



Innosup-06-2018: experimentation in innovation agencies

INDEMAND-RCT Open Call-Murcia
TEMPLATE for H2020 Financial Support to Third Parties

GUIDE FOR APPLICANTS

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This Guide for applicants contains the basic information needed to guide you in preparing a proposal for the inDemand-RCT Open Call and becoming a Solver of the Project. It gives instruction on how to structure your



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proposal, how to submit it, and the criteria on which it will be evaluated as well as the way the selected projects will be managed.

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1. ABOUT INDEMAND-RCT

InDemand-RCT project entails performing a Random Control Trial (RCT) to check the efficacy of a new innovation support model for SMEs (inDemand model, innovation driven by demand). It will be put into effect to meet the innovation, digitalisation and Covid-19 response needs identified by large/tractor companies in the Region of Murcia (Spain). The technological challenges identified by large/tractor companies are from economic sectors included in the Smart Specialisation Strategy of the Murcia region.

InDemand-RCT is based on the previous inDemand project (under the SC6 CO-CREATION 2016 call, with grant agreement 763735, and web <https://www.indemandhealth.eu/>), a new open innovation model where health organizations with unmet needs and external companies jointly co-create solutions.

At inDemand-RCT, the large/tractor companies' challenges will be compared with inDemand support (co-creation + business support) versus the research of the SMEs to the needs identified without that support. The project will be carried out in Murcia but the results will be widely disseminated to other regions of Europe.

Solver SMEs providing solutions to such challenges may be based in any EU member states

The main objective of the project is to compare the inDemand model with Business Co-Creation and Support with the inDemand method without these support services.

InDemand-RCT main objective is that small and medium sized enterprises (SMEs) will develop digital solutions with higher success rate -in terms of their application in practice/market uptake, as they have been developed with different levels of interaction between the challenger and the solver, intervention group and control group, based on randomization operated to Solvers SMES expressing interest to develop digital solutions to the identified challenges.

This call consists of some 14 technological challenges related to business innovation, digitalisation and response to covid19 identified by large/tractor companies located in the Murcia region. Such challenges will be identified in an explanatory fiche-dossier available in the guidelines document. SMEs of any Member State of the EU or H2020 associated country are entitled to express interest and apply for providing digital solutions to those challenges. SMEs accepted for the experimentation after the selection process will be randomly inserted in one of the two working groups per challenge, which will offer the following services to SMEs:

- Control group: explanatory fiche-dossier plus a grant up to a maximum of 10.000 € per SME (lump sum)



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- Intervention group: explanatory fiche-dossier plus a grant up to a maximum of 10.000 € per SME (lump sum), plus the enrolment into a co-creation program of the solution with the large-tractor company, plus a business support for its business model from consulting experts.

More specifically, inDemand-RCT aims to support a maximum of 40 SMEs that meet the 14 challenges identified by the large/tractor companies of the Murcia region

The total amount to be granted under this call is 325 000 €.

2. INDEMAND-RCT DOUBLE APPROACH

Based on the methodology of the previous inDemand project and following guidelines of the Innosup 6 call on experimentation in innovation agencies through randomised control trials (RCT), inDemand-RCT is managing this call through a double experimental approach.

First, large/tractor companies located in the Murcia region have identified some 14 challenges related to innovation, digitalisation and response to Covid19

Second, an open call for European SMEs is launched so as to join the Study population, that is to say, a number of technological SMEs that express interest to join the experiment as they can develop solutions to face the challenges identified by the Large-tractor companies

For each challenge it will be created two working groups, where SMEs having expressed interest to solve such a challenge will be registered. By applying the randomised control trial methodology (RCT), candidate SMEs interested in each challenge will be randomly inserted in one of the two working groups:

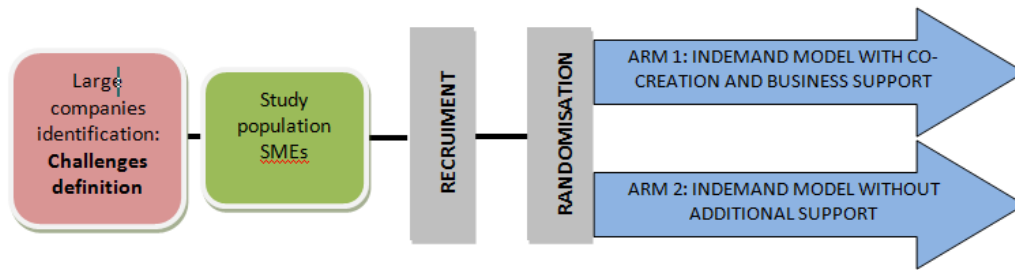
- Intervention group (arm 1)
- Control group (arm 2)

On the ground of the budget available for this experimentation, a maximum of 40 SMEs will be validated to enter the experimentation and working groups.

