



"Deploying Trans-European e-Services for all"

National Information Days 2006

Jean-Francois Junger

Jean-francois.junger@cec.eu.int

DEPLOYING TRANS-EUROPEAN
e-SERVICES FOR ALL



Overview of Presentation

- **The role of eTEN**
- **Market Validation & Initial Deployment**
- **Call for proposals 2006**
- **Guides for drafting a proposal**
- **Proposal submission**
- **Evaluation, negotiation & contracts**

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eTEN in a nutshell

Purpose

Validation & deployment of electronic services in the public interest under realistic conditions

Orientation

A key part of the Information i2010 initiative and contribution to the Lisbon Agenda

Themes

eGov, eHealth, eLearning, eInclusion
Trust & Security, Services for SME's

Procedure

Calls for proposals
*selecting the highest quality
within the available budget (~45 M€/y)*

Requirements

- ☞ a Trans-European dimension
- ☞ no R&D or infrastructure support
- ☞ based on a practical service pilot
- ☞ interoperable, inclusive, trusty & secure

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Essential project characteristics

- **Emphasis on service provision**
- **Meeting identified needs of users**
- **Public sector involved for sustainability**
- **Follow a natural roll-out process**
- **Based on existing prototype service**

eTEN does not fund RTD
eTEN does not fund infrastructure

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eTEN's key objectives for call 2006

Each proposal should address

- **eInclusion**

- support the principles of an inclusive information society

- **Increase Impact**

- include resources dedicated to enhancing deployment potential
- include participation of the full range of stakeholders and users
- explore deployment with potential adopters outside the project

- **Communication**

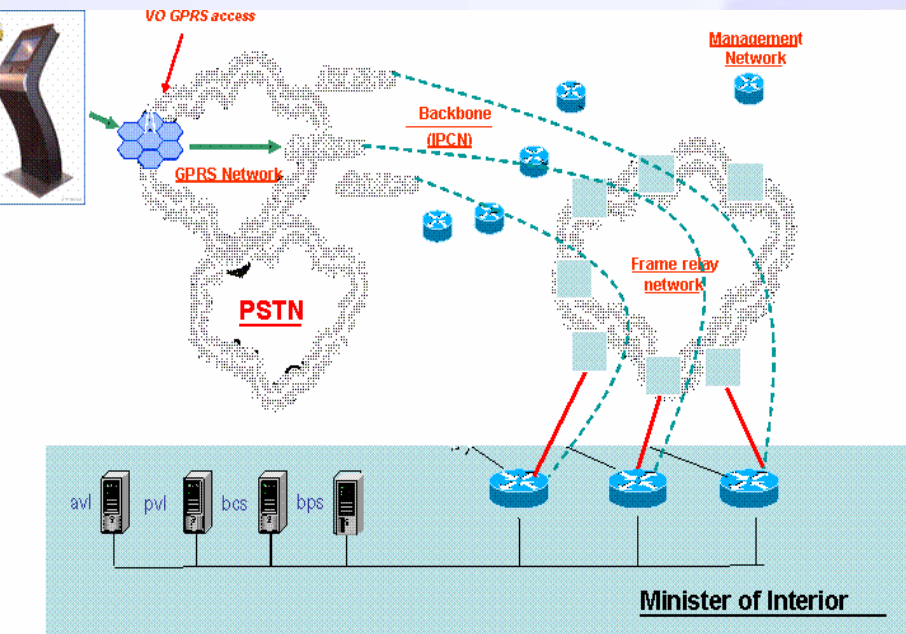
- include resources dedicated to communication & dissemination
- an ongoing activity throughout the project life-cycle
- 'showcasing' pilot services at conferences and workshops
- use a wide range of media to promote good results
- explaining service potential national, regional and local level

