COMPETITIVENESS AND INNOVATION FRAMEWORK PROGRAMME (CIP)

ICT POLICY SUPPORT PROGRAMME

ICT PSP WORK PROGRAMME 2011

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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 European Union programme runs from 2007 to2013 and is organised around three specific programmes:

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

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

The present document is the Work Programme (WP) of the ICT PSP. It defines the priorities for calls for proposals, calls for tender and other supporting actions to be launched in 2011.

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

2. CONTEXT, OBJECTIVES AND OVERALL APPROACH

2.1. CONTEXT: THE DIGITAL AGENDA FOR EUROPE

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

The Digital Agenda for Europe (DAE)[1] is one of the seven flagship initiatives of the Europe 2020 Strategy. It defines the key role of Information and Communication Technologies (ICT) for Europe to succeed in its ambitions for 2020.

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

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

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

2.2. OBJECTIVES OF THE ICT PSP

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

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

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

The ICT PSP covers technological and non-technological innovations that have moved beyond the final research demonstration phase[2]. The ICT PSP does not support research activities; it may cover, when needed, technical adaptation and integration work in order to achieve the objectives.

Coordination will be ensured between the ICT PSP and actions to be supported under the Innovation Union flagship[3], as well as the European Regional Development Fund (ERDF). This will be done in order to maximise the impact of Union support, in particular by informing - via the existing governance structures set out for ERDF and ICT PSP - the national/regional authorities on organisations which have benefited from ICT PSP grants established in their respective territories.

Today, more than 40 regions are actively participating in the pilots and thematic networks supported by the ICT PSP. The number is expected to grow significantly in the next years of the programme. ERDF funded projects of relevance to ICT PSP can be found at *http://ec.europa.eu/regional_policy/atlas2007/index_en.htm*. This concerns in particular projects in the fields of eGovernment, energy efficiency, and open innovation that are addressed in the ICT PSP work programme 2011.

2.3. SMES AND THE ICT PSP

The ICT PSP offers opportunities both for innovative SMEs in the ICT sector and for SMEs that can make better use of ICT to improve their products, services and business

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

[3] http://ec.europa.eu/research/innovation-union/pdf/innovation-union-communication_en.pdf (p.40)

processes. It does so by contributing to the creation of wider market opportunities and better services for SMEs. The ICT PSP will build on and complement national, regional and other EU initiatives for SMEs. In particular, the ICT PSP will:

– accelerate the deployment of EU-wide services of public interest that are of direct benefit for all businesses and in particular for SMEs, improving and expanding their working environments; an illustrative example is the pilot action supported in the ICT PSP on eProcurement allowing any SME in any Member State to have easy access to public procurement offers in any other Member State.

– help develop the internal market for innovative ICT based services and products which is essential for the growth and development of innovative SMEs that can benefit from wider markets for the diffusion of their innovations;

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

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

2.4. THE ICT PSP WORK PROGRAMME FOR 2011

2.4.1. WP content

The WP 2011 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 2011. It also includes the selection criteria and the rules for participation in the programme.

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

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

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

– addressing the EU policy priorities as expressed notably in the Digital Agenda for Europe;

– improving the innovation capacity of the Union and facilitating the development of EU-wide markets for innovative ICT-based products and services and exploitation of digital content;

– a clear need for financial intervention at EU level;

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

The recommendations resulting from the interim evaluation of the ICT PSP[4] completed in 2009, have been also taken into account for the WP2011.

Based on these criteria and recommendations, the WP 2011 focuses on 5 themes:

– ICT for a low carbon economy and smart mobility

4 http://ec.europa.eu/dgs/information_society/evaluation/non_rtd/programmes/cip_ict-psp_interim_evaluation_report.pdf

- Digital Content
- ICT for health, ageing well and inclusion
- Innovative government and public services
- Open innovation for Internet-enabled services

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

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

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

2.4.3. Implementation

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

- Pilot (Type A) - building on initiatives in Member States and Associated Countries;
- Pilot (Type B) - stimulating the uptake of innovative ICT based services and products;
- Thematic Network (TN) - providing a forum for stakeholders for experience sharing and consensus building;
- Best Practice Network (BPN) - exclusively for the theme on "digital content" to support sharing of good practices in this field.

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

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

3. CONTENT OF THE CALL FOR PROPOSALS IN 2011

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

Themes and objectives	Funding Instrument	Budget and Intended number of proposals to be funded
Call for proposals (details are provided in chapter 3.1 to 3.5)		
Theme 1: ICT for a low carbon economy and smart mobility		***24 M€***
1.1: Innovative lighting systems based on Solid State Lighting (SSL)	*Pilot B*	2 to 3 pilots EU funding up to 10 M€
1.2: ICT for Energy Efficiency in Public Buildings	*Pilot B*	Several pilots EU funding up to 7 M€
1.3: Smart Connected Electro-Mobility	*Pilot B*	up to 3 pilots EU funding up to 7 M€
Theme 2 : Digital Content		***38 M€***
2.1: Aggregating content in Europeana	*Best Practice Network*	Several BPNs
2.2: Digitising content for Europeana	*Pilot B*	Several pilots
2.3: Raising awareness of Europeana and promoting its use	*Best Practice Network*	Several BPNs
2.4: eLearning	*Pilot B*	One or more pilots EU funding up to 8 M€
Theme 3 : ICT for health, ageing well and inclusion		***18 M€***
3.1: ICT Solutions for Fall prevention and ICT and Ageing network	*Pilot B and Thematic Network*	Several pilots and one TN EU funding up to 9 M€
3.2: Digital competences and social inclusion	*Pilot B*	1 pilot EU funding up to 2 M€
3.3: e-accessibility	*Pilot B*	1 pilot EU funding up to 3 M€
3.4: Empowering patients and supporting widespread deployment of telemedicine services	*Pilot B and Thematic Network*	1 pilot and one thematic Network EU funding up to 4 M€
Theme 4: ICT for Innovative government and public services		***21,5 M€***
4.1: Towards a cloud of public services	*Pilot B*	Several pilot EU funding up to 10 M€
4.2: Towards a single European electronic Identification and authentication area	*Pilot A*	1 pilot EU funding up to 8,5 M€
4.3: Piloting IPv6 upgrade for eGovernment services in Europe	*Pilot B*	1 pilot EU funding up to 3 M€
Theme 5: Open innovation for internet-enabled services		***14 M€***
5.1: Open Innovation for future Internet-enabled Services in "smart" Cities	*Pilot B*	Several pilots

The above actions are complemented by support measures implemented through calls for tender or grants without call for proposals. They are grouped under the two following items, details are provided in chapter 5

3.1. THEME 1: ICT FOR A LOW CARBON ECONOMY AND SMART MOBILITY

The Digital Agenda for Europe highlights the importance of ICT for the environment and calls notably for partnerships between industry and the public sector to bring "a structural shift to less resource-intensive products and services, for energy savings in buildings and electricity networks, as well as for more efficient and less energy consuming intelligent transport systems". It also proposes specifically to support pilots from the ICT PSP in the area of intelligent Solid State Lighting (SSL).

This is indeed the focus of the first objective which aims at demonstrating the value of using innovative, intelligent Solid State Lighting (SSL) and measuring their specific contribution to energy efficiency.

The second objective aims at validating innovative ICT solutions that reduce energy consumption in public building and complements the portfolio of pilot actions already launched in the field.. It is aligned with the Commission's Communication "on mobilising ICT to facilitate the transition to an energy-efficient, low-carbon economy"[5] that highlights the capacity of ICT to improve energy efficiency by monitoring and directly managing energy consumption in buildings[6].

The third objective addresses our transport and mobility systems, from which depends to a large extent our capacity to shift towards a low carbon economy, and focuses on services for supporting electro-mobility.

Total funding available for this theme is 24 M€ and it is intended to fund projects under the three objectives listed below.

Objective 1.1: Innovative lighting systems based on Solid State Lighting (SSL)

Funding instrument: Pilot Type B -It is intended to support 2 to 3 pilot actions for up to 10 M€ of EU contribution in total.

Focus and outcomes

The objective is to demonstrate the value of using innovative, intelligent Solid State Lighting (SSL) solutions under a variety of real life conditions, to assess user perception, to determine total costs and energy savings and to raise EU-wide awareness on those lighting systems.

It is intended to support 2 to 3 pilots, including coordinated activities such as measuring the specific contribution of SSL to energy efficiency, reporting and dissemination of results.

They should be "flagship actions" for SSL showcasing better light quality with improved energy efficiency, and testing the latest advances in European SSL technologies (inorganic, organic and/or a combination of both) together with intelligent control systems.

Conditions and characteristics

5 COM (2009) 111: http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2009:0111:FIN:EN:PDF

6 The building sector in particular has significant untapped potential for cost-effective energy savings which, if realized, would mean an 11% reduction in the EU's final energy consumption by 2020

The pilots have to address very illustrative applications/environments that have direct and significant benefits to citizens and will be complemented by an EU-wide awareness campaign. More specifically, pilots should:

- address a broad range of interior and exterior (excluding purely decorative) general lighting and illumination applications;
- target the refurbishment of existing buildings or infrastructures and ensure compatibility and interoperability with building management and existing installations. Primary focus should be on the commercial and/or non-residential sector, including large public, semi-public or private infrastructures;
- generate novel and reliable data on the user perception, economic costs and energy use compared with that of non-SSL;
- involve players across the full value chain from the lighting and luminaire industry through the architects and lighting designers, contractors/installers and end-users, including stakeholders and end-users from the public sector as appropriate.
- The European funding should be used to contribute to the additional initial cost of an SSL installation (i.e. over that of a non-SSL installation), the validation of the energy savings and carbon footprint reduction realized, and the dissemination of the projects outcome beyond today's standard practice, involving and targeting installers, users and the general public.
- The pilots are expected to cooperate and contribute to common measurement methods and reporting formats in order to assess energy savings and carbon footprint reduction together. They will also provide accurate estimations of total cost of ownership and return on investment of SSL technology solutions.
- Networking and coordination between the pilots supported under this objective, as well as with other existing initiatives, are also required for ensuring maximum visibility and impact.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.
- National and regional energy agencies should be involved in the dissemination of the results. Actions will also be expected to jointly contribute to the establishment of quality labelling initiatives and to relevant certification and standardization efforts in the field.
- Proposals should include specific and realistic quantified indicators to monitor progress at different stages in the progress lifetime.