Following the random insertion of candidate SMEs in the intervention or control group for each challenge, SMEs will have from 4 to 6 months to undertake the pilots. Facilities allocated to SMEs in each group is as follows:

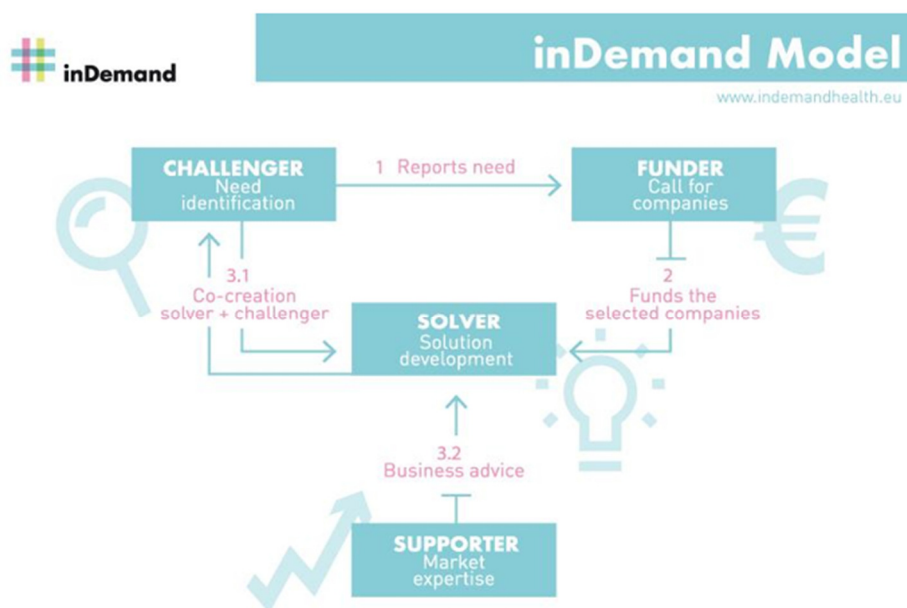
- Control group: fiche-dossier of the target challenge plus financial contribution up to a maximum of 10 000€ € from Innosup 6 programme
- Intervention group: fiche-dossier of the target challenge plus financial contribution up to a maximum of 10 000€ from Innosup 6 programme plus co-creation with the large/tractor company plus business support





Thus, the inDemand-RCT community is composed by:

- Challenger: large/tractor company that previously identified each challenge
- Funder: Instituto de Fomento de la Región de Murcia (INFO Murcia)
- Solver: SMEs that
 - express interest to join the experiment for a concrete challenge (eg. by submitting a application to this call)
 - is accepted for the experiment
 - is randomly inserted in one of the two working groups, control or intervention.
- Supporter: external consulting firm



Furthermore, the facilities allocated to SMEs which are accepted to participate in this experimentation are:

- fiche-dossier of the target challenge. Sort of document produced by the challenger where the needs or challenges are defined and explained (as attached to these guidelines and available at <https://www.institutofomentomurcia.es/indemand-rct1>). This apply to SMEs in both working groups, intervention and control
- financial contribution up to a maximum of 10 000€ € from Innosup 6 programme. This amount is to be transferred from the Funder to the accepted SMEs as a grant. This apply to SMEs in both working groups, intervention and control



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- from 4 to 6 months to undertake the pilots. This is perceived as an investment to help SMEs to achieve their planned milestones. This apply to SMEs in both working groups, intervention and control
- co-creation with the large/tractor company responsible for each challenge: enabling collaboration between awarded SMEs and large/tractor companies for each challenge. Challenger will present functional, organisational and technical information to the SMEs to give an ideal start to co-create the most suitable solution. Solvers will receive valuable insights to the business context and real need to ensure demand-driven approach. During the co-creation, SMEs will interact with the technical staff of the challenger either virtual or real meetings and exchanges. This apply only to SMEs in the intervention group
- business support provided by a consulting firm. This includes business modelling support to selected SMEs based on Lean Startup/Customer development principles. SMEs are given information regarding relevant private and public funding opportunities to develop a sound funding strategy beyond the inDemand-RCT funding. Consulting sessions will be both This apply only to SMEs in the intervention group

Following the Randomised control trials methodology, the randomisation process will be implemented at this stage, by distributing in both working groups (intervention and control) the SMEs who expressed interest for each challenge, as mentioned in 3.4

Applicant SMEs accepted to enter this double approach experimentation after randomisation will become inDemand-RCT project Solvers and will be required to sign a Sub-Grant Agreement with the inDemand-RCT actors (ie. the Funder in case of control group and the Funders & Challengers in the intervention group). All documents that need to be submitted are listed in section 3.5. During the Sub-Grant Agreement definition, care will be taken to establish the milestones that each SME is committing to fulfil , to ensure the alignment of deliverables and milestones. The application issued to this call by the SME will become an attachment to the Sub-Grant Agreement.

Once all the administrative formalities are ready, selected SMEs will be able to benefit from all the inDemand-RCT services, depending on the working group SMEs are selected after randomisation. **Informative fiche-dossier plus EU financial support plus co-creation plus business support.**

The development of pilots will provide the challengers with different eventual solutions to the challenges identified, which can be ulteriorly implemented by the large/tractor companies.

At the end of the project, INFO Murcia will compare the results of these SME companies with inDemand support (co-creation + business support) versus mere investigation of SMEs without that support. To achieve this, a set of Key Performance Indicators (see point 5) will be identified, concerning aspects like innovation improvement, economic impact, etcetera.

