Innovation support services
Guide for applicants

Deliverable 4.1: Definition of Open Calls
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1. ABOUT E-BOOST

E-BOOST aims to bring Europe and Single Market Program participating countries to the forefront of the electromobility. **E-BOOST aims to support European electromobility SMEs to recover from the COVID-19 crisis with a range of services to strengthen their resilience, green and digital transformation, and internationalisation.**

1.1. E-BOOST partners

<table>
<thead>
<tr>
<th>Partner</th>
<th>Name</th>
<th>Country</th>
<th>Role</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>DITECFER</td>
<td>DITECFER</td>
<td>Italy</td>
<td>Partner</td>
<td><a href="https://www.ditecfer.eu/en/progetto/e-boost/">https://www.ditecfer.eu/en/progetto/e-boost/</a></td>
</tr>
<tr>
<td>LOGISTIK INITIATIVE HAMBURG</td>
<td>LOGISTIK INITIATIVE HAMBURG</td>
<td>Germany</td>
<td>Partner</td>
<td><a href="https://www.hamburg-logistik.net/en/our-activities/projects/e-boost/">https://www.hamburg-logistik.net/en/our-activities/projects/e-boost/</a></td>
</tr>
<tr>
<td>KLASTER LOGISTYCZNO TRANSPORTOWY</td>
<td>KLASTER LOGISTYCZNO TRANSPORTOWY</td>
<td>Poland</td>
<td>Partner</td>
<td><a href="https://www.klasterlogtrans.pl/e-boost/">https://www.klasterlogtrans.pl/e-boost/</a></td>
</tr>
</tbody>
</table>
1.2. E-BOOST specific objectives

E-BOOST consortium invites proposals focused on the electromobility sectors which comply with the following objectives:

1. **Strong and resilient electromobility ecosystem** to improve the resilience of the EU electromobility sectors by developing value chains interlinkages in the EU Single Market. The aim is to improve electromobility value chains’ ability to cope with challenges and undergo transitions in a sustainable manner through the integration of different actors, competences, and solutions.

2. **Innovate for strategy autonomy** to build capacity in the most critical inputs and critical technologies in the Electromobility sectors. The aim is to reduce the dependency of companies on critical inputs and critical technologies through a development of novel ideas, substitutes, innovative products, or services.

3. **Adopt processes and technologies** to reinforce transformation into a greener and more digital economy. The aim is to adopt processes and technologies that improve the Electromobility value chains’ efficiency in the use of resources, open markets for green technologies and services and uptake of digital solutions.

4. **Go international** to facilitate the SMEs’ internationalisation with Canada and USA business markets in the electromobility sectors.

5. **Train to foster up- and reskilling** of the workforce whilst attracting talents in the electromobility sectors.

Proposals must aim at reaching one or many of them. In any case, they will need to be based on, at least, one objective of the list above.
1.3. **E-BOOST facts**

<table>
<thead>
<tr>
<th>Project Acronym</th>
<th>E-BOOST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Title</td>
<td>ElectromoBility for the recovery and internatiOnalisation of Small enTerprises</td>
</tr>
<tr>
<td>Project Reference</td>
<td>SMP-COSME-2021-CLUSTER</td>
</tr>
<tr>
<td>Project Topic</td>
<td>SMP-COSME-2021-CLUSTER-01 – Euroclusters for Europe’s recovery</td>
</tr>
<tr>
<td>Project Duration</td>
<td>30 months</td>
</tr>
<tr>
<td>Overall Budget</td>
<td>€ 1 388 067, 13</td>
</tr>
<tr>
<td></td>
<td>€ 1 041 622 Will directly benefit SMEs in the form of Lump Sums (Open Calls for Products &amp; Services, Innovations Services, Mobility Lump Sums, Mentoring Programs, etc.)</td>
</tr>
<tr>
<td>Overall budget for Innovation support services Lump Sums</td>
<td>€ 96 000</td>
</tr>
<tr>
<td>Website</td>
<td><a href="https://eboostproject.com/">https://eboostproject.com/</a></td>
</tr>
</tbody>
</table>

1.4. **E-BOOST contact points**

For any enquiries regarding the E-BOOST project, information and / or clarification about the Innovation support services Lump sum, please contact: info.eboost@cara.eu
2. GENERAL INTRODUCTION TO INNOVATION SUPPORT SERVICES LUMP SUMS

2.1. Financial support calculation

The maximum financial support per Lump Sum is €20,000. Specific information about maximum financial support per service can be found in section 3.2.2.

