact.eu/home.html> where results of projects are provided.

Expected impact

- Reduction of energy consumption in transport systems in urban areas in line with the European transport and energy efficiency policy goals.
- Development of new market opportunities for innovative ICT systems and services in the transport sector.

**Objective 2.3: Consensus building and experience sharing in ICT for energy efficiency and sustainability in urban areas**

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

The objective is to mobilise stakeholders in order to ensure critical mass and higher consistency in the field of ICT solutions for distributed energy resources and urban sustainable development, coordination and harmonisation of national and European implementation actions and improve public awareness, experience sharing and consensus building in the field.

It is intended to support one thematic network in 2008 for each of the following goals:

1- ICT for smart distributed power generation.

To gather the key players involved in the power generation and distribution chain -including those involved in the European Technology Platform SmartGrids- for a much better use of ICT, facilitating the large-scale integration of distributed and renewable sources of energy, including combined heat and power, into local smart power grids and the adoption of new business and trading models enabling the sustainable integration of micro-generation.

The network should develop awareness raising actions, identify best practices, provide scenarios and roadmaps for facilitating the integration of distributed energy resources through ICT based solutions.

2) ICT for sustainable urban development and management.

To gather and promote discussion and cooperation among all urban stakeholders, in particular those involved in sustainable city development, urban planning, ICT solution providers and infrastructure builders and managers. The work should focus on the use of integrated ICT-based solutions to address sustainable development objectives in urban areas and efficiently reduce the environmental impacts of urban activities. ICT solutions designed for all kind of urban infrastructure, resources or activities – buildings, land use, energy (including energy efficiency and renewable energies), transport, telecommunications, water, air, waste, etc. – can be investigated with an emphasis on cross-sectorial approaches and solutions in order to prevent rebound effects.

The network should develop awareness raising actions, identify best practices, provide scenarios and roadmaps on the role of ICT in urban development and seek cooperation with ERDF funded networks and actions in the field of urban development.

**3.3. INTERNET EVOLUTION AND SECURITY: CONSENSUS BUILDING AND EXPERIENCE SHARING**

**Objective 3.1: A European concerted effort on RFID**

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

*The objective* is to create a federating platform for all European key stakeholders in the development and use of RFID technology and applications. Stakeholders should include Member States, industry, RFID advocacy groups and civil society. In principle the thematic network should be the logical evolution of the RFID Expert Group established by the European Commission in June 2007, which is expected to complete its tasks in early 2009.

The platform aims at fostering the ongoing RFID stakeholder and expert consultations with a particular focus on:

- identifying the requirements for Europe-wide coordinated and harmonised initiative on RFID technology application deployment – federating existing initiatives.
- developing and maintaining a roadmap pertaining to the evolution of the relevant technologies, their applications and potential privacy and security threats.
- creating the environment for progress in related European standardisation and critical infrastructure governance issues.
- monitoring and, where appropriate, linking to RFID policy initiatives in other regions of the world, notably in the US and Asia.
- identifying best practices for achieving progress towards a single market for RFID applications by raising awareness of the multiple benefits of RFID technology for the economy and the society, and removing technical barriers and non-technical impediments to its effective, secure and privacy-friendly deployment. In this regard, the thematic network is called to support the EU/US transatlantic cooperation agreement regarding the "Lighthouse priority project" on RFID.

Therefore, a wide but strictly relevant participation is desirable, acting as a catalyst in federating/harmonising the national initiatives underway and in catering for the different "speeds" of Member States and specific industry sectors.

The information gathered and the activities of the platform should be the basis for awareness-raising and education directed at both the stakeholders and the general public and taking into consideration the international context. Funding for this Thematic Network can be between 500 K€ and 1M€.

### **Objective 3.2: Trusted Information Infrastructures and Biometric technologies**

*Funding instrument: Thematic network - It is intended to support two thematic networks (one for each of the following goals)*

#### **1- Trusted information infrastructures**

Trusted information infrastructures - understood in a broad sense as a set of hardware and software features embedded in the components of a computing architecture (platform, operating system, middleware, application, services, and trust infrastructure) – are the necessary foundation for a secure and trustworthy Information Society.

The objective of this activity is to bring together key partners to build consensus develop roadmaps and identify best practices in view of defining trusted information infrastructure for eServices under real-life operational conditions. This will include secure identity management and privacy-friendly automated personal data processing by third parties (such as applications for eBanking).

The network will address technical, organisational as well as policy and societal issues, leading to additional insights into opportunities and obstacles that need to be collectively addressed via public-private partnerships. Practical application scenarios and use cases should be developed and the need for, and modalities of, technical or organisational certification should be investigated, for example, in relation to security and privacy compliance.