3. inDemand-RCT OPEN CALL

inDemand-RCT Open Call for Demand driven innovation tackle business needs identified by large/tractor companies located in the Murcia region (Spain). Solution to such needs are proposed by applicant SMEs located in any member state of the EU



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All applications must address one of the 14 Challenges proposed for this specific Open Call, whose title and abstract can be found in section 3.1, later in this document.

The current inDemand-RCT Open Call will remain open for two months counting from the date of its publication date in the EU Funding & tenders portal.

Each Solver that generates results owns the attached IPRs and will own results that are not IPRs. Each Solver is responsible for the management and protection of its IPRs and bears the costs associated with this.

By applying to the inDemand-RCT Open Call, applicant SMEs will express interest to get engaged in the provision of technological solutions for some 14 challenges related to business innovation, digitalisation and response to covid identified by large/tractor companies located in the Murcia region (Spain)

3.1 The challenges to tackle

This call is addressed to SMEs capable to provide solution to any of the 14 technological challenges related to business innovation, digitalisation and response to covid19 identified by large/tractor companies located in the Murcia region.

Challenge RCT 01: A3 - Calculate, Share & Reduce / A3 - CSR

Challenge type: Innovation in processes

Brief summary: Dual aim: calculate scope 3 carbon footprint emissions from a business and drastically decrease them through a platform on which employees can share business travel information.

Challenge RCT 02: Verification of the quality of capers on the inside without damaging the product / Visionary

Challenge type: Innovation in processes

Brief summary: Detection of defects in capers without damaging the product.

Challenge RCT 03: Use of innovative techniques to increase production of biliproteins in spirulina plantations (Arthrospira platensis) / ATIBEA

Challenge type: Innovation in processes

Brief summary: Using new technologies designed for photobioreactors will allow us to optimise cultivation parameters, such as light and temperature, which are key to achieving levels of up to 15% in C-Phycocyanin production.

Challenge RCT 04: Bring added value to sub-products obtained at oil mill during production of olive oil / VALOR OLIVA

Challenge type: Innovation in processes

Brief summary: The solution to our challenge will eliminate transportation of subproducts produced at the mill as much as possible. This will facilitate standardisation of olive oil production process costs. In



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addition, we aim to bring added value to sub-products such as organic amendments or basal dressing fertilizer suitable for use in ecological farming.

Challenge RCT 05: Monitoring and control of production parameters based on SCADA-type systems aimed at improving film extrusion processes and manufacture of flexible packaging / EVER-TREND

Challenge type: Innovation in processes

Brief summary: The aim is to take steps forward in the creation of solutions that permit registration of parameters of variables that alter over time in EVERSIA production equipment: extrusion machines, cutting machines, laminators, printers, etc. Production speed is currently measured but other critical indicators for process improvement are not obtained (temperature, levels, weighing and filling, real-time electrical consumption, meters, etc.). The aim is to attain a greater number of indicators.

Challenge RCT 06: Electrical consumption baselines with load disaggregation / DISABASE

Challenge type: Digitalisation

Brief summary: The challenge consists of developing a process or service that provides an electrical consumption baseline for clients based on historical data, patterns, profiles and other applicable variables, such as time of the year and temperature. Load disaggregation in homes and small businesses will be possible. That is, information indicating which household appliances or devices are the source of consumption (fridge, air conditioning, electrical heater, oven, etc.).

Challenge RCT 07: Invoice comparison system / FAMICOM

Challenge type: Digitalisation

Brief summary: the firm needs to develop an automatism to analyse and compare clients' electricity bills. We aim to achieve the most simple solution possible for clients such that, by simply uploading an existing supplier bill, we can automatically analyse and compare our prices and issue a PDF with the results/analysis of that comparison.

Challenge RCT 08: Reduction of CO2 emissions through capture / EvacoldCO2

Challenge type: Innovation in processes

Brief summary: The aim is to decrease carbon footprints with a view to decreasing CO2 emissions and minimising environmental impacts. The best available energy efficiency techniques have already been implemented. The aim now is to achieve direct CO2 capture prior to emission. The objective includes decreasing current emissions by 20%.

Challenge RCT 09: Production of water with an electrical conductivity under 50 microS/cm by means of osmosis and using well water rather than osmosis with mains water and cold evaporation of waste water / EvacoldH2O



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Challenge type: Innovation in processes

Brief summary: The issue lies in the need for 135,000 m³ of water/year for production at the lowest possible price and without sacrificing direct use of this water for human consumption based on availability of sufficient well water and the necessary technology for zero waste. Depending on the price of mains water, in excess of 2 €/m³, it makes evaporating waste to obtain solid dry salts for a circular economy possible.

Challenge RCT 10: Communication and translation system for hospital-grade transparent facemasks / COMUNICA360

Challenge type: Response to Covid

Brief summary: A dual cavity transparent facemask has been developed in order to prevent contagion whilst facilitating fluid communication by showing facial expressions (this facilitates lip reading) and that requires an add-on to a) facilitate voice projection and b) facilitate communication between speakers of different languages.

Challenge RCT 11: Employee portal 3.0. A platform for digitalising and automating HR departments / ADMU4U

Challenge type: Digitalisation

Brief summary: A platform for HR department digitalisation and automation.

Challenge RCT 12: Inclusion of a new DICOM viewer on a tele-medicine platform / NDICOM

Challenge type: Digitalisation

Brief summary: Incorporation of a new radiological image viewer onto an existing platform so that all kinds of distance viewing and diagnosis reports can be generated.