During the project implementation, an Innovation Support Services Lump Sum Open Call will be launched in two cut-offs, as explained below.

<table>
<thead>
<tr>
<th>Open Call</th>
<th>Available budget</th>
<th>Max. Lump Sum per beneficiary</th>
<th>Average Lump Sum per beneficiary</th>
<th>Number of beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovation Support Services Lump Sum Open Call: cut-off #1</td>
<td>€48,000</td>
<td>Up to €20,000</td>
<td>€8,000</td>
<td>Up to 6</td>
</tr>
<tr>
<td>Innovation Support Services Lump Sum Open Call: cut-off #2</td>
<td>€48,000</td>
<td>Up to €20,000</td>
<td>€8,000</td>
<td>Up to 6</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>€96,000</strong></td>
<td><strong>Up to €20,000</strong></td>
<td><strong>€8,000</strong></td>
<td><strong>Up to 12</strong></td>
</tr>
</tbody>
</table>

Applicants are entitled to apply and benefit from more than one type of E-BOOST Lump sums, with a combined maximum funding of €60,000 per beneficiary. In case where the maximum funding might be reached, E-BOOST will adjust the total value of the Lump sum to enforce this limit.
3. APPLICATION

3.1. Who can apply?

Applicants will be eligible to Open Calls only if all the following conditions are met:

1) Be a SME according to the European Definition regulated in the Commission Recommendation 2003/361/EC, i.e.:
   a. A micro enterprise: which is a company who employs fewer than 10 persons and whose turnover or annual balance sheet total does not exceed 2 million euros.
   b. A small enterprise: who employs fewer than 50 persons and whose turnover or annual balance sheet total does not exceed 10 million euros.
   c. A medium-sized enterprise: an enterprise who employs fewer than 250 persons, whose turnover does not exceed 50 million euros and/or whose annual balance sheet total does not exceed 43 million euros.

2) Be established and must have legal set in the E-BOOST territorial scope described as follows:
   a. EU Member States (including overseas countries and territories (OCTs))
   b. Non-EU countries: Listed EEA countries and countries associated to the SME pillar part of the Single Market Programme or countries which are in ongoing negotiations for an association agreement and where the agreement enters into force before grant signature (list of participating countries).

3) Be actively involved and contribute to the electromobility sector (the following transport sectors will be prioritized: Automotive, Heavy-duty vehicles -trucks, buses, coaches, etc.-, waterway transport, aerial guided transport, railway, active mobility, logistic).

4) Not be “in difficulty” as defined at 2.1 of the Community Guidelines and State Aid for Rescuing and Restructuring Firms in Difficulty (2044/C22/02).

5) Present an application written in English (applications partially written in another language are not eligible) and not exceeding the maximum number of characters stated in each text box of the submission form.

6) Present an application submitted through the web-based system by the deadline indicated in the Innovation Support Service Lump Sum Open Call.

Only applications by single applicants are allowed.
Applicants can be granted max, 2 Innovation Support Services Lump sums within both cut-offs:

- Applicants can be granted with max, 2 Innovation Support services Lump sums within the same cut-off, based on one application.
- Applicant can’t be granted for 2 services falling under the same category of service.
- Applicant cannot apply to both cut-offs with the same application.

In any case, the total financial contribution to individual beneficiary from the different E-BOOST’s Lump sums cannot exceed the limit of € 60,000 per beneficiary.

3.2. Activities eligible for financial support

3.2.1. Innovation Support Service offered

The types of Innovation Support Services offered by the E-BOOST project are presented in the exhaustive list below.