eDemocracy with electronic polling

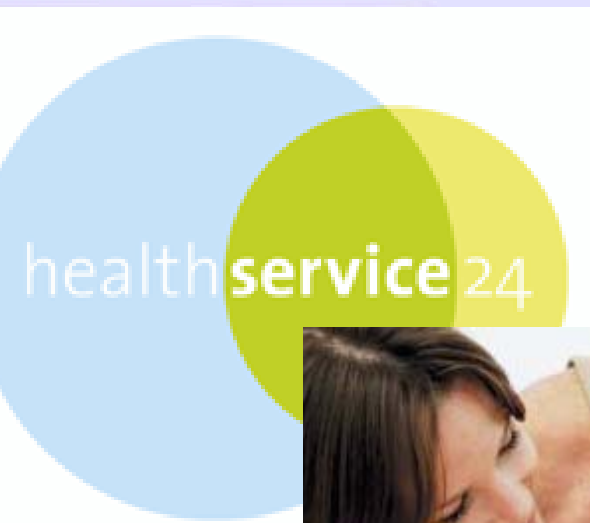


FACTS

- Validation, 2004-2005, 1.9M€
- Follow-on to former IST project
- Validation phase in Italy & France with strong commitment from Italian & French Interior Ministries
- Constituents can vote wherever they may be on election day
- Trials during local referenda and University elections
- Voting stations connected by either fixed or mobile VPN connections to central servers.



Telemedicine / mobile care



FACTS

- Validation, 2005-2006, 1.2M€ funding
- **HealthService24** is a service that enables healthcare professionals to remotely assess, diagnose and treat patients who are fully mobile and able to continue their daily life activities
- A HealthService24 patient/user is equipped with vital sensors that monitor signals such as blood pressure, pulse rate and ECG.
- These sensors are interconnected through a wireless **Body Area Network** that is managed by a mobile telephone which is worn on the body, and thus, moves with the patient.
- Pilots are running in Cyprus, The Netherlands and UK with strong industrial backing

Medical care continuity

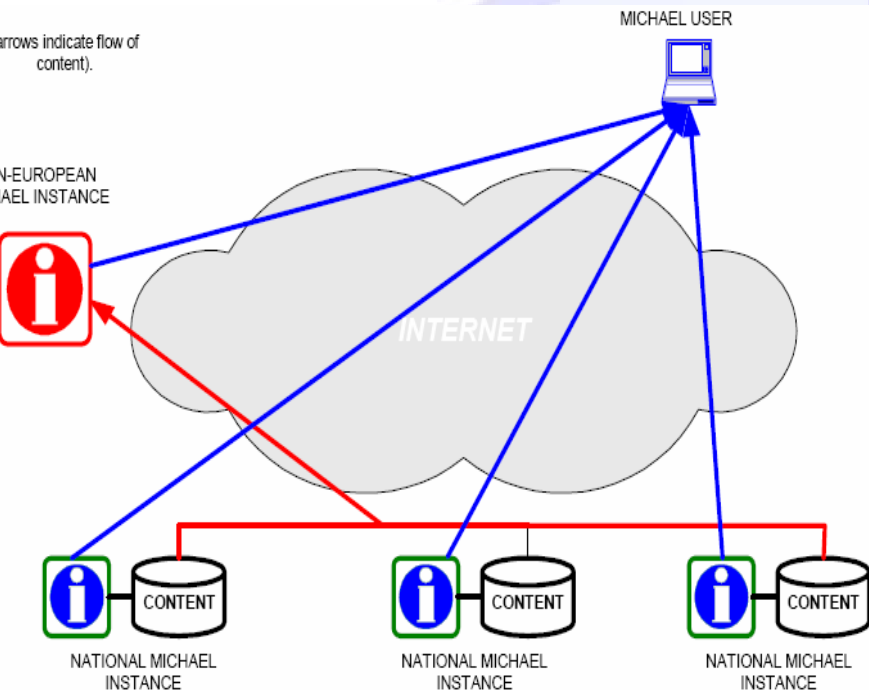


FACTS

- Project started in October 2005 with 1,2 M€ EU funding
- The Medical Care Continuity service is meant for patients, who would continue recovering at home under the supervision of the hospital after acute care.
- This kind of telemedicine allows the inclusion of patients thanks to information society technologies.
- Primary beneficiaries will be elderly persons and patients suffering chronic diseases.
- The market validation will establish the benefits and the deployment conditions of the MCC service.
- Services being validated in Belgium, France, Italy and Poland - representing the different healthcare systems existing in Europe.
- Consortium of 15 partners including public and private institutions and hospitals

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Multilingual cultural heritage



FACTS

- Deployment, 2004-2007 35M€ increased budget to 100M€
- 3 original Member States now extended to 13 Member States
- Follow-up of an IST project (Minerva)
- Main feature: the scope is to connect all digital cultural heritage catalogue together to create a multilingual catalogue
- The service has already launched in France, Italy & the United Kingdom

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Web-based business intelligence