Expected impact

- Accelerating market acceptance and wide deployment of intelligent SSL systems in Europe leading to substantial energy savings, better quality lighting and lower total lifetime costs for the users;
- Increasing competitiveness of European industry in lighting and in lighting control systems;

- Contributing to EU quality labelling, certification and standardization in energy efficiency and lighting systems;
- Contributing to meeting Europe's energy efficiency targets for 2020.

Objective 1.2: ICT for energy efficiency in public buildings

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

Focus and outcomes

The objective is to demonstrate under real operational conditions that advanced ICT components and systems (e.g. smart metering, smart lighting, power electronics, energy micro-generation, etc.) can contribute directly to reducing energy losses as well as consumption in European public buildings (e.g. schools, hospitals, administrative offices). A substantive case for achieving energy savings in peak and annual consumption of more than 15% should be presented which should consider savings achievable by individual users as well as building managers:

These Pilot actions should aim to validate the effectiveness of ICT-based solutions, serve as showcases and facilitate their wider uptake and replication.

Conditions and characteristics

The pilots should use existing ICT (off-the-shelf or mature research results) for data-collection, storage, execution of management and control algorithms and user-friendly interaction. A significant number of buildings should be involved in each pilot to ensure the proposed solution will be relevant for a Europe wide market.

In addition:

- Pilots must involve public authorities at the appropriate (national, regional or local) level and provide evidence of the timely availability of the energy infrastructures required for the successful implementation of the pilots.
- The approach should be clearly demand-driven, ensuring acceptance and uptake, involving end-users throughout the whole duration of the project. The consortium must also include ICT providers, distribution network operators and building managers.
- Validation of the solutions must be carried out in real life conditions, for a period of at least one year and result in a consolidated set of best practices (including guidelines, manuals and training materials as appropriate) to enable replication.
- The validation should provide socio-economic evidence for ICT investments in the field, including user acceptance and recovery of investment. Proposals should include detailed plans for sustainability and larger-scale uptake beyond the project (that is, the funded period).
- Proposals should address interoperability issues, comply with relevant standards and take into account best practices and relevant standardisation efforts. They should also as well as providing appropriate ethical and privacy safeguards.

- Proposers should be prepared to share information and cooperate with other projects, notably those already funded through the ICT PSP[7], in particular to define and adopt a common methodology for measuring energy gains via ICT.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.
- Proposals should include specific and realistic quantified indicators to monitor progress at different stages in the progress lifetime.

Expected impact

- Accelerating market acceptance and wide deployment of innovative ICT systems in Europe leading to substantial energy savings and lower total lifetime costs for the users;
- Empowering building managers and end-users to play a central role in increasing energy efficiency and in reducing CO_2 emissions;
- Contributing to meeting Europe's energy efficiency targets for 2020.

Objective 1.3: Smart Connected Electro-Mobility

Funding instrument: Pilot Type B – It is intended to support up to 3 pilot actions for up to 7M€ EC contribution in total.

Focus and outcomes

Electro-mobility[8] is seen as one of the largest opportunities to radically change today's transport system and make a quantum leap into the next generation of sustainable mobility.

The aim is to contribute to a pre-deployment and wider uptake of smart connected electro-mobility as a radical departure from today's transport system towards lower carbon emissions. The Pilot actions will test urban and inter-urban ICT services that facilitate and enhance the user experience of electrical vehicles.

Such ICT services would support real-time interaction between the driver, the vehicle and the transport and energy infrastructures. This includes for instance Electric Vehicle pre-trip and on-trip planning and optimization including energy use and charging as well as vehicle to grid connectivity, through e.g. co-operative systems. ICT support systems to facilitate car-sharing schemes for electrical vehicles in urban areas and the associated business models, billing and seamless integration with other modes of transport is another area of interest for this objective.

Conditions and characteristics

[7] http://ec.europa.eu/information_society/activities/sustainable_growth/funding/index_en.htm

[8] For the purpose of this document, Electro-Mobility is the mobility offer by electric vehicles that are fully integrated into a well adapted transport system.

The following characteristics are essential to achieve the expected outcomes;

- The pilots should focus on ICT applications for electro-mobility that contributes to the full integration of electrical vehicles into the transport system.
- All types of electric vehicles and plug-in hybrids should be considered in the implementation of the pilots.
- Attention should be put on the origin of the electric energy (coal, gas renewable, etc…) used in the pilot in order to properly evaluate the potential Greenhouse gases (GHG) reductions.
- The pilots should involve key stakeholders like public authorities, electricity utilities, automotive industry and suppliers, users, infrastructure providers, car sharing operators, regional and city transport providers.
- The European Standardisation Organisations (ESOs) are currently deploying standards for Electro-Mobility. The pilots should set the grounds to test the interoperability of these standards.
- The pilots should clearly focus on ICT based services, complementing ongoing EU projects and pilots[9] as well as other programmes.
- The pilots should include specific and realistic quantified indicators to monitor progress at all stages during the pilot.
- The pilots should be designed to form a scalable base for long term deployment.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

Expected impact

- Contributing to the European goal of creating a sustainable transport system with lower carbon emissions, in particular through the development of European Smart Connected Electro-Mobility;
- Developing tools for measurement, monitoring and assessing carbon emissions from the electro-mobility sector;
- Contributing to meeting Europe's energy efficiency targets for 2020.

3.2. THEME 2: DIGITAL CONTENT

The theme will cover two main activities in the area of digital content, namely support to Europeana and the digitisation of cultural heritage material, and to digital learning.

The Digital Agenda for Europe (DAE) aims to promote access to knowledge, cultural diversity and creative content, and facilitate the digitisation and dissemination of cultural works in Europe. In line with the DAE, support will go to libraries, archives and museums across Europe wishing to contribute to the further development of Europeana as the single,

[9] Information on related EU RTD projects: http://cordis.europa.eu/fp7/ict/programme/projects6_en.html
Information on ICT PSP projects can be found on:
http://ec.europa.eu/information_society/apps/projects/index.cfm?prog_id=IPSP

direct and multilingual gateway to Europe's cultural heritage. This will be achieved by enhancing its content base to encompass as wide-ranging a collection of works as possible on all forms of media.

The theme will focus on aggregating content already existing in digital form and on fostering digitisation of content that is representative of the diversity and richness of Europe's cultural heritage. These actions will pave the way for cultural institutions to deploy further efforts for digitisation and online accessibility. This will be complemented by awareness raising to promote the use of Europeana content for research, learning and leisure and to further encourage cultural institutions to provide content through the site.

Support to digital learning will be through one objective in support of DAE policies on "Enhancing digital literacy, skills and inclusion" with a view to modernising education and training systems and integrating digital learning into national curricula across Europe.

The total funding available for this theme is 38 M€, encompassing four objectives.

Objective 2.1 – Aggregating content for Europeana

Funding instrument: Best Practice Networks – It is intended to support several Best Practice Networks.

Focus and outcomes

The aim is to enhance the Europeana content base by aggregating cultural heritage content. Such content can consist of all kinds of "physical" material (books, audiovisual or multimedia material, photographs, documents in archives, museum collections, etc.) that has been digitised and material originally produced in digital format. The content should be representative of the diversity and richness of Europe's cultural heritage. It must be of interest to a broad public and not just to a limited set of specialists.

Support will go to Best Practice Networks addressing the following actions:

- Aggregation of existing digital cultural heritage content held by cultural institutions (libraries, archives and museums) and private content holders (e.g. publishers) in the EU Member States Member States and Associated Countries in order to make it accessible through Europeana;
- Alignment of metadata and mappings with the specifications of Europeana;
- Improvements in the interoperability between the content management systems of the individual content providers and the Europeana platform.

Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level.

- The quality and quantity of the digital content (and related metadata) to be effectively contributed to the project by each content provider must be clearly identified. It must constitute a critical mass.

- The criteria for the selection of the content to be aggregated should be clearly identified, and the proposal should demonstrate the European added value of bringing the selected content to Europeana.
- The content should be accessible and retrievable by the target users through Europeana at item level. Projects dealing only with catalogues of content will not be funded.
- The consortium and its members must ensure the necessary availability of the content to be contributed to the project. In particular, the input content should not depend on proprietary third-party rights or any other constraints, which would limit its use for the execution of the project.
- The consortium and its members must agree on the necessary licensing or clearing arrangements for any Intellectual Property Rights (IPR) arising from the project to ensure wider use and dissemination of the project output.
- The consortium must include content providers and can also include national or domain specific aggregators.
- Specific and realistic quantified indicators should be provided to measure the envisaged improvements in availability, access and use of the underlying cultural and scientific heritage content – at different stages in the project lifetime.

Expected impact

- Higher quantity of quality digital content from across Europe and other countries participating in the programme, available through Europeana, showcasing the diversity and richness of Europe's cultural heritage.

Objective 2.2 - Digitising content for Europeana

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

Focus and outcomes

The aim is to enhance the Europeana content base through targeted digitisation actions in synergy with and complementing collections already accessible through Europeana. The content to be digitised should be representative of the diversity and richness of Europe's cultural heritage. The material to be digitised should be selected through a thematic approach. The themes must be of interest to a broad public and not just to a limited set of specialists. The resulting complementary content should be made available for citizens through Europeana.

Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level.

- The content to be digitised, which may include different types of material (e.g. books, audiovisual, sound, archival records, museum collections, etc.) should be held by cultural institutions from different European countries and other countries participating in the programme.

- The quantity of the content to be effectively contributed to the project by each content provider must be clearly identified. It must constitute a critical mass.
- It should demonstrate the added value of bringing the selected content to Europeana. Preference will be given to proposals covering also the digitisation of masterpieces of Europe's cultural heritage.
- The digitisation action should result in high quality digital content to be made accessible through Europeana free of charge at item level.
- Metadata complying with the Europeana requirements should be added to the objects after digitisation. The metadata should encompass appropriate intellectual property rights information relating to the digital objects.

Expected impact

- Higher quantity of quality digital content, in particular masterpieces, from across Europe and other countries participating in the programme, available through Europeana, showcasing the diversity and richness of Europe's cultural heritage.

Objective 2.3 – Raising awareness of Europeana and promoting its use

Funding instrument: Best Practice Networks – It is intended to support several Best Practice Networks.

Focus and outcomes

The aim is to raise awareness of Europeana and promote its use. Support will go to:

a) One BPN for launching an awareness campaign in order to publicise Europeana among the broadest possible public, to promote the use of Europeana content for research, learning and leisure and to encourage cultural institutions to provide content through the site. The campaign must ensure consistency of message and the complementary use of media, including both online and offline channels.

b) Several BPNs for promoting the use of Europeana by improving its functionalities to ensure a central place for the user, addressing issues like user friendliness, search and browsing improvements as well as cross-language access through its common user interface. The applications and mechanisms to be identified should also encourage interactivity enabling users to make an active contribution to the site.

Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national level.

For the BPN to raise awareness of Europeana:

- The user communities to be addressed by the awareness campaign and their needs must be clearly identified and must be at the centre of the proposed approach.
- The campaign should integrate an appropriate mix of tools, approaches, and resources, including advanced web solutions, in order to maximize impact on the targeted user communities, resulting into maximum profit at minimum cost.

- The consortium must work in close collaboration with Europeana and should include representatives of all relevant stakeholders (e.g. media/communication organisations, content providers, users). It should demonstrate convincingly its capacity to raise awareness of Europeana to the targeted user communities in the majority of the EU Member States and Associated Countries and to contribute to the advancement of Europeana.
- Specific and realistic quantified indicators should be provided to measure the success of all elements of the awareness campaign — at different stages in the project lifetime.

For the BPNs to promote use of Europeana:

- The user communities to be addressed and their needs, also beyond the consortium participants, must be clearly identified. Proposers must present an analysis of demand based as much as possible on quantified evidence. The users and their needs should be at the centre of the approach proposed.
- The resulting solutions should be tested and validated with users in real-life context and in ways that ensure their transferability to the Europeana platform and their applicability on the Europeana contents. Sufficient time should be foreseen in the project for testing the services.
- The consortium must work in close collaboration with Europeana and should involve or include representatives of all relevant stakeholders (e.g. technology providers, content providers, users). It should demonstrate convincingly its capacity to disseminate and promote the uptake of the results in the majority of the EU Member States and Associated Countries. It should also demonstrate its capacity to contribute significantly to the achievement of the objective and to contribute to the advancement of Europeana.
- Specific and realistic quantified indicators should be provided to measure the envisaged improvements the usability and functionalities of Europeana — at different stages in the project lifetime.

Expected impact

- Making citizens more aware of the diversity and richness of Europe's cultural heritage through the use of Europeana;
- Enhancing use of Europeana through improvements in its functionalities, usability and interactivity.

Objective 2.4 – eLearning

Funding instrument: Pilot type B – It is intended to support one or more pilot actions for up to 8 M€ of EU contribution.

Focus and outcomes

The aim is to accelerate the adoption of eLearning resources, in particular with a view to improve their use/integration in national curricula, through an approach based on stimulating demand by users (e.g. by teachers, their trainers, parents, pupils and on monitoring the impact of this adoption, across different countries.

Support will be given to the following actions:

- Creation and evolution of a socially-powered, multilingual portal, where teachers, pupils and parents (directly participating in the project and more generally) can intuitively discover, acquire, discuss and improve eLearning resources available in and across Member States and Associated Countries, stimulating innovative development of the resources, testing the use of these resources in real settings, and identifying best practices of use. This should foster the acquisition of digital competences and other 21st century skills (such as communication, collaboration, problem solving and creativity). Resources may be contributed by commercial content creators/providers, as well as user-generated content. The above actions should integrate different test scenarios covering different countries and be supported by a network of national groups of eLearning innovators.
- Ensure exchange of best practices and motivate selected groups of teachers' trainers, teachers, pupils and parents to use eLearning content and tools through a series of appropriate activities carried out as close as possible to them (e.g. stimulate multiplier effects by showcasing uses and results in teachers training initiatives, organising a series of eLearningDays@school or setting up attractive eLearning kiosks).

Conditions and characteristics

Proposals have to align with relevant policies, strategies and activities at European and national/regional level.

- The consortium should include or involve representatives of all relevant stakeholders (including eMature schools[10], teacher's trainer organisations, groups of educators, national authorities, content providers, publishers, parents and pupils).
- The proposal should identify specific and realistic indicators to measure the response of educational systems in terms of increased use and better integration of digital learning resources in teaching and learning - at different stages in the project lifetime.
- The portal should be proposed on the basis of a solid analysis of the factors motivating and influencing the targeted users and content providers. It should enable users to identify and discuss the relevance of eLearning resources to national/regional curricula (educational goals), their expected benefits (learning needs and outcomes), their actual use, real achievements, and the need for improvements. It should also propose functionalities to engage and reward teachers and pupils in using and contributing to the development of the resources.
- The portal should be populated at an early stage, with a significant amount of eLearning resources, covering a wide range of subjects. These resources should constitute the critical mass necessary to monitor the impact, with respect to their sustainable integration into varying teaching practices, levels of education and curricula, as well as varying access to ICT equipment.
- The proposed test case scenarios should be of sufficient scale to validate the impact of the resources on the educational system.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, together with plans for sustainability.

[10] For the purpose of this document eMature schools are schools with strategies and resources to approach and use ICT for educational and administrative purposes, including appropriate support mechanisms.

Expected impact

- Contributing to the modernization of school education in Europe by mainstreaming the use of eLearning resources across Europe;
- Improving the rate of acquisition by teachers and children of digital competences;
- Stimulating the demand for innovative eLearning resources and their sustainable integration into teaching practices, at various levels of education and access to ICT equipment;
- Engaging pupils, teachers in innovative educational practices facilitated by ICT (such as communication, collaboration, problem solving and creativity).

3.3. THEME 3: ICT FOR HEALTH, AGEING WELL AND INCLUSION

"Sustainable healthcare and ICT-based support for dignified and independent living" is one of the priorities of the Digital Agenda for Europe.

More specifically, a key action of the Agenda is for the Commission to work with Member States and Associated Countries competent authorities and all interested stakeholders in pilot actions to equip Europeans with secure online access to their medical health data by 2015 and to achieve by 2020 widespread deployment of telemedicine services.

This theme supports also the eInclusion initiative[11] as well as the need for the Union to strengthen cooperation between Member States and Associated Countries in eHealth and the lead market initiative for eHealth[12].

The total funding available for this theme is 18 M€ and it is intended to fund actions under the four objectives listed below.

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

Objective 3.1: ICT solutions for Fall prevention and detection and ICT and Ageing Network

This objective is supported by two distinct funding instruments.

a) For piloting ICT solutions for Fall prevention and detection:

Funding instrument: Pilot type B - It is intended to support several pilots for up to 8,5M€ of EU contribution in total.

Focus and outcomes

11 See http://ec.europa.eu/information_society/activities/einclusion/index_en.htm

12 eHealth 2009 Ministerial Conference Declaration, Prague 20 February 2009: "eHealth for Individuals, Society and Economy"(http://ec.europa.eu/information_society/activities/health/docs/events/2009/ehealth2009/prague_declaration.pdf) and COM (2007) 860 final

The objective is to significantly improve quality of life and care for the ageing population by providing independent living solutions with focus on fall protection / prevention and safety of elderly people. This should demonstrate a substantial increase in quality of life for elderly people while greatly reducing costs of care, thus supporting a large scale take-up of solutions across Europe.

Solutions should address the needs of the full value chain, including the necessary organisational re-engineering and associated business models and financial planning. The involved pilot sites should be selected to be representative of different social and organisational contexts across Europe in order to demonstrate the necessary flexibility of the technological solution to meet the related needs. The pilots should demonstrate substantial prolongation of the time elderly people can continue to be at home as well as the resulting increased efficiency of the care systems.

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

Conditions and characteristics

- The pilots should address the above goal through ICT based solutions building on a complete set of common specifications for integrated technology and services agreed by the actors of the whole value chain. This should cover:
  - prevention of falls (e.g. through support such as intelligent lighting and environments, smart walkers, smart shoes and carpets, safety, cognitive or balance training etc.)
  - fall detection, e.g. reliable detection (minimising false positives or negatives by combining several sensing data), design of solution for compliance and user acceptance (e.g. how to ensure that users wear sensors, that solutions can be used in the bathroom or bedroom (privacy), fast response (ensuring that support can be provided rapidly in case of need)
  - wider safety and independent living support (as part of an integrated solutions to prolong independent living of people at risk of falling, and taking into account a life-course perspective to fall.
- The pilots shall carry out a wide validation of integrated (not individual components), innovative ICT solutions supporting falls of elderly people in home settings (institutional settings may also be covered as an additional element).
- The pilots, though ICT-based, should address how the proposed solutions could form part of wider comprehensive approaches to fall prevention and mitigation.
- The solutions shall be tested in real life and a consolidated set of requirements and validated functional specifications should emerge as a result.
- Proposers should present a credible methodology and pilot population for ensuring significance in the evidence of socio-economic impact, for example by involving people which have already experienced falls, but sufficient measures should be taken to guarantee safety of the pilot participants.

- 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 proposals should address interoperability issues, comply with relevant standards and take into account best practices and relevant standardisation efforts. They should also 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. It will also include detailed plans for larger-scale sustainable uptake and replication beyond the pilot; as well as reference material including guidelines, manuals, educational materials to be used for dissemination.
- The pilots should include specific and realistic quantified indicators to monitor progress at all stages during the pilot.
- Networking and coordination between the pilots are also required for ensuring maximum visibility and impact.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

Expected impact

- Substantially prolonging the time that elderly people can live independently at home by providing ICT-based safety and fall prevention/detection services;
- Delivering evidence of improvements for quality of life of older people and their families, as well as for health and social care systems and services;
- Facilitating wide take-up of ICT-based fall prevention solutions across Europe;
- Ensuring world leading position of European industry in innovative markets for ICT ICT based solutions supporting independent living and the ageing population.

b) For ICT & Ageing Network:

Funding instrument: Thematic Network - It is intended to support one Thematic Network for up to 500 k€ of EU contribution.

Focus and outcomes

ICT & Ageing well solutions have demonstrated great potential for improving quality of life and sustainability of care for the ageing population. There are major initiatives underway at European and national level, but they are currently still largely working in isolation.

The objective is to bring together the key national or regional initiatives in the field of ICT for Ageing Well in order to develop guidelines for deployment of such ICT & Ageing Well solutions, share good practice and disseminate information to all the stakeholders across Europe.

In particular, a strengthened dialogue with the investment community can be ensured by consolidating and sharing information as well as developing common approaches on measurements of socio-economic impact and combined evidence of impact from "Ageing Well" solutions.

The network shall ensure that a reliable information base is established, which can offer access to relevant information about current activities and results emerging from across Europe.