<table>
<thead>
<tr>
<th>Innovation Support Service</th>
<th>Scope / Indicative supported activities</th>
</tr>
</thead>
</table>
| Intellectual, industrial and commercial property         | External services to support beneficiaries to get advice or protect their intellectual, industrial and commercial property.  
- Such as: patents, copyrights, trademarks, industrial designs, and models, etc.                                      |
| Market studies                                           | External services to support market research blending consumer behaviour and economic trends to confirm and improve the business idea.                                       |
| Life Cycle Analysis                                      | External service to assess the environmental footprint of an innovation through a Life Cycle Analysis.                                                                 |
| Project submission to EU or national funding programs    | External services to provide beneficiaries support to submit their own project to European or national funding programs.  
- such as: analysis of the call for proposals, building of the partnership, setting up of the proposal application, administrative and financial support, submission of the project proposal, coaching for oral exams, negotiation of the financing contract, etc. |
| Human Resources                                          | External services to provide beneficiaries support to specific Human Resources needs:  
- Sourcing, such as: sorting of applications; writing of                                                                 |

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### Maximum financial support per subcontracted service

The financial support aims at covering the subcontracting costs and is provided under the following conditions.

<table>
<thead>
<tr>
<th>Innovation Support Services</th>
<th>Max. financial support per Service</th>
<th>Max. funding rate</th>
<th>Max. duration for service implementation (months)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intellectual, industrial and commercial property</td>
<td>€ 10 000</td>
<td>Up to 100%</td>
<td>6 months</td>
</tr>
<tr>
<td>Market studies</td>
<td>€ 20 000</td>
<td>Up to 100%</td>
<td>6 months</td>
</tr>
<tr>
<td>Life Cycle Analysis</td>
<td>€ 20 000</td>
<td>Up to 100%</td>
<td>6 months</td>
</tr>
<tr>
<td>Project submission to EU or national funding programs</td>
<td>€ 10 000</td>
<td>Up to 100%</td>
<td>6 months</td>
</tr>
<tr>
<td>Human Resources</td>
<td>€ 8 000</td>
<td>Up to 100%</td>
<td>6 months</td>
</tr>
<tr>
<td>Internationalisation for Canada</td>
<td>€ 5 500</td>
<td>Up to 100%</td>
<td>6 months</td>
</tr>
</tbody>
</table>
3.2.3. Period of costs' eligibility

Costs described in the submitted budget must be determined in accordance with the usual accounting and management principles and practices of the beneficiary.

The service must take place after the submission of the application date. Costs are then eligible the day after the submission of the application if duly justified and provided that all other conditions or cost eligibility are met. Submission of an application does not constitute an entitlement for funding.

3.3. The application process

3.3.1. Overview of the overall procedure

<table>
<thead>
<tr>
<th>Step number</th>
<th>Step name</th>
<th>Timeline &amp; comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Application</td>
<td>≥ 2 months open.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>According to Opening and Deadline date provided by the Innovation Support Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Open Call.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Admissibility and eligibility</td>
<td>&lt; 3 weeks.</td>
</tr>
<tr>
<td></td>
<td>check</td>
<td>Applications will be checked according to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>eligibility criteria set up in the Guide for applicants</td>
</tr>
<tr>
<td>Step 3</td>
<td>Evaluation</td>
<td>Evaluation model &lt; 3 weeks.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lump Sum will be assigned according to criteria and scoring mechanism set up in the</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Guidelines</td>
</tr>
<tr>
<td>Step 4</td>
<td>Confirmation</td>
<td>&lt; 3 weeks.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Selected applicants sign the Financial Support to Third Parties Agreement.</td>
</tr>
<tr>
<td>Step 5</td>
<td>Pre-financing</td>
<td>&lt; 3 weeks.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>From the signature of the Financial Support to Third Parties Agreement.</td>
</tr>
<tr>
<td>Step 6</td>
<td>Service implementation</td>
<td>6 months Lump sum period eligibility according to services selected.</td>
</tr>
<tr>
<td>Step 7</td>
<td>Mid-reporting</td>
<td>3 months from the Financial Support to Third Parties Agreement signature date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Online meeting with E-BOOST partner.</td>
</tr>
<tr>
<td>Step 8</td>
<td>Final reporting</td>
<td>&lt; 1 month after the end of the implemented service.</td>
</tr>
</tbody>
</table>

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### 3.3.2. Submission form

The submission form is a questionnaire, available on a single link.

The application should take, approximately, less than 2 hours according to the number and type of questions, but it is an indicative estimation.