WINS



FACTS

- May 2004 – October 2005 with 1.25M€ funding
- Provides a Web-based Business Intelligence (BI) Service to public & private Financial Institutions
- Integrates business intelligence products and knowledge discovery tools
- produces new financial knowledge on companies from information gathered through interoperable information services.
- partners from Italy, France, Germany, Belgium with direct involvement of all the European Business Registers and related Institutions
- includes the full range of stakeholders from technology companies, service providers & deployers, to customers & users

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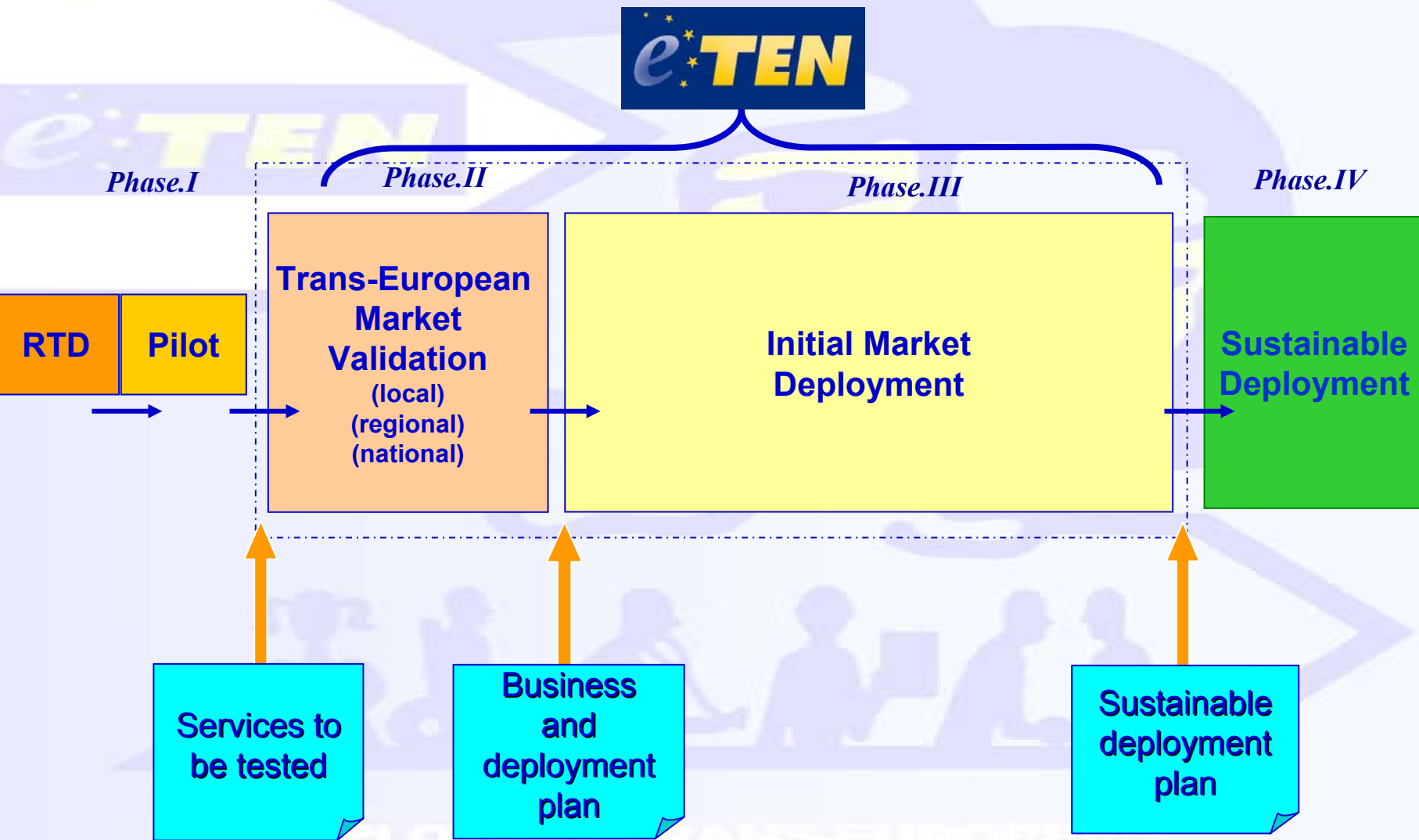
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eTEN project phases