Lessons learned should be shared across all stakeholders and should help to clarify the full potential of trusted information infrastructures taking into account transferability to a wide spectrum of eServices. The network should build on public-private partnerships, including public organisations, industry and research, service providers, user/consumer organisations and other relevant civil organisations.

## 2- Biometric technologies

Biometric technologies are rapidly moving from technological development to widespread deployment in many sectors of society. While it is important that citizens and industry enjoy the full advantages of those technologies, there is a strong need for technically, legally and ethically sound deployment approaches to be adopted across Europe.

The objective is to bring together the key stakeholders in this domain in Europe in view to develop experience sharing and awareness raising. The network will identify and disseminate best practices, investigate modalities for certification. It will also develop practical application scenarios, as well as test and use cases. Legal requirements (such as data and privacy protection), cultural and societal issues have to be taken into account and possible shortcomings of current applications addressed. The network has to be an effective instrument for achieving more secure and trustworthy biometrics applications on the long-term.

The network will bring together major stakeholders and build on public-private partnerships. Public organisations and service providers will be involved to ensure take-up of the proposed biometrics solutions. Industry and research involvement is needed to identify technical requirements. Ethical experts should be involved in the development of best practice guidelines<sup>26</sup>.

### **Objective 3.3: Leveraging IPv6 take-up in Europe for scaling the expected growth of the Internet**

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

*The objective* is to bring together key stakeholders - such as hardware and software vendors, telcos, internet service providers, content providers (over IP) and large internet users in the private and the public sector- to take the needed measures to leverage IPv6 take-up in Europe, to provide incentives for wide spreading its use and to overcome potential barriers that prevent the adoption of IPv6. The participation of governmental entities that can act as multipliers and that can bring the benefits of the new protocol to the citizens through relevant e-Government applications is particularly encouraged.

The Thematic Network will develop awareness-raising actions, mainly targeted at the political level, including the use of IPv6 based demonstrators. It is expected that the network will facilitate the debate among relevant stakeholders, including Member States and industry, in order to suggest a European adoption strategy on IPv6 and the development of a roadmap.

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<sup>26</sup> Safeguarding privacy is an important aspect of objective 3.2 (both for Trusted information infrastructure and for biometric technologies). A particular attention will be paid to it including appropriate involvement of relevant experts this field..

The strategy should identify tangible incentives to stimulate IPv6 use and the measures to overcome potential barriers that prevent IPv6 wide adoption, including considerations on security and privacy. It should address recommendations for a smooth transition from IPv4 to IPv6, taking into account the related risks and the costs aspects (IPv4 is expected to coexist with IPv6 for an indefinite time period). It should identify specific studies or other preparatory actions such as promoting appropriate curricula in training and education, as well as identifying the requirements and opportunities for potential large scale pilots and road shows.

**Objectives implemented through Calls for tenders or grants awarded without call for proposals**

In addition to the above, two objectives are supported through call for tenders or grants awarded without call for proposals in 2008. They are addressed in chapter 5 and include “Benchmarking the progress of the Information Society” (Objective 4.1) and “Supporting studies, portal and/or common repositories, conferences and events” (Objective 4.2).

### 3.4. SUMMARY TABLE: THEMES, OBJECTIVES, FUNDING INSTRUMENTS, INTENTIONS OF FUNDING

Themes and objectives	Funding Instrument	Intended number of proposals to be funded
<b>Call for proposals</b>		
<b>Theme 1 : ICT for user friendly administrations; public services and inclusion</b>		
1.1: Preparing the implementation of the Services Directive	<i>Pilot A</i>	1
1.2: Reduction of Administrative Burdens across the EU	<i>Pilot B</i>	up to 2
1.3: Emergency Services Accessible to All – Total Conversation	<i>Pilot B</i>	1
1.4: ICT for ageing well with cognitive problems, combining assistive and independent living technologies	<i>Pilot B</i>	several
1.5: Capacity building for eInclusion	<i>Thematic Network</i>	2
1.6: Improving certification of eHealth products	<i>Thematic network</i>	1
<b>Theme 2 : ICT for energy efficiency and sustainability in urban areas</b>		
2.1: ICT for energy efficiency in public building and spaces, including lighting	<i>Pilot B</i>	several
2.2: ICT for adaptive urban transport management infrastructure and services	<i>Pilot B</i>	up to 2
2.3: Consensus building and experience sharing for ICT for energy efficiency and sustainability in urban areas	<i>Thematic network</i>	2
<b>Consensus building, experience sharing on Internet evolution and security</b>		
3.1: A European concerted effort on RFID	<i>Thematic network</i>	1
3.2: Trusted Information Infrastructures and Biometric technologies	<i>Thematic network</i>	2
3.3: Leveraging IPv6 take-up in Europe for scaling the expected growth of the Internet	<i>Thematic network</i>	1
<b>Calls for tender and support measures implemented through grants</b>		
4.1: Benchmarking, analysis	<i>Call for tenders, grants</i>	several
4.2: Studies, portal/common repositories and events	<i>Call for tenders, grants</i>	several