<table>
<thead>
<tr>
<th>Step 9</th>
<th>Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>&lt; 3 weeks after evaluating the report and supporting documentations.</td>
</tr>
</tbody>
</table>
3.3.3. Call dates

<table>
<thead>
<tr>
<th>Open Call</th>
<th>Opening date</th>
<th>Deadline date</th>
<th>Results announcement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovation Support Services Lump Sum Open Call #1 cut-off</td>
<td>01/09/2023</td>
<td>31/10/2023, 17:00 CET</td>
<td>21/11/2023</td>
</tr>
<tr>
<td>Innovation Support Services Lump Sum Open Call #2 cut-off</td>
<td>01/02/2024</td>
<td>01/04/2024, 17:00 CET</td>
<td>19/04/2024</td>
</tr>
</tbody>
</table>

3.3.4. Application platform

3.3.4.1. Administrative platform

In order to facilitate application for SMEs and the overall management of Financial Support to Third Party for project partners, each Open Call will be managed (application and evaluation) through Project netboard, which is a web-based platform developed for preparing, managing and promoting the results of EU Research and Innovation collaborative projects.

Each E-BOOST partner will have access to the Project netboard through its own profile.

3.3.4.2. Where to find information about the Innovation Support Service Lump Sum Open Calls?

The Innovation Support Services Lump Sum will be published on the E-BOOST website (https://eboostproject.com/).

The following main communication channels will redirect to E-BOOST website Innovation Support Services Open Calls page:

- Funding & Tenders
- European Cluster Collaboration Platform E-BOOST profile
- Enterprise Europe Network
- Each project partner E-BOOST webpage:
  - CAAR
  - DITECFER
  - CARA
  - ANL
  - LIHH
  - ZNIK SP ZOO
Each project partner will promote the E-BOOST website Innovation Support Services Lump sum Open Calls page through their own secondary communication channels (e.g. partner newsletters, European sectorial associations and networks, regional newsletters, social networks, etc.).
4. FUNDING SCHEME

4.1. General payment terms

All payments will be made in Euros (€)

Expenditures incurred before the Financial Support to Third Parties Agreement signature date, or after the service implementation duration period are ineligible.

Costs incurred for the implementation of the services must be used for the sole and close purpose of achieving the objectives of the services and its expected results, in a transparent manner consistent with the principles of economy, efficiency and effectiveness.

The recipients of the (financial) support from E-BOOST (”Beneficiaries”) must ensure that the European Commission, the European Anti-Fraud Office (OLAF) and the Court of Auditors (ECA) can exercise their powers of control, on documents information, even stored on electronic media, or in the final recipient’s premises.

4.2. Beneficiaries’ obligations

Supporting documentation:

The beneficiary must for a period of five years after the payment of the balance-keep records and other supporting documentation in order to prove the proper implementation of the action.

It must make them available upon request or in the context of checks, reviews, audits or investigations.

If there are ongoing checks, reviews, audits, investigations, litigation or other pursuits of claims under the Financial Support to Thirds Parties Agreement, the beneficiary must keep the records and other supporting documentation until the end of these procedures.

The beneficiary must keep the original documents. Digital and digitalised documents are considered originals if they are authorised by the applicable national law. Non-original documents may be accepted if they offer a comparable level of assurance.
Financial capacity:

The beneficiaries must have the financial capacity to carry out the travel described in their proposals and to properly manage the financial support granted to them.

Each beneficiary must be in alignment with the following situations:

- Is no bankrupt or being wound, is not having affairs administered by the courts, has no entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters or is not any analogous situation arising from a similar procedure provided for in national legislation or regulations.

- Is in compliance with its obligation relating to the payment of societal security contributions and the payment of taxes, in accordance with the legal provisions of the country in which it is established.

- Is not subject to a conflict of interest in connection with the grant.

4.3. Which are the payment terms per Lump sum?

Payment will be made in two instalments. 50% pre-financing will be made within 3 weeks from the signature of the Financial Support to Third Parties Agreement and 50% final instalment will be made within 3 weeks from the acceptance of all Financial Support to Third Parties Agreement report.

Payment conditions are summarised in the following table.