Conditions and characteristics

The network should:

- build on the key national or regional stakeholder platforms associated with ICT & Ageing. It should reach out to a wider set of national and international stakeholders, such as industry, users organisations, public authorities, investors, housing and insurance companies and service providers from across Europe;
- liaise with related EU level activities, notably by integrating results from the ICT for ageing well pilots under the ICT-PSP programme as well as relevant national pilots, and contribute to key events and activities.

Regular workshops should be organised on topics of common interest, such as indicators and measurement methodologies for impact assessment, emerging care standards as well as exchange of current results and experiences to a wider set of stakeholders, including consolidation of common specifications for successful solutions and their wide dissemination.

Expected impact

- Substantially prolonging the time that elderly people can live independently at home by providing ICT-based safety and fall prevention/detection services;
- Delivering evidence of improvements for quality of life of older people and their families, as well as for health and social care systems and services;
- Accelerating the take-up of ICT solutions for Ageing Well (and independent living) solutions across Europe;
- Strengthening partnerships across the Ageing Well (and independent living) value-chain (from innovators, industry players, public authorities and investors);
- Contributing to the creation of an EU-wide market for ICT-enabled Ageing Well solutions, and to world leading position of European industry in this field.

Objective 3.2: Digital competences and social inclusion

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

Focus and outcomes

The objective is to help develop digital competences and digitally-supported professional skills for social inclusion actors, with special focus on domiciliary care workers. This will be done by piloting operational support through online tools and services as well as targeted distance training, acquisition and certification of competences.

This should contribute to structure "social inclusion" professions and market and to improve the efficiency of health and social care systems and services.

Conditions and characteristics

The pilot targets primarily "social inclusion actors" as well as the people they support. They include in particular carers of dependent people whether formal or informal including family relatives, and possibly social assistants, "telecentres" staff, relevant associations and authorities. Proposals should either include those constituencies or establish close links with them and demonstrate the capacity to mobilise relevant actors during the pilot duration.

The pilot should address the following elements:

- Provision of a single entry point to on line information, services, platforms and tools existing in European countries relevant to the target groups. It should be structured by themes covering e.g. acquisition and recognition of competences, practical support and tools, relevant information from various sources (public authorities, professional bodies, users/ citizens associations…), good practices, evidence of impact.
- Provision of additional tools and materials supporting the target groups, building and complementing existing resources.
- Online learning and training facilities and packages tailored for the target groups, either relating specifically to digital competences or to other relevant competences that can be acquired online.
- Assessment and certification schemes for digital competences and skills needed for social inclusion actors.
- Channels for communication, collaboration and support intended for members of the target groups and other relevant actors.
- A particular attention should be paid on user centricity and usability as well as accessibility and multilingualism for the proposed services. The pilot should include specific and realistic quantified indicators to monitor progress at all stages during the pilot.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

Expected impact

- Strengthening the use ICT solutions for delivering social support and care;
- Increasing digital competences and engagement of persons involved in this area;
- Raising the profile of social inclusion work.

Objective 3.3: e-accessibility

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

Focus and outcomes

The aim is to reinforce the implementation of e-accessibility across Europe, notably in the area of public services. This should be done through the provision of common approaches leading to the creation and the delivery of accessible services for people with disabilities and the monitoring of accessibility through multiple platforms.

Conditions and characteristics

The pilot will address in particular the following elements:

- Technology guidance for generating, testing and validating accessible presentation and content on multiple platforms (web, digital TV, mobile, public digital terminals).

  This will address in particular tools, templates and specifications for accessible page creation and design, content creation and management. Automatic and manual testing will be considered, as well as quality control certification and conformance aspects. This work will build as appropriate on past and ongoing EU-funded projects[13] and taking into account existing specifications (notably those widely acknowledged internationally) for web content, authoring tools, user agents, rich internet applications and other aspects relevant to e- accessibility.

- Accessible online public services/ services of general interest, paying special attention to services with high social impact and to cross-border services.

  As appropriate, the "European Interoperability Framework" for e-government[14] and inclusive e-government aspects beyond accessibility (e.g. usability, user centricity) shall be also considered. Special attention will be also paid to accessibility requirements for public procurement of web-based services, on the basis of appropriate guidance and toolkits. Special attention will be paid to: multi-platform delivery (mobile, TV, public digital terminals,…); "dynamic web"/ web 2.0 applications ; interaction with users, both relating to the use of the service itself (access to information, forms, transactions, etc) and to user feedback and online assistance regarding e- accessibility issues.

- Support packages and training for creators and managers of web sites and other on line information. This will include reference curricula, competence assessment and certification, tutorials and good practices repository.

- Public awareness as well as monitoring and assessment schemes for e-accessibility status and impact, notably in terms of quality of service, costs and benefits.

[13] For instance, in addition to the R&D projects http://www.aegis-project.eu/ , http://www.accessible-eu.org/ , see projects from the user modelling cluster: Veritas, Vicon, MyUI, Guide (http://cordis.europa.eu/fp7/ict/projects/home_en.html); and the CIP ICT PSP projects DTV4ALL, REACH112, T-SENIORITY, eAccess+, and public digital terminal work contracted from ICT PSP Call 4 (http://ec.europa.eu/information_society/apps/projects/index.cfm?prog_id=IPSP)

[14] http://ec.europa.eu/idabc/servlets/Docd552.pdf?id=19529

- In addition, A wide range of user profiles and user functionalities to be taken into account (using as appropriate the International Classification of Functioning, Disability and Health (ICF) from the World Health Organisation[15])
- International standards and specifications related to web- and e-accessibility. In particular, the pilot will build upon and liaise with activities undertaken under the European standardisation mandate 376[16].
- The work should build upon and integrate the achievements of the CIP pilots on e-accessibility (digital TV, access to emergency services, web-accessibility support, public digital terminals) and on the CIP thematic network "eAccess+".
- The pilot should include specific and realistic quantified indicators to monitor progress at all stages during the pilot.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

Expected impact

- Facilitating the alignment of efforts on web- and eAccessibility implementation across the EU;
- Developing and validating common European approaches and associated methodologies preparing smooth implementation of future European standards.

Objective 3.4: Empowering patients and supporting widespread deployment of telemedicine services:

This objective will be supported through two distinct funding instruments

a) For empowering patients through secure on line access by citizens to their medical/health records

Funding instrument: Pilot Type B - It is intended to support one pilot action for up to 3,5M€ of EU contribution.

Focus and outcomes

The health and quality of life of patients can be significantly improved through the use of innovative services, based on secure and user friendly online access by patients to their health data and integrated health records, as well as associated services including e-booking

[15] http://www.who.int/classifications/icf/en/

[16] Standardization Mandate 376 is a financially supported mandate from the European Commission to the European Standards Organizations in support of European Accessibility Requirements for Public Procurement of Products and Services in the ICT domain. Further information (mainly on its phase 1, already complete, while its phase 2 should start towards the end of 2010) is available at http://www.ictsb.org/Working_Groups/DATSCG/DATSCG_M376_started.htm.

of medical consultations or chronic disease management services. They empower patients to take a more active role in the management of their health and lifestyle.

The aim of the pilot is to validate in real life settings those services, to evaluate the benefits and prepare for their wider deployment.

They should be piloted on a large scale, at national or regional level, building on the experience of pioneering countries regarding the implementation of such services. Focus will be on scaling up and optimising work in progress.

The pilot should provide health and economic evaluations of the services and propose a business model for long term sustainability. It should provide recommendations for a minimum set of services and their EU wide implementation.

Conditions and characteristics

- Services to be piloted include, as non restrictive list:
  - Booking or re-scheduling medical appointment(s)
  - Track referrals (e.g. lab tests and/or specialists referrals)
  - Possibility to request second opinions from specialists or general practitioners
  - Chronic disease management support services
  - Tailored information for patients with specific conditions for educational purposes
  - Electronic pharmaceutical records and repeat e-prescriptions, in full respect of national legislations.

- The pilot should rely on multiple sites testing and address also the access to services when the patient is travelling.

- A specific attention should be paid on privacy protection and security for access and communication of patient data, as well as on user friendliness
- The pilot should produce large scale, measurable, comparable results, regarding the effectiveness of the solutions tested, using a commonly agreed and scientifically sound assessment methodology.
- The pilot should address legal, ethical and organisational challenges to the deployment of the services, and demonstrate their potential for scaling up and being sustainable.
- The Consortium should gather key players involved in provision of those services.
- The pilot should build synergies with existing initiatives relevant to the overall topic, including the pilot epSOS[17], the newly established eHealth Governance initiative[18] and ongoing related research activities[19].
- The pilot should include specific and realistic quantified indicators to monitor progress at all stages during the pilot.

[17] www.epsos.eu

[18] http://ec.europa.eu/information_society/activities/health/policy/ehealth_governance_initiative

[19] http://ec.europa.eu/information_society/activities/health/research

- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

Expected impact

- Enhancing patient empowerment leading to improved patient engagement in process of care and disease prevention;
- Strengthening the relationship between healthcare professionals and patients;
- Enhancing continuity and quality of care, and reducing duplication of tests and medical examinations;
- Supporting the deployment of innovative personalised healthcare services, and fostering the exchange of good practices between providers and users.

b) For supporting widespread deployment of telemedicine services:

Funding instrument: Thematic Network - It is intended to support one Thematic Network for up to 500k€ of EU contribution.

Focus and outcomes

The aim is to facilitate exchange of good practices, to build wide consensus among stakeholders in telemedicine and to prepare commitments on specific actions to alleviate the main roadblocks preventing a widespread deployment of telemedicine services.

The network is expected to build on the issues outlined in the Commission Communication on "Telemedicine for the benefit of patients, healthcare systems and society[20]" and develop specific guidelines to accelerate telemedicine deployment and meet the target set by the Digital Agenda for Europe in eHealth.

In particular, the network will provide a platform for stakeholders and Member States and Associated Countries representatives to address legal issues linked to this deployment. Organisational, technical and market related issues will be also addressed.

Conditions and characteristics

The network should:

- Gather experts from national telemedicine associations, Member States and Associated Countries representatives and other relevant stakeholders like patient organisations, health professionals (including health providers and managers, payers and industry). The involvement of health professional organisations is considered to be particularly important for the success of the work.

[20] http://ec.europa.eu/information_society/activities/health/docs/policy/telemedicine/telemedicine-com(2008)689-en.pdf

- Build synergies with existing initiatives. In particular it will take in due account the activities of the pilot "RENEWING Health" and provide input, via well defined working methods, to the eHealth Governance initiative.