Challenge RCT 13: Automation of cement production through data analysis / AUTOCEM

Challenge type: Innovation in processes

Brief summary: The production process includes clinker cement, plaster and other raw materials in different proportions and of different sizes depending on the type of cement that is required. Controls are performed through SCADA, which is fed a range of parameters that are updated by the panel operator based on laboratory analysis results delivered on an hourly basis (SO₃, CO₂ and size).

Challenge RCT 14: Chemical and antimicrobiological treatment of water for industrial facilities with a range of end needs depending on use / MULTIAQUA

Challenge type: Innovation in processes



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Brief summary: The issue consists of combining water sources (mains water and others), mixing them, chemical and microbiological conditioning, and distribution to different production lines with different requirements in terms of cationes, aniones and pH content. The aim is to achieve zero corrosion across all parts of the facility over the coming 15 years and reach acceptable electrical conductivity and microbiological conditions, particularly in the most critical elements at the plant.

Full description of the challenge is available in the fiche-dossier attached to these guidelines.

Applicants need to engage one of these specific challenges to be an eligible candidate. Applicants will express interest to become solver for a maximum of two challenges.

It is also necessary to address the scope of these challenges at two levels:

- **Technical** – [Technology Readiness Level \(TRL\)](#) a minimum of 6-7 is required. We are looking to support solutions that have the potential to scale-up in the international market. As critical, the solution must fit with end-user needs and not vice versa.
- **Business model** – Your business model should show how you plan to scale-up your solution to ensure market readiness in your key market(s) and the maturity and the management capacity of the team to achieve this.

3.2 Who can apply and how? Application requirements

The following eligibility criteria must be complied to, to get through to the evaluation process:

- Applicants must be headquartered in eligible countries legally established as a business and based in an EU Member State (Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden) or H2020 associated country (Iceland, Norway, Albania, Bosnia and Herzegovina, the former Yugoslav Republic of Macedonia, Montenegro, Serbia, Turkey, Israel, Moldova, Switzerland, Faroe Islands, Ukraine, Tunisia, United Kingdom Georgia and Armenia).
- The legal status of the Applicant must be a Small and Medium Enterprise compliant with the [EU definition of SMEs](#). Consortiums are not allowed to apply
- The proposed project must address one of the specific Call challenges, using an e- solution with a minimum [Technology Readiness Level \(TRL\)](#) of 6-7.
- Applicants must be legal entities in a situation to receive public funding (Commission Regulation (EU) [No 651/2014 of 17 June 2014](#) declaring certain categories of aid compatible with the internal market in application of Articles 107 and 108 of the Treaty).
- Absence of double public funding. The very same project activities cannot receive other public funds.
- All elements of the Application must be submitted in English and must be completed by containing all requested elements specified in the Guide for Applicants. The uncomplete proposals will not be taken into consideration.

The main steps to apply are as follows:

1. Check compliance with eligibility criteria for participating in the inDemand-RCT Open Call provided in this document (see section 3.2).



2. Prepare the application. All SMEs interested in participating in the Call submit their application by making use of application form & templates available on the web site <https://www.institutofomentomurcia.es/indemand-rct1>
Applications must be fulfilled in English
3. Applications signed by legal representative of the applicant SME will be scanned and electronically submitted only to euservices@info.carm.es until 20th november 2021, 17.00 **Brussels time**. To achieve so, the Applicant is requested to provide an email address to ensure effective communication between the Funder and the applicant during the whole procedure defined in this Call.

Applications will consist of the following items:

- The Proposal must follow the templates of the **Application Form** provided for this purpose. Max. 4 pages per project application including the following content:
 - Addressed challenge
 - Budget estimation
 - Detail the envisaged solution and describe the technology and tools expected to be used
 - Define the expected impact
 - Include a short work-plan setting timelines and milestones
 - Previous similar experiences of the firm / team proposed
- **Declaration of honour duly signed.** The beneficiaries must certify that all information provided is correct. They must also be completely committed to participate in the project that they are submitting and comply with the eligibility criteria. The declaration of honour states also that this very same project proposal does not receive funds elsewhere.

General remarks:

- Templates of these documents can be found at <https://www.institutofomentomurcia.es/indemand-rct1>
- The participants need to provide their complete application, as specified in the Guide for Applicants.
- **All elements of the Application must be submitted in English** and must be completed by containing all requested elements specified in the Guide for Applicants. The uncompleted proposals will not be taken into consideration
- SMEs can apply up to a maximum of two challenges. However, it is important to note that SMEs can only be sub-granted (i.e. awarded) for one challenge
- In case two or more applications are submitted to a given challenge by the same Applicant, only the last one will be taken into consideration.
- Late submissions will not be accepted.
- Applications which contravenes ethical principles or any applicable legislation, or which does not fulfil the conditions set out in Decision [No 2013/743/EU](#), in the work programme, in the Call may be excluded from the evaluation, selection and award procedures at any time.
- Funder will first assess completeness of documentation submitted by all applicants (i.e. Application form and declaration of honour)



3.3 Eligibility check – applications accepted

The Funder will review each application in conformity with the eligibility criteria in 7-calendar days term. In case the application is correct, an email is issued to the applicant confirming receipt. In case of any failure, mistakes are notified by email to the interested applicants, who may dispose on 7-calendar day term to correct or provide documents to complete their initial application.