<table>
<thead>
<tr>
<th>Innovation Support Service</th>
<th>Payment scheme</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intellectual industrial and commercial property</td>
<td>2 instalments:</td>
</tr>
<tr>
<td>Market studies</td>
<td>- Pre-financing: 50% within 3 weeks from the</td>
</tr>
<tr>
<td>Life Cycle Analysis</td>
<td>signature of the Financial Support to Third Parties</td>
</tr>
<tr>
<td>Project submission to EU or national funding programs</td>
<td>Agreement between E-BOOST and the beneficiary</td>
</tr>
<tr>
<td>Human Resources</td>
<td>- Final: 50% within 3 weeks from the acceptance of</td>
</tr>
<tr>
<td>Internationalisation for Canada</td>
<td>the report</td>
</tr>
<tr>
<td>Internationalisation for USA</td>
<td></td>
</tr>
</tbody>
</table>
5. EVALUATION AND SELECTION CRITERIA

5.1. Who will evaluate and in what phases?

Innovation Support Services Lump sum applications will be gathered and assessed through the Project netboard platform as described below.

**Two main phases:**

- **Admissibility & eligibility check:** Submitted applications will be assigned to **Consortium Evaluation Team** (at least 2 reviewers per application).
  - The Consortium Evaluation Team is composed of E-BOOST partners representatives.
  - The Consortium Evaluation Team is designated by E-BOOST Coordinator during a Consortium meeting planned on the working day following Open Call deadline.
  - In order to avoid potential conflict of interests, E-BOOST Coordinator must assign reviewers coming from a country other than the applicant’s one.
  - The Consortium Evaluation Team has 3 weeks to perform the admissibility & eligible check.

- **Individual evaluation:** Admissible & eligible applications will be assigned to **Consortium Evaluation Team** (at least 2 reviewers per application).
  - The Consortium Evaluation Team is composed of E-BOOST partners representatives.
  - The Consortium Evaluation Team is designated by E-BOOST Coordinator 1 week following the Admissibility & eligible check validation.
  - In order to avoid potential conflict of interests, Reviewers will not have access to applicants’ administrative information. Reviewers will have access to questions related to the Open Call criteria (refer to 5.2.).
  - The Consortium Evaluation Team has 1 month to perform the evaluation.
5.2. Criteria and scoring mechanism

The evaluation among the applicants will take into account the number of Innovation Support Services Lump sums planned per Open Call available and the following criteria:

<table>
<thead>
<tr>
<th>Evaluation criteria</th>
<th>Sub-criteria</th>
<th>Weight</th>
<th>Max. score</th>
<th>Max. weighted score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Excellence (30 points)</td>
<td>Is the service relevant for the Electromobility sector? (15 points)</td>
<td>2</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Is the service innovative for the applicant? (15 points)</td>
<td>2</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td>2. Impact (40 points)</td>
<td>How will the service contribute to achieve E-BOOST specific objectives (20 points)</td>
<td>4</td>
<td>5</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>How will the service help the applicant in improving its status (economic, environmental, social)? (20 points)</td>
<td>4</td>
<td>5</td>
<td>20</td>
</tr>
<tr>
<td>3. Implementation (30 points)</td>
<td>Achievability of the service based on the core business, experience, and competences of the applicant (15 points)</td>
<td>3</td>
<td>5</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>Achievability of the service taking into account the financial support requested (15 points)</td>
<td>3</td>
<td>5</td>
<td>15</td>
</tr>
</tbody>
</table>

Specific attention

Specific attention will be paid to EU-13\(^1\) and SMP participating countries\(^2\) by applying a bonus of 5% in the total score.

Total score

| Total score | 100 |

Threshold for each individual criterion will be 70% of the maximum score per criterion (21, 28 and 21 respectively). The overall threshold, applying to the sum of the three individual scores will be 80 points. Proposals where one criteria score is below the criteria threshold or where the overall score is below 80 will not be recommended for funding. Proposals ranking higher will be funded until the exhaustion of the budget.

\(^1\) Member states which joined the European Union in or after 2004

5.3. Evaluation procedure

Submitted service applications will be assessed by the Consortium Evaluation Team consisting of representatives of the E-BOOST partners (2 reviewers per application).