Expected impact

- Creating EU wide consensus on common solutions to address legal and organisational challenges on implementation of telemedicine services;
- Disseminating good practices in telemedicine deployment;
- Enhancing legal certainty in telemedicine contributing to wider acceptance.

3.4. THEME 4: ICT FOR INNOVATIVE GOVERNMENT AND PUBLIC SERVICES

This theme supports the 'Digital Agenda for Europe' by innovating and making government services more effective and fully interoperable. It is in line with the eGovernment Action Plan and the "Malmö Ministerial Declaration on eGovernment"[21] that includes provisions on improving organisational processes and promoting innovation in services.

In 2011, emphasis is put on:

- Cloud computing and Service Oriented Architectures in public services allowing for efficiency gains, for service aggregation, sharing and reuse and for opening up, when relevant, of public resources to the private sector
- Trustworthy electronic identity systems and the development of an EU-wide eID management system.
- Preparation of administrations for the move to IPv6.

The total available funding for this theme is 21,5 M€ and it is intended to fund projects under the three objectives listed below.

Objective 4.1: Towards a cloud of public services

Funding instrument: Pilot type B - It is intended to support several actions for up to 10M€ of EU contribution in total (up to 5M€ per pilot).

Focus and outcomes

The aim is to test and show the added value of Service Oriented Architectures (SOAs) and Cloud Computing for eGovernment services in view of their larger deployment in the public sector.

Cloud computing, notably its service layer including SOAs, offer the possibility for administrations to deliver services that are more flexible and are easier to develop, maintain, open and share. The pilots will test and validate the use of these technologies by administrations/authorities and more precisely the means to develop new services by combining building blocks, to open up services to a wider range of public and private

[21] http://www.egov2009.se/wp-content/uploads/Ministerial-Declaration-on-eGovernment.pdf

providers and to rationalise costs. The pilots will assess the benefits for public administrations and for private organisations using sharable services.

The chosen domain of application of the pilots will aim at offering innovative personalised services to businesses and/or citizens. Example of possible area of application could be innovative provision of geographic information based services.

Conditions and characteristics

The pilots will:

- Test and validate innovative services based on aggregation of basic services, through a running for a period of at least 12 months.
- Include all the relevant stakeholders, in particular the relevant public administrations, for the delivery of those services. The basic services can be provided by the consortium partners and/or by third parties outside the consortium.
- Develop a full "business" case for public administrations to migrate to the new service oriented architecture.
- A specific attention should be paid on privacy and data protection, and on security aspects.
- The pilot should include specific and realistic quantified indicators to monitor progress at all stages during the pilot.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

Expected impact

- Contributing to more effective and efficient administrative services;
- Stimulating the provision by the private sector of new services using public information and services;
- Demonstrating that innovative architectures can be used and applied to many different legal environments, while offering the same benefits;
- Demonstrating (at long term) reduction of costs and administrative burden for service provisioning.

Objective 4.2: Towards a single European electronic Identification and authentication area

Funding instrument: Pilot type A - It is intended to support one Pilot for up to 8,5M€ of EU contribution.

Focus and outcomes

The aim of this objective is to take further steps towards the creation of a fully operational framework and infrastructure for electronic identities in EU, thereby achieving a single

European electronic identification area. (Borderless) digital living requires coherent European electronic identification, secure ways for authentication of electronic identities (eID) and secure ways for the transfer of eID attributes - all under the control of the user and with a high-level data protection.

The added value and "business" potential of using eID is not only widely recognised for public services and also for improved, secure and faster services for businesses.

Therefore, it is proposed to pilot the use of eID in a number of different application sectors, e.g. such as Transport, Health, Social Security, Pensions, Employment, Public/Business Registry, Banking and Telecom, with eIDs issued by a number of different trusted organisations, public or private.

The pilot will also test the interoperability of the different approaches, at national and EU level, for persons and legal entities, including the facility to 'mandate' between them.

Conditions and characteristics

The overall pilot shall have the following characteristics:

- It should validate the architecture for an EU-wide eID management and authentication infrastructure. It is expected to address governance issues on eID and authentication, related to cross border and cross sector aspects.
- Privacy issues should be addressed with eID management solutions assisting the citizens to be in control of their digital selves and their personal data. Solutions shall be in compliance with privacy protection regulations, prevailing eID standards and eID solutions widespread among the Member States and Associated Countries.
- Each of the application tested in the pilot, should include a minimum of three Member or Associated Countries. Representative stakeholders of the concerned sectors and the eID delivery chains should be involved, including in particular relevant public administrations or agencies. Technology and solutions used should be based on best practices (and should demonstrate added value with respect to other eIDsolutions).
- The pilot should demonstrate the convergence of public and private sector eID management, and validate business cases for long term sustainability of the chosen applications.
- It should build on the results from the STORK pilot[22] and develop reference applications and building blocks that should be suitable for integration with prevailing eIDM systems used in the Member States and Associated Countries..
- Individual 'application pilots' should be running for a period of at least 12 months where the solution is operational, and the usage can be evaluated.
- Common specifications and building blocks from the pilot shall be openly shared with all Member States and Associated Countries independent of their participation in the project.
- The pilot shall have a Member States and Associated Countries reference group and an industrial monitoring group that allow other Member States and Associated Countries as well as industry and relevant stakeholder organisations to follow and comment on common specifications.

[22] www.eid-stork.eu

- The pilot should include specific and realistic quantified indicators to monitor progress at all stages during the pilot.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

Expected impact

- Facilitating mobility in the EU through enhanced accessibility to a number of eID cross-border applications;
- Enhancing the Digital Single market for public and commercial services;
- Establishing mechanisms for cross-border, cross sector identification and authentication, widely usable in the EU;
- Providing standards and common specifications for the handling of eID related information across national borders and application domains.

Objective 4.3: Piloting IPv6 upgrade for eGovernment services in Europe

Funding instrument: Pilot Type B - it is intended to support one pilot action for up to 3M€ of EU contribution.

Focus and outcomes

With a depletion of IPv4 addresses expected soon, public administrations and other stakeholders must prepare for IPv6 deployment in order to ensure continuity of their services. The aim is hence to stimulate the upgrade of eGovernment infrastructures, and services of public interest to IPv6.

This is expected to be done through one pilot action addressing:

- 3 to 5 complementary experiments upgrading to IPv6 a set of representative eGovernment infrastructures and services of public interest. IPv6 enabled government and public networks; IPv6 enabled governmental portals; or IPv6 enabled sectoral portals with public interest but provided by a private organisation are typical but non-exclusive examples of such experiments.
- The experiments shall be used as showcases to derive best practices, guidelines, methodologies and toolkits for the migration from IPv4 to IPv6. In the validation of each experiment, it is expected to address issues like cost-efficiency and cost-benefit analysis, experience with incentive measures, success factors, partnership, methodologies, immediate and long term benefits, viable transition paths, etc..
- A targeted Europe-wide dissemination campaign shall finally aim at further stimulating the EU-wide take-up of IPv6 in public administrations and by other relevant stakeholders.

Conditions and characteristics

- The proposed set of experiments within the pilot should provide complementary experiences, in view of facilitating replication of approaches for upgrading to IPv6.
- At least one of the experiments shall have a strong cross-border and interoperability dimension, e.g. in terms of services offered in several Member States and Associated Countries.
- Different experiments should ideally be led by stakeholders from different Member States or Associated States.
- All experiments should start from an existing baseline, e.g. an existing eGovernment infrastructure or service of public interest. Work should focus on enabling them to work with IPv6 using proven methodologies and technologies. Development of new infrastructures is beyond the scope of this initiative
- In each experiment, all relevant stakeholders of the value chain (e.g. public administrations, public authorities, public agencies, ISPs, content and service providers Internet organisations, research institutes, end users, vendors) should participate at the level necessary to successfully carry out the upgrade and evaluate the experiment.
- Proposers shall derive a transition plan for moving from IPv4 to IPv6, e.g. based on running in parallel integrated IPv4 and IPv6 implementations allowing that the constituency can gradually move to IPv6.
- A joint working group should be set up for exploiting synergies and sharing best practices across the experiments of the pilot, and for broadly disseminating the experiences to relevant stakeholders across Europe.
- Proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project life.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solution/service, as well as the public at large.

Expected impact

- Stimulating IPv6 upgrades of public networks and eGovernment services;
- Stimulating the development of new innovative IPv6 enabled content and services benefitting from new IPv6 functionalities;
- Contributing to the prevention of a secondary Ipv4 market and a quality drop in online public services caused by a depletion of the IPv4 address space.

3.5. THEME 5: OPEN INNOVATION FOR INTERNET-ENABLED SERVICES

The Digital Agenda for Europe aims to support fast and ultrafast Internet access[23] as well as open platforms for new products and services. Urban areas are faced with challenges that

[23] The objective is to ensure that, by 2020, (i) all Europeans have access to much higher internet speeds of above 30 Mbps and (ii) 50% or more of European households subscribe to internet connections above 100 Mbps.

investments in innovative ICT based solutions help to address, and front-runner cities play a pioneering role in engaging solution providers as well as users and citizens in the innovation process.

Building on existing user-driven innovation initiatives, the aim of this theme is to stimulate a wider deployment of standards and open platforms for the provisioning of new "ultrafast Internet" enabled products and services in urban areas.

These platforms shall help bootstrapping innovation ecosystems, thus accelerating the move towards "smart" cities[24] and providing a wide range of opportunities for ICT businesses (in particular SMEs) and technology suppliers to provide innovative solutions and for new, higher quality, and sustainable services benefiting to citizens and organisations.

In comparison to the Future Internet Public Private Partnership[25] with its results expected to enter the market in the second half of this decade, this theme is shorter term. Internet-based technologies to be used should be sufficiently mature for rapid take-up in services and products. Results of the pilots are expected to enter the market already during and directly after the end of the pilots, i.e. starting from 2013.

While pilots can make use of various innovative technologies, it is expected that one of them will show the benefits of '*Internet of Things*' type of technologies in services of high societal value. A budget of around 3 M€ of EU funding is foreseen for such a pilot.

Total funding available for this theme is 14 M€.

Objective 5.1: Open Innovation for Internet-enabled services in 'smart' cities'

Funding instrument: Pilot Type B - It is intended to support several pilot actions for up to 14M€ of EU contribution in total.

Focus and outcomes

Several pilots will be supported with the aim of accelerating the uptake of innovative "ultrafast Internet" based technologies and services in cities, based on shared platforms.