Complementary information (including correcting an obvious mistake) may concern:

- lack of information in the application about the applicant, the incompatibility of signatures with the legal representation, the illegibility of the application, including the illegibility of signatures;
- lack of conformity of the information of the application with the company documentation;
- ambiguity of the information included in the application on activities planned to be done, results planned to be achieved;
- inconsistencies of the information in the application which are obvious error.

Complementary documentation or information will be electronically submitted via a dedicated email: euservices@info.carm.es. Such a complementary information may be submitted by the applicant either in English or in local language (Spanish), at their convenience. Submitted information and/or documents will become part of the Applicant's application.

After formal eligibility check, ineligible and eligible proposals will be marked and visible in the inDemand-RCT web site within 3 weeks after the Call closing date. There will be no personalized communication on the results of the Eligibility Check.

Later to such formal assessment, the Funder will transfer all the eligible applications to the large/tractor company responsible for each challenge. Thus, INFO will address blind-version of the applications to the target challenger in order not to put the confidentiality in risk and respect full power of anonymous randomisation.

Each eligible application is assessed to confirm adequacy of the piece of candidacy with the application template, in particular:

- Solution appropriateness: Fit with inDemand-RCT particular challenge
- Potential Impact
- Workplan viability
- Corporate and team experience

As soon as the Funder and the challenger provide consecutive expression of adequacy of the applications to the concrete challenge, the applications are finally accepted and ready for randomisation. In case of eventual inadequacy, those challenges are moved back to the applicant for amendment.



3.4 Randomisation

Following the Randomised control trials methodology, the randomisation process will be implemented at this stage, by distributing in both working groups (intervention and control) the SMEs whose applications were accepted in conformity check.

InDemand-RCT will nominate a Randomisation Committee composed by 3 members. It will be integrated by:

- 1 member from the Funder,
- 1 member from the local RCT expert and
- 1 member from the inDemand-RCT technical secretariat.

Both a chairperson and a secretary of the Committee will be nominated.

All members of the Randomisation Committee, including chairperson and secretary, will have to sign a confidentiality and conflict of interest declaration prior to joining the Committee

In particular, the role of the Committee will be:

- to confirm the formal eligibility of the candidate applications with respect to the call guidelines,
- To oversee the proper execution of the Randomisation process, its coherence, fairness and transparency
- To assure that no conflict of interest, fraud, or similar has taken place over the eligibility check procedure.
- if there are ethical considerations, the proposal will be carefully studied.

On the ground of the randomisation procedure, accepted SMEs are randomly inserted in one of the two groups. Randomisation will be held in an open ceremony which will be organised by the Funder. Applicant SMEs accepted for this experimentation will be invited to attend the randomisation ceremony by streaming (eg. Telco Teams). The session will be also recorded.

As already mentioned above, a maximum of 40 SMEs will be validated to enter the experimentation and working groups. Randomisation will select per each one of the 14 challenges:

- at least one SME for the intervention group
- at least one SME for the control group
- eventually, one more SME for the intervention group in those challenges having a big number of candidates submitting application. If so, one more SME will be accepted for the challenge with the highest number of candidates, similar for the second challenge, similar for the third ... up to reaching to 40 SMEs accepted in total.
- It is to be noted that one SME cannot be accepted for two or more challenges, irrespective the inclusion in control or intervention group. To avoid so, applicants are requested to clearly state in their application the level of priority they give for their various applications.

A randomisation report for each Challenge will be produced and signed by the chairman

The inDemand-RCT team will undertake all possible efforts to complete the call conformity check and randomisation process within a maximum time of one month after deadline of applications. A list of beneficiary SMEs per Challenge (both intervention and control group) will be published in the project website as well as in the regional Official Bulletin. Furthermore, a confirmation email is to be sent by the Funder to the accepted SMEs as well as non accepted SMEs.



3.5 Accepted beneficiary SMEs: contractual phase

For each Challenge, accepted SMEs become inDemand-RCT Solvers, as considered recipients of the informative fiche-dossier, beneficiaries of the grant and/or the other facilities & services applicable to SMEs in the intervention and control groups. The administrative tasks for the Solvers, including activity reporting obligations and related documents will be provided during the contractual phase.

3.5.1 Sub-Grant Agreement Preparation Process

Awarded Solvers will be requested to sign a Sub-Grant Agreement. The main objective of the Sub-Grant Agreement preparation is to validate financial and technical operational capacity from the SMEs teams, and to establish some minimum ground rules for receiving support from the inDemand-RCT project.

For each Challenge, a different template is to be used for Solver SMEs in the intervention group and SMEs in the control group. In case of intervention group, such a Sub-Grant Agreement will be signed between the Funder, the Challenger and the Solver, settling the specific conditions, rights and obligations for the concession of a grant to the Beneficiary for the co-creation & business support phase.

In case of SMES included in the control group per challenge, such a Sub-Grant Agreement will be signed between the Funder and the Solver, as neither direct access to challenger nor business support is foreseen. In similar terms, settling the specific conditions, rights and obligations for the concession of a grant to the Beneficiary SME will be displayed.