**Evaluation scores will be awarded based on the criteria mentioned above.** The maximum score Criterion 1 will be 30 points, for Criterion 2 will be 40 points and for Criterion 3 will be 30 points.

Each question to be evaluated is rated between 1 and 5 points; no half-points are allowed (decimal points may arise while processing to the average scoring, but not as an individual evaluation grade). Each sub-criterion has a dedicated weight for the final score. Score per criterion is the sum of the individual sub-criteria weighted scores.

The same evaluation criteria and scorings apply to all services. The total score in all services is comprised by adding the scores of the three criteria and will be maximum 100 points.

The meaning of the scores with respect to the sub-criteria are as follows:

- **1 – Poor.** The sub-criterion is addressed in an inadequate manner, or there are serious inherent weaknesses.

- **2 – Fair.** While the proposal broadly addresses the sub-criterion, there are significant weaknesses.

- **3 – Good.** The proposal addresses the sub-criterion very well, but a number of shortcomings are present.

- **4 – Very good.** The proposal addresses the sub-criterion very well, but a small number of shortcomings are present.

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

**In case of tied scores,** the E-BOOST Project Coordinator will prioritize based on the score of “Impact”, “Excellence”, “Implementation” and “Specific attention” in this order.

**All applicants to Innovation Support Service Lump sums will be notified by e-mail within 3 weeks after the Open Call deadline date,** with the outcome of the evaluation and selection procedure with instructions for further steps in the case the applicant is awarded with an Innovation Support Services Lump sum.
By this time, the selected applicants will also be requested to complete and sign the Financial Support to Third Parties Agreement within 3 weeks from notification.

In case, awarded applicants fail to sign the Financial Support to Third Parties Agreement within 3 weeks from notification of award, the lump sum goes to the next eligible applicant on the Waiting List.

In case, awarded applicants fail to sign the Financial Support to Third Parties Agreement within 3 weeks from notification of award and there are no applicants in the Waiting List, the lump sum will be allocated to the upcoming Innovation Support Service Open Call.
6. MONITORING AND REPORTING PROCESS

During the services’ implementation, the E-BOOST partners will contact the beneficiary to arrange for an **online review meeting to evaluate the service’s progress** and validate the work and expenses for the implementation period according to the respective service types.

Maximum 1 (one) month after the end of the implementation of the service, as it will be defined in the Financial Support to Third Parties Agreement, the E-BOOST beneficiary shall provide a **report** along with supporting documentation to ensure that the service has been implemented as agreed. The purpose of the above is to evaluate:

- The degree of fulfilment of the service for the relevant period.
- The continued relevance of the objectives and breakthrough potential with respect to the scientific and industrial state of the art.

E-BOOST partners may request additional supporting documents, if deemed necessary, to evaluate the progress.
7. CONTACT DETAILS AND COMPLAINTS

For any enquiries regarding the E-BOOST Innovation Support Services Lump Sum scheme, please contact info.eboost@cara.eu

For any complaints regarding the E-BOOST Innovation Support Services Lump Sum results, please contact info.eboost@cara.eu within 3 weeks after the announcement of the Innovation Support Services Lump sum results. Your email should include the following information:

- Lead contact name and details.
- Object of your complaint.
- Information and evidence of the alleged breach.

At least 2 members of the E-BOOST Consortium Team, which consists of representatives of the E-BOOST partners, will examine the complaint based on the information brought forward by the applicants, will assess the case and decide whether the complaint is justified or not and will inform the applicant on the decision taken. If the complaint is considered justified, the E-BOOST Consortium Team will re-assess the application and the related assessment part, subject to the complaint. The final decision on the complaint will be communicated by E-BOOST Consortium Team to the applicant in writing within 3 weeks from the date of submitting the complaint. This decision will be final, binding to all parties and not subject to any further complaint proceeding within the programme if the complaint is based on the same grounds.

For technical issues concerning the submission procedure, please contact Info.eboost@cara.eu
8. DATA PROTECTION

GDPR compliance: The General Data Protection Regulation (2016/679/EU) guarantees that the processing of data is carried out in compliance with the fundamental rights and freedoms, as well as the dignity of the data subject with particular reference to confidentiality, personal identity and the right to data protection. By applying, the applicant agrees on the storage and use of its personal data for the execution of the E-BOOST objectives and work plan.