Each pilot should combine in an appropriate way the three following elements:

i) User-driven open innovation ecosystems, such as Living Labs, will aim at bridging the gap between the development of Internet-based technologies and their rapid uptake in new services. These should:
   - be an integral part of the local city ecosystem, while at the same time being networked across Europe;
   - engage the user early into the innovation process, allowing to better appraise new and emerging behaviours and use patterns;

[24] For the purposes of this work programme, a "smart" city is a city that makes a conscious effort to uptake innovative ICT based solutions to improve conditions of living and working and support a more inclusive, and sustainable urban environment.

[25] Supported under Challenge 1 of the ICT theme of the Co-operation Programme of FP 7.

- enable 'public-private partnerships with people' involving the citizens, and assess at an early stage the socio-economic implications, notably by validating innovative services, business models, processes and value networks.

ii) A cross-border network of 'smart cities' should exploit synergies and best practices by sharing common service platforms and related services and applications in a set of key areas across the partner cities.

- Piloting should take place at large scale both in terms of number of users and of diversity of services and applications clearly proving the cross border dimension.
- Local governments, including city authorities and public service operators, are expected to assume a driving role in the pilots.
- In line with the Digital Agenda for Europe flagship initiative, key areas should be selected, not exclusively, in the context of key policy objectives such as an ageing society, environment, reducing and measuring energy consumption, improving transportation efficiency and mobility, empowering patients, or enhancing the inclusion of persons with disabilities.

iii) Innovative Internet-based services will leverage on ultrafast fixed and wireless Internet connectivity and will be based on an appropriate combination of innovative, but mature, technologies such as mobile LTE[26] networks materialising the opportunities offered by the "digital dividend", advanced wireless devices and interfaces, mobile and location based technologies, access to cloud resources, as well as sensor networks. Due to their high importance, trust and security must be addressed explicitly and appropriately for all platforms and services.

Conditions and characteristics

- Proposers should adapt, integrate or extend existing open platforms/environments in cities for stimulating the development and validation in real setting of innovative Internet-based platforms and services. The pilots should, as far as possible, build on or link to existing or emerging initiatives, e.g. individual Living Labs or open city platform projects under national or regional funding, demonstration activities within research projects or across research clusters, or relevant projects supported by other EU Programmes such as the European Regional Development Funds.
- Proposals should justify their focus and provide concrete information in terms of the functionality of the common platform; the services and applications they plan to address; the scale at which these services are planned to be piloted; the extent to which users and citizens will be involved at all stages; the value which is added in comparison to existing services and applications; and in terms of sound short- to medium-term exploitation plans for the platforms and services tested during the course of the project.
- Proposers must seek balanced (business-citizens-public authorities-academia) partnerships, in which the EU funding is significantly complemented by other sources or contributions. It is expected that industrial stakeholders take-up a strong role. In particular, the pilots should engage SMEs with a potential for high growth and involve large user groups.
- Each pilot will include at least 3 cities located in different Member States or Associated Countries. Urban regions with city focus would be considered as well as 'cities'. As

[26] 3GPP Long Term Evolution (see glossary)

appropriate, large cities may link as well to advanced smaller 'satellite' cities or towns; advanced 'smart cities' may link to less advanced or less active cities to support them in catching up.

- The proposals should include specific and realistic quantified indicators to monitor progress at different stages in the project life.
- All pilots under this objective shall collaborate in a joint working group to exploit synergies such as addressing legal, governance and platform interoperability aspects, to position the European concepts and approaches in an international context, and to broadly share and disseminate experiences. In particular, the role that the "networked Living Labs approach" is playing and can in future play in supporting innovation in ICT and Internet-based services - especially for SMEs - shall be evaluated.
- Dissemination and communication activities should constitute an integral part of the proposed work, addressing not only experts, but also public authorities and relevant stakeholders who could play a role for the future deployment or replication of the envisaged solutions/services, as well as the public at large.

Expected impact

- Stimulating a wave of open platforms populated by diverse internet-based applications and services using innovative internet technologies;
- Offering opportunities for advanced wireless technologies benefiting from the European policy approach towards the digital dividend;
- Wider uptake of innovation ecosystems in cities through networking and sharing of experiences in planning and implementing "smart" cities concepts;
- Broad exploitation of best practices in "smart cities" across borders going beyond pure exchange of experiences;
- Reinforcing the role of the user/citizen in the innovation lifecycle, facilitating technological and also social innovation;
- Improving capacities for SMEs to develop, validate and integrate new ideas and rapidly scale-up for their services and products.

4. IMPLEMENTATION OF THE CALL FOR PROPOSALS

4.1. MAIN IMPLEMENTATION MEASURES AND UNION FINANCIAL CONTRIBUTION

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

- Pilot (Type A) - building on initiatives in Member States or Associated Countries;
- Pilot (Type B) - stimulating the uptake of innovative ICT based services and products and exploitation of digital content;
- Thematic Networks (TN) - providing a forum for stakeholders for experience exchange and consensus building.
- Best Practice Network (BPN) - exclusively for the theme on "digital libraries" to support sharing of best practices in this field.

The description and generic characteristics of each of the instruments is provided below, whereas Chapter 3 describes in detail the objectives that are subject to call for proposals in 2011 and which instrument(s) have to be used to achieve them.

Proposals must therefore carefully address the "focus and outcomes", the "condition and characteristics", as well as its contribution to the "expected impact" under each objective described in chapter 3. All these are reflected in the criteria and sub-criteria that will be used in the evaluation of proposals[27]. For all the types of instruments it is important that the applicants include sufficient resources in their project planning for the communication of results of their work as widely as possible, for the engagement with potential adopters in the form of workshops and seminars.. It is also important that the consortia demonstrate commitment to sharing experiences and good practices, which is considered essential for achieving full impact through wider deployment and use.

For all the types of instruments, the Union funding is granted in accordance with the principles of co-financing and non-profit for the funded activities of each individual partner and in compliance with the European Union Framework for State Aid for Research and Development and Innovation[28]. Union grants shall be calculated on the basis of eligible costs. A detailed description on eligible costs for each of the instruments can be found in the model grant agreement.

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

4.1.1.1. Instrument description

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

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

27 See section 4.3.3 Evaluation criteria

28 OJ C 323, 30.12.2006, p. 1

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[29].

The minimum requirement stated above is an **eligibility criterion**, hence proposals not meeting this criterion will not be accepted for evaluation[30].

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[31].

29 A template is provided in the Guide for Applicants

30 See section 4.4.3 Evaluation criteria

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

4.1.1.4. Extensibility of the consortium during implementation

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

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

4.1.1.5 Funding for Pilots type A

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

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

Indirect costs are eligible in accordance with the provisions in the model grant agreement. Indirect costs are calculated as a flat rate of 30% of personnel costs[32].

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

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

4.1.2.1. Instrument description

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

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

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

Type B pilot projects are expected to share experience and promote the outcomes of the pilot through any relevant dissemination and networking activities. This should be done for building on lessons learnt, facilitating wider deployment and use, in view of EU-wide take-up beyond the participants in the pilot. In particular networking activities with other pilot projects launched in the same areas are strongly encouraged.

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

4.1.2.2. Consortium Composition

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

4.1.2.3 Minimum participation requirements

The consortia must be comprised by a minimum of **four** independent[33] 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[34].

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected[35].

4.1.2.4 Funding for Pilots type B

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

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

Indirect costs are calculated as a flat rate of 30% of personnel costs[36].

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

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

34 See section 4.4.3 Evaluation criteria

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

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

good practices with the aim of creating the necessary conditions and consensus on action plans, standards and specifications in view to ensure the widest future replication and co-deployment of innovative solutions. The network should provide guidance for ICT-enabled solutions and their roll-out and will highlight the remaining obstacles to be overcome.

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

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

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

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

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

4.1.3.2. Consortium Composition

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

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

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

4.1.3.3. Minimum participation requirements

The consortia must be comprised by a minimum of **seven** independent[33] 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[37].

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected[38].

4.1.3.4 Funding for Thematic Network

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

37 See section 4.4.3 Evaluation criteria

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

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

More details and examples for the costs are indicated in the ICT PSP model grant agreement[39] and in the 'Guide for applicants' for Thematic Networks[40].

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

4.1.4. Best Practice Network

4.1.4.1. Instrument description

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

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

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

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

4.1.4.2. Consortium Composition

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

4.1.4.3. Minimum participation requirements

The consortia must be comprised by a minimum of **seven** independent[33] 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[41].

There is no upper legal limit for the number of participants as long as the indicative budget provisions are respected[42].

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

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

41 See section 4.4.3 Evaluation criteria

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

4.1.4.4 Funding for Best practice network

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

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

4.2. GENERAL CONDITIONS FOR PARTICIPATION

4.2.1. Entities established in the Member States and Associated Countries.

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

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

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

4.2.2. Entities established in third countries

Legal entities established in EFTA[43]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[44].

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

4.2.3. European Economic Interest groups (EEIG[45])

EEIGs may participate in individual actions and they may be accepted as sole beneficiaries provided that the minimum participation requirements for the respective instrument have been met. Where the minimum participation requirements are satisfied by a number of legal

43 European Free Trade Association

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

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

entities, which together form an EEIG, the latter may be the sole participant in an action, provided that it is established in a Member State or associated country.

4.2.4. International organisations

International Organisations[46] may participate in individual actions on a case-by-case basis and provided that the minimum participation requirements for the respective instrument have been met. Such entities will not receive Union funding.

4.3. SUBMISSION AND EVALUATION PROCESS

4.3.1. Making a proposal

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

4.3.2. Evaluation process

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

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

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

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

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

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

4.3.3. Evaluation criteria

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

4.3.3.1 Eligibility criteria

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

4.3.3.2 Award criteria

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

A1) Relevance

A2) Impact

A3) Implementation

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

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

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

0 - the proposal fails to address the criterion under examination or cannot be judged due to missing or incomplete information.

1 - Very poor: The criterion is addressed in an inadequate manner, or there are serious inherent weaknesses

2 - Not satisfactory: While the proposal broadly addresses the criterion, there are significant weaknesses.

3 - Good: The proposal addresses the criterion well, although improvements would be necessary.