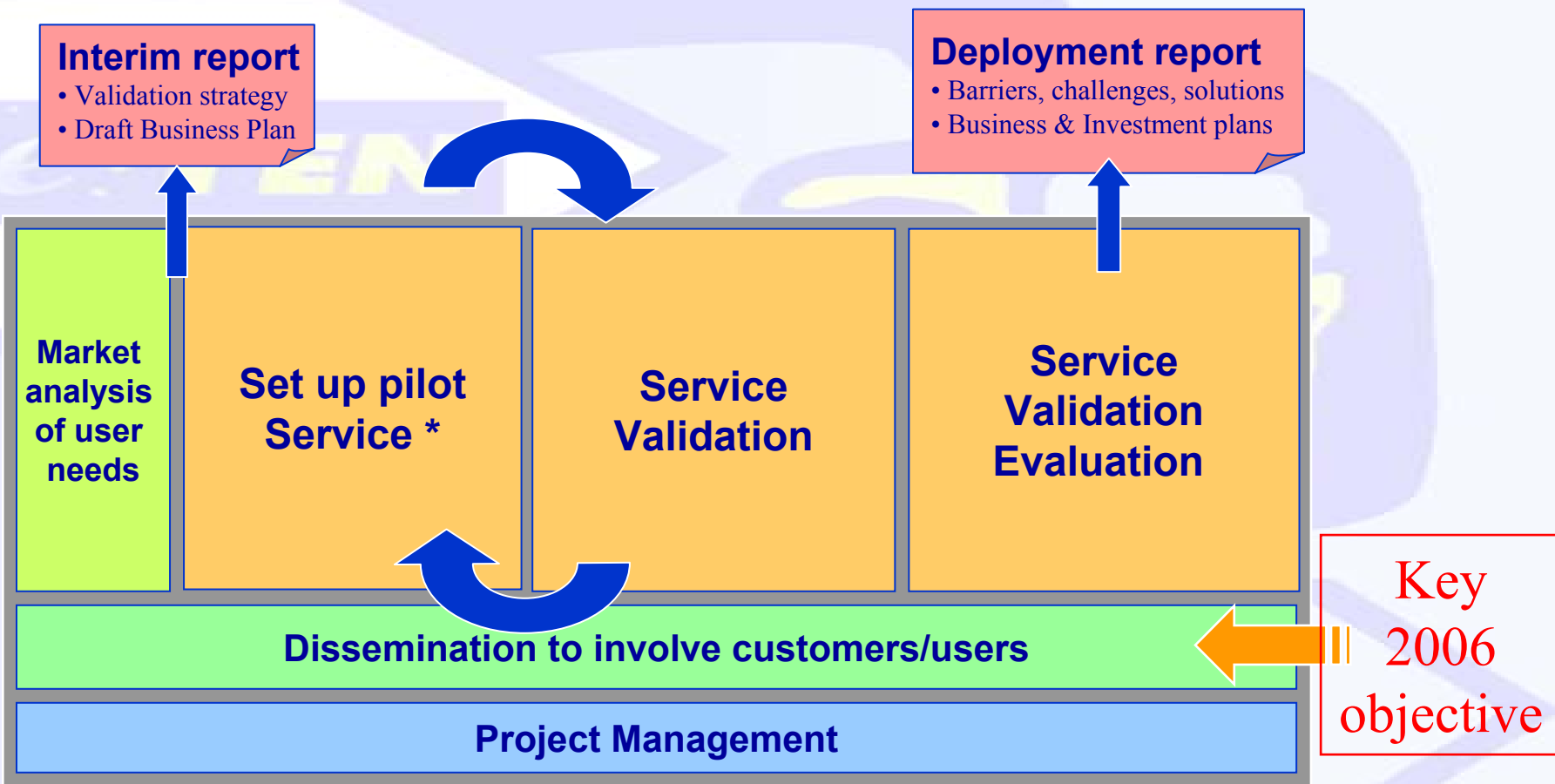


Market Validation Projects

- **Starting point : Existing service pilot**
 - describing what will be offered to whom
 - to solve what problem and
 - who is going to pay for it
- **Feasibility pilot via practical demonstration**
- **End point : A Deployment Plan**
 - **Who** uses the service
 - **Why**
 - **Where**
 - **How** to deploy
 - **Financing** requirements
(including need for Community aid)

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Market Validation – example structure



** Initial set-up/customisation of pilot should be complete 3 months after the project starts.*

Market Validation - purpose

- Answer last remaining questions before deployment
- Run pilot installations in the real world
- Integrate with existing operational/legacy systems
- Feedback from users and peers
- Finalise the initial deployment strategy