The processing of data that E-BOOST intends to carry out will be based on lawfulness and correctness in the full protection of the applicants’ rights and its confidentiality pursuant to the general principles of the GDPR and its art. 24. Therefore, the competitors are informed that the data provided by the applicants will be treated exclusively with reference to the procedure for which they submitted the documentation.

Data controller: ASSOCIATION CARA
Address: 1, Boulevard Edmond Michelet, 69 372 Lyon Cedex 08
VAT number: FR87 485361059
Contact details: data.eboost@cara.eu

Data we process: the E-BOOST consortium will be processing mainly data coming from:

- **Open call’s application data**: data provided by SMEs cap applying to E-BOOST open calls, which is strategic, technological, financial and administrative (companies’ names, contacts’ names and email addresses, applicants’ financial data to check eligibility, innovation, targeted markets, evaluation score, etc.).

- **Open call’s results data**: data shared by open calls’ beneficiaries to present their results.

- **E-BOOST participation data**: Names, surnames, email addresses, job positions and organisations of people participating to E-BOOST activities (Sites Visits, webinars, training programs, matchmaking events, surveys, mapping, etc.).

- **E-BOOST project data**: data generated by E-BOOST beneficiaries to implement the project (open call preparation, presentations, meeting notes, etc.).
Purpose of the processing: The purpose of processing partners and applicant’s data is:

- To run Open Calls and collect data necessary to evaluate applications and granting the projects.
- To manage this submission / application form and the consequent project selection process.
- To compile files on members of the consortium, partners, and people likely to contribute to the project due to their job titles or expertise.
- Communication on the events.
- Sending newsletters and information about events / Open calls related to the projects.
- Compiling statistics related to the projects.

Lawfulness:

(a) Legal basis for the applicants processing of personal data: The legal basis for this processing is the performance of selections of projects for the financing (art. 6.1, ‘b’, GDPR).

(b) Legal basis for other processing of personal data: informed consent (art. 6.1. ‘a’ GDPR).

Recipients:

Third-party intervention:

E-BOOST while conducting its undertakings, may authorize third parties (as defined in number 10 of article 4 of the GDPR) to process personal data which are under E-BOOST’s domain, in order to comply with legal duties, pre-contractual or contractual obligations and/or as indispensable means of performance of E-BOOST’s statutory goals. Said third parties can be public authorities, experts evaluating applications, project, activity, or service partners.

In order to comply with GDPR requisites, E-BOOST shall require the previous and mandatory consent to the data subject for this specific processing.
Processor intervention:

E-BOOST, while conducting its undertakings, may subcontract third entities (as defined in number 8 of article 4 of the GDPR) to process personal data on E-BOOST’s behalf. In order to comply with GDPR requisites, E-BOOST shall require the previous and mandatory consent to the data subject for this specific processing.

**Period of data storage:** Personal data will be stored for the period defined by legal rules or, in their absence, for the strict time needed for the fulfillment of the processing purpose, taking in consideration the legal basis for said processing, as well as all the remaining requisites and time periods determined by law, namely the lapse terms for legal actions base on the correlated rights.

Accordingly, in all cases where a mandatory storage period is determined by law, the right to erasure of personal data as stated in Article 17 of the GDPR can only be exercised by the data subject after said period is lapsed.

E-BOOST shall store the personal data for the strict period of time needed for the fulfilment of the data processing purpose, as well as its erasure (or anonymization, if and when applicable/needed after said period and/or upon the data subject’s request, always considering the above-cited exceptions and all legally defined terms.

**Rights:** The applicants can exercise their rights towards the data controller, based on article 12 of the GDPR. For any inquiries regarding the processing of personal data, please contact data.eboost@cara.eu.

Applications selection and evaluation will be performed under the appropriate ethical conduct and will respect the confidentiality of the information received.
9. INTELLECTUAL PROPERTY RIGHTS AND DISSEMINATION

For dissemination and use of results generated through the Innovation support services Lump sums from E-BOOST, the recipients must credit the E-BOOST project through proper citation and appearance of the E-BOOST logo, EU emblem and the proper citation “This service has received funding from the E-BOOST project that is co-funded by the European Union”.