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

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

The respective thresholds for the award criteria are:

Criterion	Threshold
A1	3
A2	3
A3	3

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

4.3.3.3 Selection criteria

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

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

S1) *Financial capacity to carry out the project*

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

S2) *operational capacity to carry out the project*

Applicants must have:

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

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

4.3.4. Selection of independent experts for evaluation and reviews

The Commission will select independent experts to assist with the evaluation of proposals and with the review of project results as well as for other purposes where specific expertise might be required for the implementation of the Programme. The experts shall be identified on the basis of a call for independent experts[47], leading to the establishment of a list of experts appropriate to the requirements of the Programme. Experts will be selected from this list on the basis of their ability to perform the tasks assigned to them, taking into account the thematic requirements of the call or project, and with consideration of geographical and gender balance.

4.4. INDICATIVE IMPLEMENTATION CALENDAR

The indicative calendar for the implementation of the ICT PSP call5 is indicated in the table below. The Commission expects to issue one call for proposals in accordance with this 2011 Work Programme.

Date	Event
February 2011	Publication of call for proposals
June 2011	Call closure
June 2011	Evaluation
September 2011	Start of negotiations
December 2011 / Early 2012	Completion of negotiations, signature of grant agreements

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

5. CALLS FOR TENDER AND SUPPORT MEASURES IMPLEMEMENTED BY GRANTS

The following actions are supported through calls for tender or grants awarded without call for proposal[48] in 2011.

Benchmarking the progress of the Information Society

Support will be given to the Union 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 and other competent national authorities of the Member States and Associated Countries where appropriate. To perform these surveys, grants will be awarded to the national institutes of statistics[49] and other competent national authorities 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 surveys or benchmarking measures addressing the following topics:

- Broadband coverage
- Broadband internet access costs
- Benchmarking eGovernment
- ICT in hospitals

They will be launched in the 2nd calendar quarter of 2011.

The budget dedicated for benchmarking the progress of the Information Society is 4,1 M€ including 2 M€ allocated for grants to the national institutes of statistics and other competent national authorities of the Member States and Associated Countries.

Studies, other measures, conferences and events

Studies

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

- Design of an evaluation framework for the implementation of the DAE
- Preparing consultation and stakeholder management for the DAE
- EU on line trustmarks
- Investments needed in broadband
- Economic and social potential of Public Sector Information (PSI) re-use
- Analysis of the needs for cross-border eGovernment services and assessment of the organisational, legal, technical and semantic barriers

Other measures

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

49In line with Regulation (EC) No 1006/2009 of the European Parliament and of the Council of 16 September 2009 amending Regulation (EC) No 808/2004 concerning European Union statistics on the information society (OJ L 286, 31.10.2009, p. 31) and REGULATION (EC) No 223/2009 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 11 March 2009 on European statistics (OJ L 87, 31.3.2009, p. 164)

- Data.gov.eu : It is intended to support an EU flagship initiative allowing companies and citizens to easily find, understand, and re-use data created and maintained by the European institutions and the MS.
- Common repositories, "ePractice.EU" portal: It is intended to support the continuation of the ePractice portal, which facilitates the identification, peer reviews and showcasing of good practices.

Studies and the above other measures repositories will be entirely implemented through calls for tenders. Unless specified otherwise in the above list, the calls for tenders will be launched in the 3rd calendar quarter of 2011.

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:

- Digital assembly for DAE :

  Support will go to the organisation of an annual Digital assembly for a wide stakeholders debate on the progress of the DAE. The budget will be of 2 M€. This event is scheduled to take place in the second quarter of 2011.

- eHealth 2012 ministerial conference (grant for a conference organised by the EU Presidency):

  Support will go to the Presidency in the form of a grant for the organisation of the eHealth Ministerial Conference. The grant will be of 0,2 M€ and will be awarded under the "monopole de fait" conditions. This event is scheduled to take place in the first half of 2012.

- eGovernment 2011 ministerial conference (grant for a conference organised by the EU Presidency):

  Support will go to the Polish Presidency in the form of a grant for the organisation of the eGovernment Ministerial Conference. The grant will be of 0,4 M€ and will be awarded under the "monopole de fait" conditions. This event is scheduled to take place in the second half of 2011.

- Conference on "Innovation for Digital Inclusion": (grant for a conference organised by the EU Presidency):

  Support will go to the Polish Presidency in the form of a grant for the organisation of this conference. The grant will be of 50 000 € and will be awarded under the "monopole de fait" conditions. This event is scheduled to take place in the second half of 2011.

In addition support will be provided to communication, and to evaluation and project reviews. The budget dedicated to "studies, other measures, conferences and events" is 5,4 M€**.**

From the total budget of 9,5 M€ dedicated to the activities described in chapter 5, the overall budgetary envelope for the procurement is up to 6,85 M€, 2 M€ will be allocated following call for proposals by Eurostat and up to 0,65 M€ will be awarded under "Monopole de fait" conditions.

6. INDICATIVE BUDGET

The budget of the ICT PSP Work programme 2011 is estimated at 125,000 M€[50]. It will be used for the grants awarded following the call for proposals, other grants foreseen in this Work Programme and the calls for tender.

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

Indicative budget			
Operational budget	***Call for proposals (see note)***	Theme 1 : ICT for a low carbon economy and smart mobility	24
		Theme 2 : Digital content	38
		Theme 3 : ICT for health, ageing well and inclusion	18
		Theme 4 : ICT for innovative government and public services	21,5
		Theme 5 : Open innovation for internet-enabled services	14
	Calls for tender and support measure implemented by grants		9,500
	TOTAL		**125,000**

Note : For any of the above themes that are implemented by Calls for Proposals (i.e. Themes 1 to 5), the allocated budget will be used to support the eligible proposals that have passed the thresholds of the award criteria following the indications described in 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.

50 This indicative amount of 125,000 M€ includes the contributions to be received from EFTA / EEA countries and from the republic of Croatia (participating in ICT PSP since May 2008) as well as from Turkey (participating in ICT PSP since 2009) and the republic of Serbia (participating in ICT PSP from 2010 on). This amount may increase by contributions from future associated countries that may participate in the programme.

7. CALL FICHE

- Call identifier: CIP-ICT PSP-2011-5
- Date of publication: 28 February 2011[51]
- Closure date: 01 June 2011, at 17h00, Brussels local time[52]
- Indicative budget : 115,5 M€
- Topics called:

Themes	Objectives	Funding instruments
Theme 1: ICT for a low carbon economy and smart mobility	1.1: Innovative lighting systems based on Solid State Lighting (SSL)	Pilot B
	1.2: ICT for Energy Efficiency in Public Buildings	Pilot B
	1.3: Smart Connected Electro-Mobility	Pilot B
Theme 2 : Digital content	2.1: Aggregating content in Europeana	BPN
	2.2: Digitising content for Europeana	Pilot B
	2.3: Raising awareness of Europeana and promoting its use	BPN
	2.4: elearning	Pilot B
Theme 3: ICT for health, ageing well and inclusion	3.1: ICT Solutions for Fall prevention, and ICT and Ageing network	Pilot B and Thematic Network
	3.2: Digital competences and social inclusion	Pilot B
	3.3: e-accessibility	Pilot B
	3.4: Empowering patients and supporting widespread deployment of telemedicine services	Pilot B and Thematic Network
Theme 4:ICT for innovative government and public services	4.1: Towards a cloud of public services	Pilot B
	4.2: Towards a single European electronic Identification and authentication area	Pilot A
	4.3: Piloting IPv6 upgrade for eGovernment services in Europe	Pilot B
Theme 5: Open Innovation for Internet-enabled Services	5.1: Open Innovation for future Internet-enabled Services in "smart" Cities	Pilot B

8. FURTHER INFORMATION

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

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

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

9. ANNEXES

9.1. ANNEX 1 – ELIGIBILITY AND EXCLUSION CRITERIA

The following must be complied with:

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

E2) Submission of a complete proposal.

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

Pilot A:

The consortia must be comprised by a minimum of **six** relevant national administrations or a legal entity designated to act on their behalf from **six** different EU Member States or Associated Countries. If a national administration is represented in the consortium by a designated legal entity, then the national administration will need to certify that the legal entity has been designated to act on its behalf for the purpose of the pilot[53].

Pilot B:

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

Best Practice Networks and Thematic Networks:

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

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

Applicants will be excluded from participation if:

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

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

(c) they have been guilty of grave professional misconduct proven by any means which the European Union 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;

53 A template is provided in the Guide for Applicants

(f) they are currently subject to an administrative penalty imposed by the European Union in accordance with Article 96(1) of the Financial Regulation[54];

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

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

Applicants **must certify that they are not in one of the situations listed above.** Applicants making false declarations expose themselves to financial penalties and exclusion from grants and contracts[55].

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

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

9.2. ANNEX 2 - A) - AWARD CRITERIA – PILOT A

Relevance

- Alignment with the general objectives of the ICT PSP programme and with the addressed specific objective described under chapter 3 of the work programme

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

Impact

- Contribution of the project to the target outcome and expected impact as defined in the specific objective addressed

- Long term impact: viability, sustainability and scalability beyond the phases of work sponsored by the European Union in view of EU-wide operations. Attention should be given to the support by public entities and the capability to build support across the EU in view of reaching EU wide consensus

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

Implementation

- Quality of the approach (taking into account specificities of the participation of administrations) and convincing work plan with well-defined work packages, schedule, partner roles and deliverables; effectiveness of the management approach

- Capability and commitment of the partnership to reach the objectives of the project. Attention should be given to the involvement of relevant stakeholders to achieve the objectives of the proposal

- Appropriateness of resource allocation and estimated cost in view of the achievement of the objectives of the proposal

- Specific and realistic quantified indicators provided to measure progress towards the achievement of the addressed objectives at different stages in the project lifetime

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

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

9.3. ANNEX 2 - B) - AWARD CRITERIA – PILOT B

Relevance

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

Impact

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

Implementation

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

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

9.4. ANNEX 2 - C) - AWARD CRITERIA - THEMATIC NETWORKS

Relevance

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

Impact

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

Implementation

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

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

9.5. ANNEX 2 - D) - AWARD CRITERIA –BEST PRACTICE NETWORKS

Relevance

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

Impact

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

Implementation

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

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

9.6. ANNEX 3 – CONFORMITY WITH THE LEGAL BASE

The themes and objectives described hereafter in chapters 3 and 5 refer to the three categories of actions that can be provided for under the ICT Policy Support Programme as defined in Art. 26(2) [56] of the CIP legal base:

- The WP Objectives 2.1 to 2.3; as well as the support to "benchmarking of the European information society" and to "Studies, portal and/or common repositories, conferences and events" cover Point a) of Article 26.

- The WP Objectives 1.1 to 1.3; 2.4, 3.1 to 3.4; 4.1 and 4.3 address the objectives defined under points b) and c) of Article 26;

- The WP Objective 5.1 addresses point b) of Article 26.