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Initial Deployment

- **Launch a fully capable service in a real operational environment**
- **Two types:**
 - (1) Wider replication of an existing pilot service**
(exploiting good/best practice)
 - (2) Follow-up to a successful market validation**

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Initial Deployment - strategy

When you write a deployment proposal :

- **Describe service and technical solution**
 - platform
 - interfaces (ERP, CRM, ...)
 - operational (billing, provisioning, maintenance)
- **Describe the organisational set-up**
 - staff
 - structure
 - processes
- **Explain the financial calculations**
 - investments,
 - cost & revenues
 - financial sources

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Funding

- **Market validation projects co-financed to 50% to a maximum of 10% of Total Investment Cost (TIC)**
 - FullCost partners (general case) up to 50 % of full cost
 - AdditionalCost partners (exceptional case) upto 100% additional cost
- **Initial Deployment projects co-financed up to a maximum 30% of Total Investment Cost (TIC)**
 - Must provide a good rationale for public funding intensity

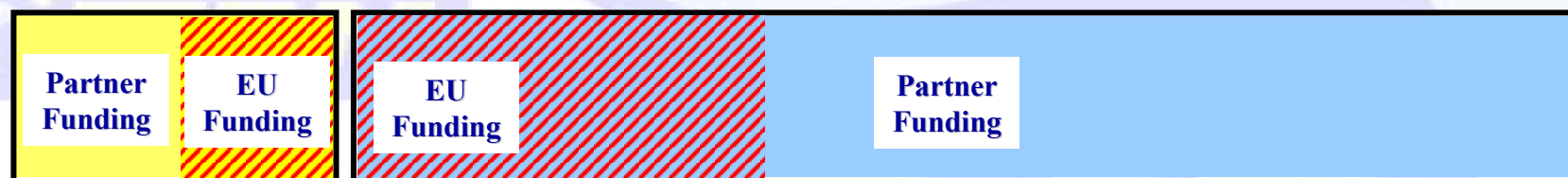
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eTEN funding

Market Validation

Initial Deployment



10% of Total Investment Cost (MV)

Total EC funding ceiling up to 30% of Total Investment Cost (ID)

Total Investment Cost is the sum of the costs of the two phases

In 2005 the Council and Parliament agreed to the Commission to increase the funding ceiling from 10% up to 30% for initial deployment projects
Further clarification can be found in the guide for proposers.

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Synopsis of eTEN in 2005

- **2005 budget was 45.3 M €**
- **Call published in February, closed in May**
- **170 proposals received**
- **163 proposals evaluated**
- **30 Negotiations currently being finalised
(6 ID proposals & 24 MV proposals)**
- **9 proposals on reserve list (all MV)**
- **First projects to start in February 2006**

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eTEN 2006 call for proposals

- **Estimated total budget: 45.6 M€**
- **17th February - Call for proposals published**
- **19th May 16:00 - Call closes**
- **Evaluation June/July**
(assisted by independent experts)
- **Negotiations start in October**
- **First contracts by the end of the year**

See full announcement in EU Official Journal and eTEN website

<http://europa.eu.int/eten/>

Enlargement and 3rd countries

- **Bulgaria and Romania** (acceding Countries) are eligible to participate in eTEN in 2006
- **Iceland, Liechtenstein and Norway** (as contracting parties to the EEA) *may* also be eligible to participate subject to the timely establishment of the relevant legal base (see eTEN website for details)
- **Other countries** may participate on a case by case basis without Community funding.

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Consortium (eligibility & composition)

For Initial Deployment and Market Validation

- 1. a minimum of two independent, registered, legal entities from **different EU Member States****
who are intending to participate as signing beneficiaries (not as members) to the Commission grant agreement
- 2. Consortium co-ordinator must be a legal entity established in one of the EU member states**

Note: Entities from **outside the EU-25 do not count towards meeting requirement #1 and cannot be co-ordinator**

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Consortium roles

Coordinator

- Beneficiary with overall project management responsibility
- Leader of the consortium

Beneficiaries (also sometimes called contractors)

- Main partners in consortium in terms of technical and financial contribution to the work
- Sign the grant agreement and are directly responsible towards the Commission and can be responsible for members

Members

- Can be used to expand to Trans-European dimension
- Cannot be a critical resource or dependency for project success
- Contribute to the work, but do not sign grant agreement
- Are clearly linked to one of the beneficiaries
- Sign a membership agreement with the beneficiary
- Have limited rights in regard to ownership and exploitation of results