E-BOOST consortium does not obtain ownership of the results produced under the Innovation support services Lump sums. ‘Results’ means any tangible or intangible effect of the action, such as data, know-how or information, whatever its form or nature, whether it can be protected, as well as any rights attached to it, including intellectual property rights.

E-BOOST consortium has the right to use non-sensitive information relating to the Innovation support services Lump sums and materials and documents received from the beneficiaries for policy, information, communication, dissemination, and publicity purposes – during the Financial Support to Third Parties Agreement implementation or afterwards.
10. GENDER EQUALITY, DIVERSITY, AND SOCIAL INCLUSION

E-BOOST seeks gender balance. Therefore, applicants are invited to take all measures to promote equal opportunities between men and women in the implementation of the action. They must aim for a gender balance at all levels of personnel assigned to the action, including supervisory and managerial levels to the extent possible.
11. DISCLAIMER

Purpose: This text is explaining the E-BOOST Financial Support to Third Party for information purposes only. No rights can be claimed based on this document. This document does not reflect the views of the European Commission and EISMEA.

Funded by the European Union. Views and opinions expressed are however those of the author(s) only and do not necessarily reflect those of the European Union or European Innovation Council and SMEs Executive Agency. Neither the European Union nor the granting authority can be held responsible for them.

Mistakes or inconsistencies: The E-BOOST consortium is not responsible for any mistakes or misinterpretations that this text may cause. In the case of inconsistencies, the E-BOOST Executive Board will determine the steps to be taken, in cooperation with the applicant concerned.

Consequential damages: In no event shall either party be liable to the other or any of its affiliates for any consequential, incidental, indirect, special, punitive, or exemplary damage (including, without limitation, lost profits, business or goodwill) suffered or incurred by such other party or its affiliates in connection with this Lum sum scheme, even if advised of the possibility of such damages.

Direct Damages: E-BOOST’s liability for direct damages will be limited to the amount of the Financial Support to Third Party contribution awarded to the applicant pending of payment.

Gender equality: E-BOOST seeks gender balance. Therefore, applicants are invited to take all measures to promote equal opportunities between men and women in the implementation of the action. They must aim for a gender balance at all levels of personnel assigned to the action, including supervisory and managerial levels to the extent possible.
ANNEXES

ANNEX I: Applicants contact points

<table>
<thead>
<tr>
<th>Country</th>
<th>Organization</th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPAIN</td>
<td>CAAR</td>
<td>Victor DE LA MATA</td>
<td><a href="mailto:victor.delamata@caaragon.com">victor.delamata@caaragon.com</a></td>
</tr>
<tr>
<td>ITALY</td>
<td>DITECFER</td>
<td>Irina VESCU</td>
<td><a href="mailto:irina.vescu@ditecfer.eu">irina.vescu@ditecfer.eu</a></td>
</tr>
<tr>
<td>NETHERLANDS</td>
<td>Rai Automotive NL</td>
<td>Debbie VAN LEUKEN</td>
<td><a href="mailto:d.v.leuken@raivereniging.nl">d.v.leuken@raivereniging.nl</a></td>
</tr>
<tr>
<td>FRANCE</td>
<td>CARA</td>
<td>Jean-Baptiste HAHN</td>
<td><a href="mailto:jeann-baptiste.hahn@cara.eu">jeann-baptiste.hahn@cara.eu</a></td>
</tr>
<tr>
<td>GERMANY</td>
<td>LIHH</td>
<td>Kai RUSKE</td>
<td><a href="mailto:kr@hamburg-logistik.net">kr@hamburg-logistik.net</a></td>
</tr>
<tr>
<td>POLAND</td>
<td>ZNIK SP ZOO</td>
<td>Marcin WOZBONOWICZ</td>
<td><a href="mailto:marcin.wozbonowicz@klasterlogtrans.pl">marcin.wozbonowicz@klasterlogtrans.pl</a></td>
</tr>
<tr>
<td>ALL OTHER COUNTRIES</td>
<td></td>
<td></td>
<td><a href="mailto:Info.eboost@cara.eu">Info.eboost@cara.eu</a></td>
</tr>
</tbody>
</table>