## 4. IMPLEMENTATION OF THE CALL FOR PROPOSALS

### 4.1. MAIN IMPLEMENTATION MEASURES

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

- Pilot (Type A) - building on initiatives in Member States or associated countries;
- Pilot (Type B) - stimulating the uptake of innovative ICT based services and products;
- Thematic Networks - providing a forum for stakeholders for experience exchange and consensus building.

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

The description and generic characteristics of each of the instruments is provided below, whereas Chapter 3 of this document describes in detail the objectives to be achieved with Pilots and Thematic Networks that are subject to call for proposals in 2008. Proposals should therefore carefully address the specified objectives and the targeted outcomes as well as the expected impact and additional requirements. All these are reflected in the criteria and sub-criteria that will be used in the evaluation of proposals<sup>27</sup>.

For all three types of instruments it is important that the applicants include sufficient resources in their project planning for the communication of results of their work as widely as possible, for the engagement with potential adopters in the form of workshops and seminars and for being pro-active in seeking to share experiences in the widest possible open dialogue that targets citizens and businesses.

For all three types of instruments it is important that the consortia demonstrate commitment to sharing good practice, which is considered essential for achieving full impact. Therefore, all ICT-PSP funded projects will be expected to contribute to the new European good practice exchange website <http://www.epractice.eu/> as one of their dissemination platforms, becoming active members of the community and contributing to its overall success.

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

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

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

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<sup>27</sup> See section 4.4.3 Evaluation criteria



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

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

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

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

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

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

#### ***4.1.1.2. Consortium Composition***

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

#### ***4.1.1.3. Minimum participation requirements***

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

If a national administration is represented in the consortium by a designated legal entity, then the national administration will need to certify that the legal entity has been designated to act on its behalf for the purpose of the pilot<sup>28</sup>.

The minimum requirement stated above is an eligibility criterion, hence proposals not meeting this criterion will not be accepted for evaluation<sup>29</sup>.

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<sup>28</sup> A template is provided in the Guide for Applicants

Given the nature and purposes of Pilots Type A, consortia should be ideally composed by an indicative number of six –the minimum legal requirement- to ten Member States or associated countries. However there is no upper legal limit for the number of participants and Member States or associated countries as long as the indicative budget provisions are respected.<sup>30</sup>

#### ***4.1.1.4. Extensibility of the consortium during implementation***

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

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

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

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

Type B pilots aim at first implementation of an ICT based innovative service addressing the needs of citizens, governments and businesses. Pilot B may address replication but only where a given objective in the Work Programme explicitly requests it or allows for. The pilots should be carried out under realistic conditions. The emphasis is on fostering innovation in services, consequently the pilot may need to take-up completed R&D work, may extend already tested prototype services or may combine / integrate several partial solutions to realise a new innovative approach. Whichever approach is taken, the outcome of the work shall be an operational pilot service demonstrating significant impact potential. It is considered essential from the outset that the pilot will engage a complete value-chain of stakeholders in the work. The pilot should demonstrate the technical, organisational and legal feasibility of the service and evaluate the impact of these innovative ICT-based solutions in view of their wider deployment and use.

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

The duration of the pilot is expected to be 24 to 36 months within which there should be a 12 month operational phase. An operational phase is defined as the situation in which the interoperable services and technologies are functioning in a real-life setting.

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

The Consortium should comprise all necessary stakeholders in the value-chain for deploying the service (e.g. service and content providers, industries including SME's, end-user representatives, etc). In this context, SME's are considered important contributors to

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<sup>29</sup> See section 4.4.3 Evaluation criteria

<sup>30</sup> See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

innovation. It is also considered important that the appropriate public authorities - operators or sustainers of the service - are participating in the pilot.

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

The consortia must be comprised by a minimum of **four** independent, legal entities from **four** different EU Member States or associated countries. This requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation<sup>31</sup>:

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected<sup>32</sup>.

### **4.1.3. Thematic Networks**

#### ***4.1.3.1. Instrument description***

Thematic networks address a common theme by bringing together relevant stakeholders, expertise and facilities with the objective of exploring new ways of implementing ICT-based solutions. The network may instigate working groups, workshops and exchanges of good practices (see also section 4.1) with the aim of creating the necessary conditions and consensus on action plans, standards and specifications in view to ensure the widest future replication and co-deployment of innovative solutions. The network should provide guidance for ICT-enabled solutions and their roll-out and will highlight the remaining obstacles to be overcome.