After sending the notification of being awarded, the Funder will send the Sub-Grant agreement to the Solver for being signed by its legal representative(s), irrespective the control or intervention group is applicable. The Funder is responsible for the completeness and correctness of the document provided to the Beneficiary.

All documentation for grant preparation is to be submitted electronically via email. The inDemand-RCT Funder may request translation of documents submitted in a language that cannot be processed

The Beneficiary Solver is obliged to provide to the Funder one signed sub-grant agreement within 10-calendar days after receiving it. The Solver is to also provide to the Funder the following documents by mail to euservices@info.carm.es:

- **Legal existence:** Deed or Articles of Association (corporate statutes)
- **Legal representative:** Copy of Power of attorney document (if applicable), National Identity Card
- **Tax Agency Documentation** to evidence the fulfilment of tax obligations
- **Certificate of up-to-date Social Security payments** to evidence the fulfilment of obligations.
- **Financial statements:** P&L, Balance sheets (from previous year). In the case that it is the first year of activity, it will not be asked any further information.
- **Bank Account information:** IBAN & SWIFT code (if applicable)
- Additional **documents to prove that the company is a SME** compliant with the EU definition of SMEs
- In case of request for an advanced payment, a **valid Bank Guarantee** is to be provided on behalf of the Solver to INFO Murcia. This is to allow the Funder to eventually recover the grant paid, because of checks, reviews, audits or investigations carried out by the Funder, the EC, the European Innovation Council and SMEs Executive Agency (EISMEA) or other Audit Entities in the conditions stated in the Sub-Grant Agreement and the Grant Agreement signed by the InDemand-RCT Beneficiary and EISMEA.



Eventually, the Solver and its bank are to make use of the template and further instructions for this specific purpose. The bank guarantee would be issued as security for the obligations of the Solver to INFO Murcia. In case that the Solver would fail to comply with the grant agreement, the bank of the Solver would be obliged to pay the guarantee to the Funder.

More precisely, the bank of the Solver can issue the envisaged bank guarantee in paper with all necessary and original signatures on the guarantee-document, but also the bank can send a guarantee via the SWIFT message directly to the Funder's bank. To achieve so, the Funder will provide its SWIFT CODE to the Solver. Upon receipt of such a SWIFT message, the Funder's bank will transfer the guarantee to INFO Murcia confirming its authenticity and the signatures.

The provision of the sub-grant agreement duly signed and listed documents to the Funder duly constitutes proof of acceptance of the Grant by the Solver.

The signed document will be eventually transferred to the Challenger for signature (in case of SMEs included in intervention group). Once the document is signed by its legal representative(s), the legal representative of the Funder will sign the Sub-Grant Agreement accordingly

Once completed the signature process of the Sub-Grant Agreement, the Funder will send one copy back to the Solver and one to the Challenger by email and will keep a copy of the Sub-Grant Agreement.

In the case of failure to deliver the documents in due time by the Solver or any other relevant disagreement with the Funder or the Challenger, the Funder may refuse to sign the Sub-Grant agreement.

A Kick-off meeting between the parties involved in intervention or control group of this InDemand-RCT Murcia Call will be scheduled in order to define the detailed planning and work plan of the pilots. The day of this meeting (either real or virtual) will formally open the pilot phase which will last from 4 to 6 calendar months at the latest.

During pilot stage, it is possible to amend the Sub-Grant Agreement upon the request of the Beneficiary and/or the challenger and due to justified reasons. The Funder will evaluate if the requested amendments are still in line with the objectives of the Call and the evaluation criteria and all other requirements, without a change of the overall score of the project. If the request for amendments is considered as not fulfilling all requirements and evaluation criteria, it will be rejected and the Funder who will notify the requester by email the reasons of refusal. In case of acceptance, an annex to the Sub-Grant Agreement will have to be signed by following the same procedure stated before. Claiming against this decision will not be processed.

Although the **working language between the Funder-solver-challenger will be the Spanish**. any Deliverables shall be in English. Any other internal report to be shared with the professionals from INFO Murcia or the challenger should be in local language.

3.5.2 Obligations of Beneficiaries

Beneficiary SMEs in intervention or control groups formally accept the following conditions in case of being accepted as Solvers:



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- Beneficiaries accept their responsibility on accuracy and veracity of data and documents submitted for proving the fulfilment of the eligibility criteria when submitting their applications.
- Beneficiaries will provide the documentary evidences proving the co-creation and provision of services.
- Beneficiaries are obliged to store the documents for external audit purposes until December 2025 either on paper or electronic version.
- The obligations of the beneficiaries are set forth in article 4 of the Subgrant agreement template, in particular regarding conflict of interest, confidentiality and data protection, visibility of EC funding and liability.
- Beneficiaries will include references to inDemand-RCT project and specifically show that funding is 100% under European Union's Horizon 2020 Research and Innovation Programme - Grant Agreement No. 824206.
- Beneficiaries must ensure that the recipients of the financial support allow the EC, the European Innovation Council and SMEs Executive Agency (EISMEA), the European Anti-fraud Office (OLAF) and the Court of Auditors to exercise their powers of control, audit and monitoring on documents, information, even stored on electronic media, or on the final recipient's premises, and shall comply with the Regulation for the Protection of the financial interests of the Union.
- Beneficiaries must ensure that the European Commission and the EISMEA have the right to make an evaluation of impact of the project. Beneficiaries must provide any information relevant to evaluate the impact of their project, including information in electronic format.
- Beneficiaries shall implement the Services in compliance with all the conditions and obligations set out in [Regulation \(EU\) 1290/2013](#), the Call and the Sub-Grant Agreement. Beneficiaries shall make no commitments which are incompatible with the Regulation or the Sub-Grant Agreement.
- Beneficiaries shall implement the Services and shall take all necessary and reasonable measures to that end. They shall have the appropriate resources as and when needed for carrying out the Services.
- Whenever participating in physical meetings or events, the beneficiaries must to behave in an appropriate manner by respecting the regulations anti-Covid 19 adopted by the competent Health authorities