56 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.

9.7. ANNEX 4 – GLOSSARY

Assistive Technologies (AT)	Assistive Technology (AT) is a generic term for technology used by individuals, particularly those with disabilities, in order to perform functions that might otherwise be difficult or impossible. AT can include hardware, software, and peripherals that assist people with disabilities in accessing computers or other ICT.
Beneficiary	Signatory to a grant agreement with the European Commission
Building blocks	In the context of this work programme, "Building blocks" should be understood as common modules which are essential for the deployment of interoperable services.
Best Practice Network (BPN)	It is a funding instrument supporting the adoption of standards and specifications for making European digital libraries more accessible and usable by combining the "consensus building and awareness raising" function of a network with the large-scale implementation in real-life context of one or more concrete specifications or standards by its members.
Call for Proposals	As published in the Official Journal. Opens parts of a work programme for proposals, indicating what types of actions are required.
Call for Tender	As published in the Official Journal. Tenders are special procedures to generate competing offers from different bidders looking to obtain an award of business activity in works, supply, or service contracts.
Common specifications	In the context of ICTPSP, these are a specific set of requirements that are common and necessary for the implementation or deployment of an interoperable solution between different countries. These requirements may include functional, operational, technical, legal and organisational aspects.
Co-modality	For the European Commission the "co-modality" refers to a "use of different modes on their own and in combination" in the aim to obtain "an optimal and sustainable use of resources".
Deployment	The construction and operation of the application to offer the services in a real life environment.
Digital Agenda for Europe (DAE)	Adopted in 2010, the Digital Agenda is Europe's strategy for a flourishing digital economy by 2020. It outlines policies and actions to maximise the benefit of the Digital Revolution for all. To achieve these goals, the Commission will work closely with national governments, concerned organisations and companies. An annual Digital Assembly will bring stakeholders together to assess progress and emerging challenges. http://ec.europa.eu/information_society/digital-agenda/index_en.htm
Digital libraries	For the purposes of this work programme digital libraries are organised collections of digital content made available to the public by cultural and scientific institutions (libraries, archives and museums) and private content holders (e.g. publishers) in the EU Member States or Associated Countries. They can consist of all kinds of "physical" material that has been digitised (books, audiovisual or multimedia material, photographs, documents in archives, etc.) and material originally produced in digital format.
Electro-Mobility	Electro-Mobility is the mobility offer by electric vehicles that are fully integrated into a well adapted transport system.

Eco-Applications	In the field of energy efficient co-operative transport management systems, these are applications and systems that include an ecological dimension with measures leading to more energy efficient and lower carbon mobility: - Eco-Access Management: Taking account of emission criteria for access in specific areas, e.g. low emission zones, no heavy goods vehicles, sensitive urban environments etc. - Eco-Traffic and Control management: Co-ordinated Dynamic Urban Traffic Control and Traffic Management for cleaner and more efficient mobility, e.g. optimising traffic flow, leading to shorter journey times and lower average fuel consumption; fewer stop-start cycles leading to lower fuel consumption and related emissions, etc. as well as increasing the efficiency of transportation networks, by improving synchronization between logistic users, operators and control authorities. - Eco-driving (supported through ICT): it is about driving in a style suited to modern engine technology: smart, smooth and safe driving techniques that lead to average fuel savings, reducing greenhouse gas emissions and accident rates. - Eco-Demand management services: ICT support for mobility management such as car sharing or flexible public transport solutions (with collective transport services ranging from taxis through mini- and midi-bus to full-scale bus services, could be configures to help reduce greenhouse gas and other emissions, and fuel consumption). - Eco-Navigation and Travel Information systems: Providing the user with information on how to choose the most energy efficient route and/or transport mode.
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).
eMature schools	For the purpose of this document, eMature schools are schools with strategies and resources to approach and use ICT for educational and administrative purposes, including appropriate support mechanisms.
EUPL	European Union Public Licence. Further information can found at http://ec.europa.eu/idabc/en/document/6523.
e-Prescription	Electronic transfer of medical prescriptions from doctor to pharmacist as opposed to the current paper-based method
e-Procurement	Electronic Procurement is the purchase and sale of supplies and services through the Internet. The focus of ICTPSP in this workprogramme is electronic public procurement (public tender processing by electronic means).
EU	European Union
Europeana	Europeana is the single, direct and multilingual gateway to Europe's cultural heritage: www.europeana.eu.
Evaluation	The process by which proposals are, or are not, retained with a view to selection as projects. Evaluation is conducted through the application of eligibility, award and selection criteria identified in a work programme. The evaluation is conducted by the Commission assisted by independent experts.
Greenhouse Gas (GHG)	A greenhouse gas is a gas in an atmosphere that absorbs and emits radiation within the thermal infrared range. This process is the fundamental cause of the greenhouse effect.
Grant agreement	Agreement between the Commission and the beneficiaries setting out the conditions of the awarding of European Union grants.
Grants	Grants are direct financial contributions covered by a written agreement, by way of donation, from the European Union budget in order to finance either an action intended to help achieve an objective forming part of a European Union policy; or the functioning of a body which pursues an aim of general European interest or has an objective forming part of a European Union policy.

ICT	Information and Communication Technologies.
ICT for Ageing Well	ICT can enable older people to participate fully in society and the economy. With the aging of the population, activating and empowering of these parts of the society can generate benefits for businesses, economy and society at large. ICT for aging well means maintaining a high quality, independent life for elderly people, where the specific application areas for age-friendly ICT based products and services encompass: active ageing in the work situation, living in the community, and independent living at home. http://ec.europa.eu/information_society/activities/einclusion/policy/ageing/index_en.htm
IDABC, IDABC eGovernment Observatory	IDABC (2005-2009) stands for the Interoperable Delivery of European eGovernment Services to public Administrations, Businesses and Citizens. . Further information can be found at http://europa.eu.int/IDABC/.
Instruments	In the context of the ICTPSP, the instruments are the financing tools that allow achieving the objectives defined in the work programme for each of the themes. There are four types of instruments: Pilot (Type A) - Pilot (Type B), Thematic Networks and Best Practice Networks. The work programme indicates for each of the objectives the instrument that must be used.
Internet-of-Things	The Internet of Things refers to a network of objects, such as sensors, devices or household appliances.
Interoperability	Interoperability means the ability of information and communication (ICT) systems and of the business processes they support to exchange data and to enable the sharing of information and knowledge.
IPv6	Internet Protocol version 6
ISA	ISA is a new programme for the period 2010–15 on "Interoperability Solutions for European Public Administrations". This programme is the follow-on of IDABC which comes to an end on 31 December 2009. See Decision n°992/2009/EC of the European Parliament and of the Council of 16 September 2009 on interoperability solutions for European public administration (ISA): http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2009:260:0020:0027:EN:PDF
IST	Information Society Technologies. A thematic priority for Research and Development in the European Union Sixth Framework Programme. (FP6) Further information can be found at http://www.cordis.lu/ist/about/about.htm
Living Labs	Living Labs are user-driven open innovation ecosystems based on a business – citizens– government partnership which enables users to take an active part in the research, development and innovation process. Further information can be found at: http://ec.europa.eu/information_society/activities/livinglabs/docs/brochure_jan09_en.pdf
3GPP Long Term Evolution	3GPP Long Term Evolution (LTE), is the latest standard in the mobile network technology. It is a project of the 3rd Generation Partnership Project (3GPP), operating under a name trademarked by one of the associations within the partnership, the European Telecommunications Standards Institute.
Multiple or multi-channel platforms	The concept of multiple platforms refers to the simultaneous accessibility of services through different networks, terminal devices and interfaces with comparable user interfaces and user friendliness. Examples of platforms are: PC's, PDA's, telephone (mobile and fixed), messaging services, etc.
Objectives	In the context of the ICTPSP and for each of the themes identified in 2007 (eGovernment, eHealth, eInclusion), a number of objectives have been defined and described in chapter 3 of this workprogramme. Each proposal must address one of these objectives.
OJ	Official Journal of the European Union

Open Source software	An open source software is a software distributed freely with its code, allowing anyone to access, to study, to redistribute and to change it. It must be distributed under a license recognised by the Open Source Initiative (www.opensource.org) or the Free Software Foundation (FSF) (www.fsf.org).
Open Source solutions	Open Source solutions are services based on the use of standard which have an open source software reference implementation.
Open technical specification	For a technical specification to be considered open, the following must at least apply: The standards used within the specification are adopted and will be maintained by a not-for-profit organization, and its ongoing development occurs on the basis of an open decision-making procedure available to all interested parties (consensus or majority decision etc.). The specification (including the interface's specification) has been published and is available for use, re-use, copying and distribution without constraints for free or a nominal charge. The intellectual property right of the specification is made irrevocably available on a royalty-free basis.
Patient's summary	In the context of the ICTPSP a patient's summary should be understood to be a minimum set of patient's data which would provide a health professional with essential information needed in case of unexpected or unscheduled care.
Pilot Type A	ICTPSP instrument supporting large scale actions building on Member States or Associated Countries existing initiatives that will help to ensure the EU-wide interoperability of ICT-based solutions.
Pilot Type B	ICTPSP instrument supporting the implementation and uptake of and innovative service addressing the needs of citizens, governments and businesses. The pilot should be carried out under realistic conditions.
Prototype Service	In the context of ICTPSP – Pilots Type B; a service is considered to exist in the prototype state if it has been validated (proven) technically and functionally in a field trial but has not been subject to a validation in view of a wider deployment.
R&D	Research and Development
RFID	Radio Frequency Identification
SME	An enterprise that satisfies the criteria laid down in Commission Recommendation 2003/361/EC of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises (OJ L 124, 20.05.2003, p. 36) 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.
Service-oriented architecture	Service-oriented architecture (SOA) is a flexible set of design principles used during the phases of systems development and integration in computing. A system based on a SOA will package functionality as a suite of interoperable services that can be used within multiple separate systems from several business domains.
Social housing	In the context of this work programme, social housing refers to housing promoted by the state, by not-for-profit organizations, or by a combination of the two, with the aim of providing affordable housing.
Thematic Network	ICTPSP instrument supporting experience sharing and consensus building on ICT policy implementation around a common theme. The network may instigate working groups, workshops and exchanges of good practices.
Themes	In the context of ICTPSP, the funding is concentrated on a limited set of actions in predefined themes where European Union funding is needed. The themes can be revised and updated in subsequent annual work programmes.