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

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

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

Proposals should clearly explain their 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***

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<sup>31</sup> See section 4.4.3 Evaluation criteria

<sup>32</sup> See section 4.2 and chapter 5 for more details on budget availability for instruments and themes

Consortia responding to the calls for proposals must comprise all necessary key stakeholders to achieve the objective described for the different thematic networks foreseen in Chapter 3 of the work programme.

Networks should be pro-active in involving and/or impacting other organisations than only the members. This concerns notably procurers, in particular in view of identifying opportunities for cross-border cooperation on public procurement (pre-commercial procurement<sup>33</sup> and/or (commercial) public procurement) of innovative solutions.

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

#### ***4.1.3.3. Minimum participation requirements***

The consortia must be comprised by a minimum of **seven** independent legal entities from **seven** different EU Member States or associated countries. This minimum legal requirement is considered an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation<sup>34</sup>.

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

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

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

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

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

### **4.2.2. Entities established in third countries**

Legal entities established in EFTA<sup>35</sup> 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<sup>36</sup>.

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<sup>33</sup> See Communication from the Commission : Pre-commercial Procurement: Driving innovation to ensure sustainable high quality public services in Europe; COM(2007) 799 final

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

<sup>35</sup> European Free Trade Association

<sup>36</sup> Up to date information on which countries are associated to the programme will be provided to applicants on the programme website : [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp)

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

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

Community funding is granted in accordance with the principles of co-financing and non-profit for the funded activities of each individual partner and in compliance with the Community Framework for State Aid for Research and Development and Innovation<sup>37</sup>. Community grants shall be calculated on the basis of eligible costs. A detailed description on eligible costs for each of the instruments can be found in the model grant agreement.

#### **4.3.1. Funding for Pilots type A**

It is expected that the work will be implemented in the broader context of significant investments in national or regional services. Community funding for Type A pilots will be up to 50% of those costs exclusively related to work needed to achieve the proposed interoperability goal. The Community contribution for this type of pilot will typically range from 5 to 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. Other specific direct costs and subcontracting will be possible when it is anticipated and clearly justified in the proposal. For public entities the applicable public procurement rules and practices are to be respected.

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

Community funding for Type B pilots will be up to 50% of the costs of implementing the pilot service. The Community contribution for this type of pilot will typically range from 2 to 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 of implementing the pilot service. Indirect costs are eligible in accordance with the provisions in the model grant agreement. Other specific direct costs and subcontracting will be possible when it is anticipated and clearly justified in the proposal. For public entities national public procurement rules and practices are to be respected.

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

The typical Community contribution for each Thematic Network is 300-500K€ unless specified otherwise within the objectives 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. More details and examples for

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<sup>37</sup> OJ C 323, 30.12.2006, p. 1

the costs are indicated in the ICT PSP model grant agreement<sup>38</sup> and in the 'Guide for applicants' for Thematic Networks<sup>39</sup>.

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.

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

##### **4.4.1. Making a proposal**

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

##### **4.4.2. Evaluation process**

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

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

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

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

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

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

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

###### ***4.4.3.1 Eligibility criteria***

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

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<sup>38</sup> ICT PSP Model Grant Agreement available on [http://ec.europa.eu/information\\_society/activities/ict\\_psp/library/ref\\_docs/docs/ictpsp\\_grant\\_agreement.pdf](http://ec.europa.eu/information_society/activities/ict_psp/library/ref_docs/docs/ictpsp_grant_agreement.pdf)

<sup>39</sup> Guide for Applicants for Thematic Networks on [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp)

**4.4.3.2 Award criteria**

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

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

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 against the criterion due to missing or incomplete information.
- 1 - Very poor
- 2 - Not satisfactory
- 3 - Good
- 4 - Very Good
- 5 - Excellent

The respective thresholds for the award criteria are:

Criterion	Threshold
A1	3
A2	3
A3	3

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

**4.4.3.3 Selection criteria**

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

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

S1) Financial capacity to carry out the project

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

**S2) *operational capacity to carry out the project***

Applicants must have:

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

**4.4.4. Selection of independent experts for evaluation and reviews**

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

**4.5. INDICATIVE IMPLEMENTATION CALENDAR**

The indicative calendar for the implementation of the call 2008 is as indicated in the table below. The Commission expects to issue one call for proposals in accordance with this 2008 Work Programme.