For the Sub-Grant Agreement preparation, all documents (section 3.5.1) need to be submitted in a language that can be processed by the Funder, otherwise, some translations may be requested. Languages that can be processed: English, Spanish.

Contractual issues with the Solvers will be managed by inDemand-RCT funder. The administrative tasks for the Solvers, including activity reporting obligations and related documents will be provided during the negotiation and contractual and pilot phases.

3.5.3 Calendar

- | | |
|---|----------------------------------|
| ● Opening of the call | 20 September 2021 |
| ● Deadline for applications | 20 November 2021, 17 h CET |
| ● Notification to accepted firms | 15 December 2021 |
| ● Kick off meeting among the parties | 30 December 2021 |
| ● Sub-grant agreement signature | 08 January 2022 |
| ● Pilots for Implementation of the solution | 30 December 2021 to 30 June 2022 |



This project has received funding from the European Union's Horizon 2020 research and innovation under grant agreement No 824206

3.6 Funding Scheme

Eligible costs for this InDemand Call will only be:

1. Direct costs:

1.1 Personnel costs: researchers, technicians and other supporting staff of the applicant employed on the Project (up to 75% of the total costs claimed).

1.2 External Intellectual Services (up to 25% of the total costs claimed)

2. Indirect costs:

2.1. overheads and other operating expenses, including travel costs, costs of materials, supplies and similar products, incurred directly as a result of the Project. These indirect costs will be calculated as a flat rate of 25% of the total eligible personnel costs and don't need to be justified.

The maximum grant for this InDemand-RCT open call is 60% of all eligible costs with a maximum amount of 10.000€ per SME (lump sum), depending on the budget presented in the proposal. Grants are fully funded by European Union's Horizon 2020 Research and Innovation Programme - grant agreement No. 824206. It is not possible to accumulate this grant with any other public aid.

Due to the limited amount of the maximum grants for this call, it is not foreseen to issue any **advanced payment** at the contractual stage. In case of provision of a valid bank guarantee (see 3.5.1), the Solver may request for a preliminary payment of the 50% of the grant to INFO Murcia. Such an advanced financial support will incentive Solvers to technically undertake the pilots.

Final payment: The final payment will be made after deliverance of the final report (technical and financial) and subject to the validation of pilot implemented by the Funder (and the challenger in case of SME working in the intervention group)

3.7 Language, results and deliverables

Applicants must clearly indicate in their proposal, the expected achievements from participation in the inDemand-RCT pilots. This information will be discussed and validated during the preparation of the Sub-Grant agreement and the kick-off meeting, and will last until the final reviews.

Cost reporting on personal cost will be necessary and template will be provided. It will also be compulsory to deliver a final project report on project achievements, as described in the Sub-grant agreement, to receive the final payment.

In case of failure of these obligations by the beneficiary SME, the Funder will duly request the SME to respect the contractual obligations emerging from the sub-grant agreement. Similar action is to be observed whenever the obligations are not respected by the challenger. If the Beneficiary **or the challenger breaches any condition**, requirement or time term stated in the Sub-Grant Agreement, the Call or other applicable legal requirements, a breach procedure will be started according to the art. 17 of the sub-grant agreement

Although **the working language will be the Spanish** any Deliverables shall be in English. Any other internal report to be shared with the professionals from the challenger should be in local language.

3.8 Monitoring teams: Co-creation and Business Support Services

As briefly explained in section 2, all the accepted SMEs in the intervention group of each challenge are entitled to start a co-creation activity and receive Innovation Services. All accepted SMEs in such a group



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will be assigned a technical responsible in the challenger and an external consultant who will mentor and guide them through the whole co-creation and business support Programme. They will be discussing with the teams and making recommendations so to align the support with the specific needs of a given team, helping to setup the best possible service package for each team to deliver its objectives.

The external consultant will be hired by INFO Murcia to provide business support services to the SMEs working in the intervention group during the pilot implementation (4-6- months)

The inDemand-RCT support combines a fourfold approach:

- **The fiche-dossier** containing full description of the envisaged challenge
- **The grant:** up to a maximum of 10.000€ (lump sum), depending on the budget presented in the proposal.
- **inDemand co creation services.**

Co-creation is a method of joint ideation and validation in which the different agents involved are recognized for their ability to add value in the creation of a product, process or service. Thus, co-creation is rather co-development activity with users or experts.