Workprogramme 2006

- **Project types**

1. Initial Deployment projects ~60% indicative budget
2. Market Validation projects ~40% indicative budget

- **Themes**

1. eGovernment
2. eHealth
3. eInclusion
4. eLearning
5. Trust and security
6. Services for SMEs

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Theme 1: eGovernment

To realise seamless and inclusive eGovernment:

- improving the quality and take-up of public eServices
- reducing the administrative burden of citizens and businesses
- broadening participation in democratic processes / public debate
- improving effectiveness and efficiency of public administrations
- transfer/replication of successful services & good practices

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Theme 2: eHealth

e:TEN

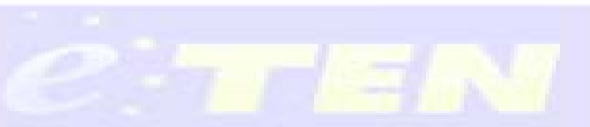
To improve health care and healthcare services

- to provide higher quality delivery of health care for mobile citizens
- to foster the deployment of online health systems, telemedicine and homecare
- to favour the use of smart cards facilitating improved access to services, emergency medical data and patient identification.

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Theme 3: eInclusion



Access to the information Society for all EU citizens

- provision of eServices accessible to the particular needs of disadvantaged groups and less favoured areas
- the promotion of independent living
- participation of all segments of the European population in the Knowledge Based Society

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Theme 4: eLearning

Learning services for all

- support lifelong learning and improve the inclusion of groups who would otherwise be excluded
(because of their location, gender, age, disability etc)
- services to assist learners acquire key skills improving employability
- systematic support for learners and managers of learning processes
- integrating ICT into education and training systems and implementing learner-centred services based on sound pedagogical principles with emphasis on quality, access, usability and openness

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Theme 5: Trust and Security

e:TEEN

Trusty and secure electronic services

- To deploy services with higher levels of security, authenticity, confidentiality and privacy for communications and transactions
- services supporting the security governance of the internet
- contributing to a culture of security



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Theme 6: Services for SMEs

Services providing support to SMEs

- increase the competitiveness of SMEs by promoting the deployment of and facilitating access to services of public interest
- promote access to eBusiness solutions targeted at the SMEs community as a whole
- facilitate access to, and use of, new forms of work, business and commerce going beyond horizontal information services and virtual market places

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Guide for proposers

- **Explains in detail** the submission process, proposal format, cost models, funding schemes, etc.
- **Provides practical advice** for proposal preparation
- **Supported by on-line tools:**
 - Electronic Proposal Submission System (EPSS)
 - Financial Viability Tool (FVT)
 - eTEN project database
 - Partner search database

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Ready for eTEN?

Proposers must know:

- what will the service offer to users
- who will be the service users
- who will be running the service
- how the service will be implemented
- how the service will be financed
- which similar services already exist

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The consortium

The consortium behind a successful proposal

- comprises all players in the value chain necessary for service set-up, deployment and operation
- comprises all necessary expertise - technology, service domain, service operation, finance
- all participants have the financial means to carry their co-financing share
- all participants have the staff to carry out the work
- has project management able to manage a project of the proposed size and complexity

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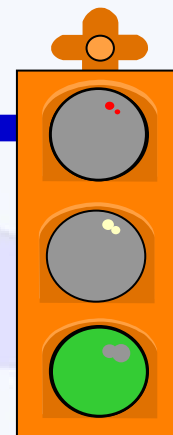
The work plan

A complete and realistic work plan

- describes all necessary tasks
- the relationship of the tasks to the project objectives
- contains only necessary tasks
- documents the method to estimate the task efforts
- provides a realistic time table
- has a clear distribution of tasks and responsibilities for all beneficiaries

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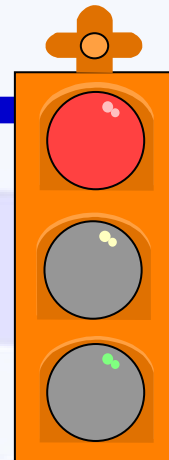
A good proposal



- ☺ describes the service clearly & understandably
- ☺ defines the deployment strategy
- ☺ is backed by a strong, stable, committed consortium
- ☺ has a complete and realistic work plan
- ☺ has a well defined validation methodology