<b>Date</b>	<b>Event</b>
April 2008	Publication of call for proposals
September 2008	Call closure
September/October 2008	Evaluation
October/November 2008	Start of negotiations
December 2008 / February 2009	Completion of negotiations, signature of grant agreements



## **5. CALLS FOR TENDER AND SUPPORT MEASURES IMPLEMENTED BY GRANTS IN 2008**

Two objectives are supported through calls for tender or grants awarded without call for proposal<sup>40</sup> in 2008.

### **Objective 4.1: Benchmarking the progress of the Information Society**

Support will be given to the Community surveys of Households and Enterprises and additional collection of data on the ICT sector and sub sectors. Eurostat will conduct the Households and Enterprises surveys in cooperation with the national institutes of statistics of the Member States and associated countries where appropriate. To perform these surveys, grants will be awarded to the national institutes of statistics<sup>41</sup> 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 five surveys addressing broadband networks and access, eGovernment, and monitoring the impact of ICT on other public services such as eHealth, eInclusion, digital literacy. They will be launched in the third calendar quarter of 2008. An additional study will look at the international dimension and may cover a number of topics such as Next Generation Networks, ecommerce, content, telecoms.

They will be launched in the third calendar quarter of 2008.

The budget dedicated for this objective is **3.000 k€**, including 2.000 k€ allocated for the grants to the national institutes of statistics of the Member States.

### **Objective 4.2: 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 two studies addressing cross sectoral topics:

- I2010 evaluation and impact assessment: will have to build on the review of the Mid-Term review of i2010 in 2008. This evaluation will be complemented by an impact assessment carried out in the context of the successor to the i2010 initiative. The evaluation will aim at drawing lessons from i2010, assess its strengths as well as any weaknesses and determine to what extent the original goals of the initiative were achieved
- Survey on the use of digital identities: This survey will build on a feasibility study conducted by the JRC. The objective is to use the findings of the survey in the context of existing and future policy actions on digital identity-based services. This will hinge on a proper identification of the policy and regulatory gaps between the needs that the survey will identify (i.e. the expected use of eID), and the current regulatory/policy framework.

#### Common repositories

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<sup>40</sup> In accordance with Article 110(1) of the Financial Regulation (Council Regulation EC, Euratom No 1605/2006, OJ L 248, 16.09.2002, p. 1, as amended) and Article 168 of the Implementing Rules (Commission Regulation EC, Euratom No 2342/2002, OJ L 357, p. 1, as last amended)

<sup>41</sup> In line with Regulation (EC) No 808/2004 of the European Parliament and of the Council of 21 April 2004 concerning Community statistics on the information society (OJ L 143, 30.04.2004, p. 49) and Council Regulation (EC) No 322/97 on Community statistics (OJ L 152, 22.02.1997, p. 1)

It is intended to support the continuation and the extension of the ePractice portal "ePractice.EU" for the year 2009-2011. ePractice.EU (2007-2008) has facilitated the identification, peer-review and showcasing of good practices in eGovernment, eHealth and eInclusion. It is planned to extend ePractice.EU in other fields such as ICT for efficient energy and sustainable transport.

The above actions will be entirely implemented through calls for tenders, except for the study on digital identities which will be conducted under an administrative agreement with the JRC. The calls for tenders will be launched in the second quarter of 2008.

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):

The conference intends to address the developments shaping the future Information Society policy agenda including important obstacles to this development (mobility, scalability, security, privacy). The topics addressed in this conference should relate to the Future of the Internet and security issues, services and benchmarking and exchange of experiences in the field of measures taken in the Member States for high-speed connections. The event is scheduled to take place in the fourth quarter of 2008.

Support will be of €200k and will be awarded through normal procurement or through a grant to the French presidency under "Monopole de fait" conditions.

- eInclusion conference :

This is a Ministerial conference and exhibition to demonstrate progress during the e-Inclusion initiative<sup>42</sup>, celebrate success through the e-Inclusion awards, and secure political commitment to future priorities. With the agreement of the French Government, Austria will host this event in Vienna in December 2008.

Support will be of 200k€, and will be awarded through normal procurement.

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

The conference is a new milestone in the process launched with the Commission Communication "eHealth –making healthcare better for European citizens: An action plan for a European eHealth Area" COM (2004) 256 and the commitment of Member states to work together to facilitate learning and promote wider deployment for successful eHealth applications. The conference will support the exchange of good practices and a forum involving National and Commission high level representatives to discuss progresses on deployment and future direction of eHealth policy. The event is scheduled to take place in the first quarter of 2009.

Support will be of €200k and will be awarded through normal procurement or through a grant to the French presidency under "Monopole de fait" conditions.