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A poor proposal



- ☹️ cloudy description of the service
- ☹️ no deployment strategy
- ☹️ inconsistencies in the proposal
- ☹️ technology-driven and/or high development effort
- ☹️ incomplete or unrealistic work plan
- ☹️ incomplete consortium or “passenger” participants without clear role and/or depending on subcontracts for key competencies
- ☹️ excessive efforts and/or unrealistic costs and/or beyond your financial capacity

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Preparation and Submission (1)

- Prepare the proposal (Part A and B)
- Collect legal and financial information for all participants
- Obtain the National Agreement
- Submit proposal through the Electronic Proposal Submission System (EPSS)
- Multiple submission is possible
- Receive Acknowledgement of Receipt (after close of call)

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Preparation and Submission (2)

Only electronic submission for 2006 call

- Registration by coordinator through the EPSS system
- Online Preparation of Forms/Part A with Internet Browser
- Offline preparation of part B (according to template) with standard word processor (Word, Open Office, etc.) and upload in pdf format
- Part A and B can be improved until the information is stable and coordinator has collected all necessary legal and financial data
- The coordinator submits the proposals (explicit action in EPSS)
- **Multiple, subsequent submissions possible**, only last version received before closing of the call will be evaluated

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Legal and Financial Information (1)

- Documents, which are not part of the actual proposal, but which must be in possession of Coordinator
- They demonstrate the legal existence of partners, their commitment to participate and their financial status (if applicable)
- The Commission can request them from the coordinator at any time during the Evaluation / Negotiation process

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Legal and Financial Information (2)

For each participating organization (beneficiaries & members)

- A written **commitment to participate** in the project (signed by an authorized person), which also declares explicitly, that the organisation is "not subject to a prejudicial, legal or financial situation and has not been found guilty of grave professional misconduct"
- An excerpt **issued by** a legal office confirming the legal status of your organisation or other proof of legal status if no such document exists (e.g. public authorities, universities)

For each beneficiary, except public institutions

- **financial accounts** for last 2 years
- Most recent **profit and loss sheet** produced by the FVT (Financial Viability Tool) on the eTEN web site

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National Agreement

- The National Authority of the country in which the coordinator is legally established has to confirm that the project is of common interest*
- This can be done in written or oral form (e.g. by letter, email, phone, direct meeting, etc.)
- The consortium describes (form A4 of the proposal) when, how and by whom the national agreement has been given.
- The coordinates of the national authorities can be found on the eTEN website

** Common interest = serves the needs of European citizens*

**National Agreement is not an assessment
of the proposal quality**

The Submission Process

- Upload of part A and B is not enough ...
- Submission has to be explicitly initiated by pressing the **Submit button** in the EPSS system
- The submission process takes time
 - includes e.g. validation of forms, internet communication time etc
- The submission process can fail
 - if the forms are not correctly filled or the consortium setup is not eligible
- Submission time is when the submission process has succeeded
 - take into account online communication time, etc
- Multiple submissions possible
 - only latest successfully submitted proposal will be evaluated
- Each submission will produce an automated email to coordinator indicating that a proposal has been submitted
 - comparable to a receipt of a post office for sending a paper proposal
 - this is not the official Acknowledgment of Receipt

Submission of Proposals

- **Submission is an act of Commitment**
- **By submitting the coordinator declares that:**
 - (s)he is acting on behalf of the consortium, all of whom are aware of the proposal and agree with its content and submission
 - (s)he is in possession of all necessary legal and financial information for all partners, including a declaration that they are “not subject to a prejudicial, legal or financial situation and have not been found guilty of grave professional misconduct”

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Deadline & Acknowledgement

- **Deadline for reception – 19 May, 16h Brussels time**
- **Responsibility of the proposer to submit in time**
 - no reasons for late submission are accepted (e.g.: internet congestion, failed online validation of forms, etc.)
 - Electronic Submission will stop working after deadline
- **Official Acknowledgment of Receipt**
 - Will be sent within 2 weeks after close of call by email to coordinator (**double-check email address on A2 form!!**)
 - If not received by Friday, 2 June, contact urgently the eTEN Helpdesk by email
 - Acknowledgment of Receipt does not imply that a proposal has been accepted as eligible

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Some final advice on submission

- **Register Early to receive username / password**
- **Submit as soon as possible a first version and re-submit if necessary**
- **DO NOT WAIT TO THE LAST WEEK TO SUBMIT !**
- **DO NOT WAIT TO THE LAST DAY TO SUBMIT !!**
- **DO NOT WAIT TO THE LAST HOUR TO SUBMIT !!!**