In addition support will be provided to evaluation and project reviews. The budget dedicated to objective 4.2 is **2.491 k€**. The overall budgetary envelope for the procurement for this objective is up to 2300 k€ with up to 400 k€ that can be awarded under "Monopole de fait" conditions.

## 6. INDICATIVE BUDGET

The budget of the ICT PSP Work programme 2008 is estimated at 44.491 M€. 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):

<b>Indicative budget</b>			
<b>Operational budget</b>	<i>Call for proposals (see note)</i>	Theme 1 : ICT for user friendly administrations and public services	22.5
		Theme 2 : ICT for energy efficiency and sustainability in urban areas	14.5
		Internet evolution and security: consensus building and experience sharing	2
	<i>Calls for tender and support measure implemented by grants</i>		5.491
	<b>TOTAL</b>		<b>44.491</b>

Note : For any of the above themes that are implemented by Calls for Proposals (i.e. Main Themes 1, 2 and actions on internet evolution and security), the allocated budget will be used to support the eligible proposals that have passed the thresholds of the award criteria following the indications described in Chapters 3 and 4. In case budget remains available in a specific theme, it will be distributed to the other themes pro-rata to the above indicative budget breakdown.

<sup>42</sup> [http://ec.europa.eu/information\\_society/activities/einclusion/index\\_en.htm](http://ec.europa.eu/information_society/activities/einclusion/index_en.htm)

## 7. CALL FICHE

- Call identifier: CIP-ICT PSP-2008-2
- Date of publication: xx April 2008<sup>43</sup>
- Closure date: xx September 2008, at 17h00, Brussels local time<sup>44</sup>
- Indicative budget : 39 M€
- Topics called:

Themes	Objectives	Funding instruments
<i>Theme 1 : ICT for user friendly administrations, public services and inclusion</i>	1.1: Preparing the implementation of the Services Directive	Pilot A
	1.2: Reduction of Administrative Burdens across the EU	Pilot B
	1.3: Emergency Services Accessible to All – Total Conversation	Pilot B
	1.4: ICT for ageing well with cognitive problems, combining assistive and independent living technologies	Pilot B
	1.5: Capacity building for eInclusion	Thematic Network
	1.6: Improving certification of eHealth products	Thematic Network
<i>Theme 2 : ICT for energy efficiency and sustainability in urban areas</i>	2.1: ICT for energy efficiency in public building and spaces, including lighting	Pilot B
	2.2: ICT for adaptive urban transport management infrastructure and services	Pilot B
	2.3: Consensus building and experience sharing for ICT for energy efficiency and sustainability in urban areas	Thematic Network
<i>Consensus building, experience sharing on Internet evolution and security</i>	3.1: A European concerted effort on RFID	Thematic Network
	3.2: Trusted Information Infrastructures and Biometric technologies	Thematic Network
	3.3: Leveraging IPv6 take-up in Europe for scaling the expected growth of the Internet	Thematic Network

<sup>43</sup> The Director General responsible for the call may publish it up to one month prior to or after the envisaged date of publication

<sup>44</sup> At the time of the publication of the call, the Director General responsible may delay this deadline by up to one month

## **8. FURTHER INFORMATION**

For further information relating to this programme, please refer to the CIP ICT Policy Support Programme web site at [http://ec.europa.eu/ict\\_psp](http://ec.europa.eu/ict_psp).

## ***Annex 1 – Eligibility 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.

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

Applicants will be excluded from participation if:

- (a) they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) they have been convicted of an offence concerning their professional conduct by a judgment which has the force of res judicata;
- (c) they have been guilty of grave professional misconduct proven by any means which the Community can justify;
- (d) they have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the grant agreement is to be performed;
- (e) they have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- (f) they are currently subject to an administrative penalty imposed by the Community in accordance with Article 96(1) of the Financial Regulation<sup>45</sup>;
- (g) they are subject to a conflict of interest;
- (h) they have made false declarations in supplying information required by the Community as a condition of participation in a procurement procedure or grant award procedure or fail to supply this information;

Applicants **must certify that they are not in one of the situations listed above**. Applicants making false declarations expose themselves to financial penalties and exclusion from grants and contracts<sup>46</sup>.