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Evaluation criteria

E

Eligibility (E)

A

Award Criteria (A)

- Nature of proposed service
- Deployment potential
- Contribution to EC policies
- Planning
- Use of resources

S

Selection Criteria (S)

- Financial & operational capacity to carry out project
- Professional competencies and qualifications

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Eligibility Criteria

- Timely arrival of proposal
- Complete proposal
- Compliance of consortium composition
- Declaration by applicants that they are not subject to a prejudicial legal or financial situation and have not been found guilty of grave professional misconduct.
- Declaration of National Authority (common interest)

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Award Criteria and Scoring

Five Evaluation Criteria

- 1) Nature of service
- 2) Deployment potential
- 3) Contribution to EU policy
- 4) Planning
- 5) Use of resources

Criteria Scores

0	not addressed/incomplete
1	inadequate
2	fair
3	good
4	very good
5	excellent

- **The threshold score is three (3) for all five criteria**
- **Proposals must score equal or greater than threshold in all criteria to be considered for funding**
- **Overall proposal score is sum of criteria scores**

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Negotiation and Contracts

- **Commission will request consolidated:**

- Technical annex
- Contract preparation forms
- Legal & financial documents



- **Negotiations**

- establish description of work, budget, & legal and financial viability

- **Negotiations may be terminated**

- by the Commission in case of serious problems or delays

A Guide for Negotiation and Model Contracts

- are available on the eTEN website

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Who's Who?

- **National Contact Point**
 - First point of contact for questions
 - Has direct access to information from the EC
 - Provides feedback to the EC
- **eTEN Management Committee Representative**
 - Formal government representative to Management Committee of eTEN (1 per member State)
 - Carries national vote in decision making
 - Contact for National Authority agreement
- **eTEN staff assigned to support themes**
 - List on eTEN website
 - For specific support related to a theme

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Information on the web

- **Call for Proposals**
- **Work Programme 2006**
- **Guide for Proposers**
- **Evaluation Manual**
- **Model Contracts**
- **National Contact Points/Helpdesks**
- **Frequently Asked Questions**
- **eTEN Committee Members/National Authorities**

<http://europa.eu.int/eten>

eTEN documentation and contacts

eTEN - Deploying Trans-European e-Services for all - Microsoft Internet Explorer provided by European Commission

File Edit View Favorites Tools Help

Address http://europa.eu.int/information_society/activities/eten/index_en.htm

ACTIVITIES :: eTen

What is eTEN?
eTEN is the European Community Programme designed to help the deployment of telecommunication networks based services (e-services) with a trans-European dimension. It focuses strongly on public services, particularly in areas where Europe has a competitive advantage. [More eTEN documentation in our Library](#)

Project of the Month
NEW! **HealthService24** - Continuous Mobile Services for Healthcare

eTEN Newsletter
NEW! The December edition of the eTEN Newsletter has been released.
Download (PDF) - 158 KB

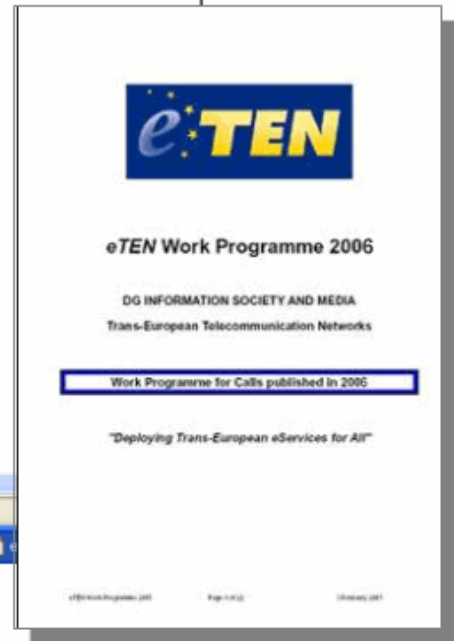
New eTEN projects
NEW! New eTen projects from the 2004 call for proposals are starting up. Follow [this link](#) for press releases...

Mid term review of the eTEN program completed
Find out more in the [Newsroom](#).

Funding ceiling of eTEN deployment projects is increased
Find out more in the [Newsroom](#).

Commission launches new frameworks for...

...
Deploying Trans-European e-Services for all
...



<http://europa.eu.int/eten>