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<sup>45</sup> Council Regulation (EC, Euratom) No 1605/2006 of 25 June 2002 (OJ L 248, 16.09.2002, p. 1), as amended

<sup>46</sup> 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**

- The alignment with the general objectives of the Work Programme and with the addressed specific objective
- Alignment and coordination with – and reinforcement of - relevant policies, strategies and activities on European and national level

### **Impact**

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

### **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
- The appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; open standards and open-source components

## ***Annex 2 - b) - Award criteria – Pilot B***

### **Relevance**

- The alignment with the general objectives of the Work Programme and with the addressed specific objective
- Alignment and coordination with – and reinforcement of - relevant policies, strategies and activities on European and national level
- The 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**

- The contribution of the project to the target outcome and expected impact as defined in the specific objective addressed
- Long term impact: potential to realise viable, sustainable and scalable services beyond the phases of work sponsored by the Community.
- Quality of the approach to facilitate wider deployment and use, in view of EU-wide take-up beyond the partners

### **Implementation**

- 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 pilot services
- The demonstrated capability and commitment of the partnership to reach the objectives of the project
- Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal
- The appropriate attention to security, privacy, inclusiveness and accessibility; the appropriate use of interoperable platforms; open standards and open-source components



## ***Annex 2 - c) - Award criteria - Thematic networks***

### **Relevance**

- The alignment with the general objectives of the Work Programme and with the addressed specific objective
- Alignment and coordination with – and reinforcement of - relevant policies, strategies and activities on European and national level

### **Impact**

- The effectiveness of the outcomes and the appropriateness of the expected impact of the network (as defined in the proposal) to the specific objective addressed.
- Long term impact: viability, sustainability and scalability beyond the phases of work sponsored by the Community, including take-up beyond the partners
- The 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**

- The demonstrated 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 3 – Background information***

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

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

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

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

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

**Annex 4 – Glossary**

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 <i>grant agreement</i> with the European Commission
Call for Proposals	As published in the Official Journal. Opens parts of a work programme for proposals, indicating what types of actions are required.
Call for Tender	As published in the Official Journal. Tenders are special procedures to generate competing offers from different bidders looking to obtain an award of business activity in works, supply, or service contracts.
Common specifications	In the context of ICTPSP, these are a specific set of requirements that are common and necessary for the implementation or deployment of an interoperable solution between different countries. These requirements may include functional, operational, technical, legal and organisational aspects.
Deployment	The construction and operation of the application to offer the services in a real life environment.
EC	European Community
eCONTENT & eCONTENT+	eContent is a market oriented programme which aims to support the production, use and distribution of European digital content and to promote linguistic and cultural diversity on the global networks (for further details refer to <a href="http://www.cordis.lu/econtent/">http://www.cordis.lu/econtent/</a> )
eGovernment Action Plan	It is an integral part of the i2010 initiative (see below) The Action Plan focuses on five major objectives for eGovernment with specific objectives for 2010, including inclusion through eGovernment, efficiency and effectiveness, high-impact key services, enabling citizens and businesses and eParticipation. (for further details refer to <a href="http://ec.europa.eu/egovernment_research">http://ec.europa.eu/egovernment_research</a> )
e-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 <u>enabling</u> conditions for everyone to be part of the Information Society, <u>accelerating</u> participation of groups at risk of exclusion and <u>integrating</u> e-Inclusion actions to maximise lasting impact. <a href="http://ec.europa.eu/information_society/activities/einclusion/policy/i2010_initiative/index_en.htm">http://ec.europa.eu/information_society/activities/einclusion/policy/i2010_initiative/index_en.htm</a>
e-ID	The electronic identity card (eID) is an official electronic proof of one's identity. It also enables the possibility to sign electronic documents with a legal signature.
Eligible costs	These are costs accepted by the Commission as being reimbursable (up to the limits established in the grant agreement). The nature of these costs varies between the different instruments (Pilots Type A, Pilots Type B and Thematic Networks)
EUPL	European Union Public Licence. Further information can found at <a href="http://ec.europa.eu/idabc/en/document/6523">http://ec.europa.eu/idabc/en/document/6523</a>
e-Prescription	Electronic transfer of medical prescriptions from doctor to pharmacist as opposed to the current paper-based method
e-Procurement	Electronic Procurement is the purchase and sale of supplies and services through the Internet
EU	European Union

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Evaluation	The process by which proposals are, or are not, retained with a view to selection as projects. Evaluation is conducted through the application of eligibility, award and selection criteria identified in a work programme. The evaluation is conducted by the Commission assisted by independent experts.
Grant agreement	Agreement between the Commission and the <i>beneficiaries</i> setting out the conditions of the awarding of Community <i>grants</i> .
Grants	Grants are direct financial contributions covered by a written agreement, by way of donation, from the Community budget in order to finance either an action intended to help achieve an objective forming part of a European Union policy; or the functioning of a body which pursues an aim of general European interest or has an objective forming part of a European Union policy.
eHealth Action Plan	This action plan addresses the crucial role of new technologies and new ways of delivering health care in improving access to, quality and effectiveness of care, integrating a range of e-Health policies and activities. (see <a href="http://ec.europa.eu/information_society/activities/health/policy_action_plan/index_en.htm">http://ec.europa.eu/information_society/activities/health/policy_action_plan/index_en.htm</a> )
eTEN	The eTEN European Community programme finished at the end of 2006. eTEN was supporting the deployment of trans-European e-services in the public interest. Further information can found at <a href="http://europa.eu.int/eten/">http://europa.eu.int/eten/</a>
i2010	The EC strategic framework, i2010 – European Information Society 2010, laying out broad policy orientations. It promotes an open and competitive digital economy and emphasises ICT as a driver of inclusion and quality of life.
ICT	Information and Communication Technologies.
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. <a href="http://ec.europa.eu/information_society/activities/einclusion/policy/ageing/index_en.htm">http://ec.europa.eu/information_society/activities/einclusion/policy/ageing/index_en.htm</a>
IDABC, IDABC eGovernment Observatory	IDABC stands for the Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens. IDABC is the follow-up programme of IDA. Further information can be found at <a href="http://europa.eu.int/IDABC/">http://europa.eu.int/IDABC/</a>
Instruments	In the context of the ICTPSP, the instruments are the financing tools that allow achieving the objectives defined in the work programme for each of the themes. There are three types of instruments: Pilot (Type A) - Pilot (Type B) and Thematic Networks. The workprogramme indicates for each of the objectives the instrument that <u>must</u> be used.
Interoperability	Interoperability means the ability of information and communication (ICT) systems and of the business processes they support to exchange data and to enable the sharing of information and knowledge
IST	Information Society Technologies. A thematic priority for Research and Development in the Community <u>Sixth</u> Framework Programme. (FP6) Further information can be found at <a href="http://www.cordis.lu/ist/about/about.htm">http://www.cordis.lu/ist/about/about.htm</a>
Multiple or multi-channel platforms	The concept of multiple platforms refers to the simultaneous accessibility of services through different networks, terminal devices and interfaces with comparable user interfaces and user friendliness. Examples of platforms are: PC's, PDA's, telephone (mobile and fixed), messaging services, etc.
Objectives	In the context of the ICTPSP, 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

## ICT PSP Work Programme 2008

Open Source software	An open source software is a software distributed freely with its code, allowing anyone to access, to study, to redistribute and to change it. It must be distributed under a license recognised by the Open Source Initiative ( <a href="http://www.opensource.org">www.opensource.org</a> ) or the Free Software Foundation (FSF) ( <a href="http://www.fsf.org">www.fsf.org</a> ).
Open Source solutions	Open Source solutions are services based on the use of open standard which have an <i>open source software</i> reference implementation.
Open standards	For a standard to be considered open, it must at least be: <ul style="list-style-type: none"> <li>- adopted and maintained openly and its further development be based on consensus or majority decisions,</li> <li>- fully published and available for use, re-use, copying and distribution without constraints for free or for a nominal charge.</li> <li>- Its intellectual property must be made irrevocably available on a royalty-free basis</li> </ul> Source: European Interoperability Framework <a href="http://europa.eu.int/idabc/3761">http://europa.eu.int/idabc/3761</a>
Patient's summary	In the context of the ICTPSP a patient's summary should be understood to be a minimum set of patient's data which would provide a health professional with essential information needed in case of unexpected or unscheduled care
Pilot Type A	ICTPSP instrument supporting large scale actions building on Member States or associated countries existing initiatives that will help to ensure the EU-wide interoperability of ICT-based solutions.
Pilot Type B	ICTPSP instrument supporting the implementation and uptake of and innovative service addressing the needs of citizens, governments and businesses. The pilot should be carried out under realistic conditions.
Prototype Service	In the context of ICTPSP – Pilots Type B; a <i>service</i> is considered to exist in the prototype state if it has been validated (proven) technically <u>and</u> functionally in a field trial but has not been subject to a validation in view of a wider deployment.
R&D	Research and Development
RFID	Radio Frequency Identification
SME	An enterprise that satisfies the criteria laid down in Commission Recommendation 2003/361/EC of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises (OJ L 124, 20.05.2003, p. 36.) employs fewer than 250 persons; has an annual turnover not exceeding 50 million Euro, and/or an annual balance sheet total not exceeding 43 million Euro.
Thematic Network	ICTPSP instrument supporting experience sharing and consensus building on ICT policy implementation around a common theme. The network may instigate working groups, workshops and exchanges of good practices
Themes	In the context of ICTPSP, the funding is concentrated on a limited set of actions in predefined themes where Community funding is needed. These themes are revised and/or updated in subsequent annual work programmes.