The planned steps for co-creation are following:

- 1) **Co-creation kick-off.** The Challenger arranges a reasonable number of meetings between the accepted Solvers in the intervention group and Challengers technological department to set the basis to co-create the solution.
 - 2) **Co-creation framework definition.** After this exchange, Solver shares an updated version of its initially proposed work plan. This document is discussed and agreed with the large/tractor company and will include the following information: team, calendar - including meetings number and planning-, milestones, deliverables, description of the interactions.
 - 3) **Co-creation implementation.** The Solver interacts with the challenger, more specifically, with the technical team who proposed the challenge. If considered as needed, the challenger identifies the people as key users who are going to participate closely in co-creation with the SME.
 - 4) **Co-creation follow-up.** When a milestone is reached, a joint assessment takes place and corrective measure, if necessary, are put in place.
 - 5) **Co-creation reporting.** At the project deadline some 4 to 6 months later of kick-off, the Solver SME delivers the agreed deliverables to Challenger. A summary report together with a recommendation regarding next steps is submitted to Management of the Funder. It also exchanges the relevant information with the Funder and the rest of the actors
- **Business Support services**
Assigned external consultant will mentor and guide is considered as part of the Consortium Services.

The planned steps for business support are following:

- 1) **Business support.** The Supporter will organise modules with a threefold objective
 - a) Set an initial discussion with the SME on the business model approach to identify the specific needs and current bottlenecks



- b) Provide training on how to improve the SMEs' business model focusing in three areas: validation of the business model, access to funding and go-to market and commercialisation.
 - c) Set a personalized framework including a planning for the eleven months period that will include the following information: team, calendar, milestones, deliverables, description of the interactions
- 2) **Business support implementation.** The external service provider hired by INFO will interact with the SMEs in the three mentioned areas according to the plan defined. There will be at least 3 face-to-face interactions, hopefully coordinated with the co-creation ones. A orientative list of these services will include:
- Coach by experienced and qualified coaches;
 - Validation with experts of the Business Plan;
 - Support in the definition of a market development strategy and business scaling for target markets;
 - Targeted support to access private capital market;
- 3) **Business support follow-up.** When a milestone is reached, a joint assessment takes place and corrective measure, if necessary, are put in place.
- 4) **Business support reporting.** At the project deadline, the SME delivers the agreed deliverables to consulting company. A summary report together with a recommendation regarding next steps is submitted to the Funder. It also exchanges the relevant information with the Funder and the other actors

3.9 Reporting

Templates and specific indications for reporting and payment will be delivered by Funder to Solvers during the implementation of the pilots for their completion and final reporting. More precisely, templates are intended to enable Solvers to accreditate their activities (control group) and eventual interaction with both Challengers & supporters during co-creation & business support (intervention group), as well as to report on the eligible costs incurred.

1. Work Performed and Costs Incurred during Co-creation.
2. Copy of the co-creation & Business Support Work plan.

3.10 Other considerations

Irrespective its inclusion in the intervention or control groups, the maximum support that an SME can receive as a Sub Granted EU project is 10.000€ so in accordance with the maximum amount of financial support for each third party under H2020, which cannot exceed 60.000€ according to Article 15 of the GA). This limitation must be seriously considered when submitting the proposal.

3.10.1. Legal Framework

This Call is launched as a pilot project under inDemand-RCT Project (Grant Agreement No. 824206) and is 100% funded under European Union's Horizon 2020 Research and Innovation Programme and shall be



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issued in accordance with Regulation (EU) No 1291/2013 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 11 December 2013 establishing Horizon 2020 (i) the Framework programme for Research and Innovation and (ii) laying down the rules for participation and dissemination (2014-2020).

Applicants must be aware that their information and documents will be used by inDemand-RCT entities, EC, the European Innovation Council and SMEs Executive Agency (EISMEA) and other entities involved in processing this Call from application to certification procedures. Specifically, Beneficiaries must be aware that, following the H2020 guidelines, inDemand-RCT Project will keep internal records of, among others:

- A list of applications received, identifying the name and address of applicants.
- All communications with applicants before call closure and during the evaluation.
- The names and affiliations of the members of the Evaluation Committee.
- For each application, a copy of the filled forms used in the evaluation.
- A record of all incidents which occurred during the evaluation (e.g. how conflict of interests was handled if they were detected during the evaluation process) and any deviation from standard procedure (e.g. if a proposer selection was not the highest scoring application, you must document the objective reasons why the highest scoring one was passed over).
- Copy of requests for payment and attached documents.

Subject to the conditions established in the implementing agreements, decisions or contracts, any data, knowledge and information communicated as confidential in the framework of an action shall be kept confidential, taking due account of European Union law regarding the protection of and access to classified information.

Beneficiaries shall comply with national legislation, regulations and ethical rules in the countries where the Co-creation will be carried out.

3.10.2. Useful Documents

- All the Open Call Templates can be downloaded in the website <https://www.institutofomentomurcia.es/indemand-rct1>. The Open Call documents contains:
 - Open Call guide of Applicants
 - Open Call Application Form Template
 - Open Call Declaration Honour Template
 - Open Call Sub-Grant Agreement model
 - Bank guarantee for preliminary payment Model

3.10.3 Questions

Please check out the FAQs section in the inDemand-RCT website.

For further questions you can contact us through via email through euservices@info.carm.es

The mere fact of participating in this Open Call means that the participants knows and fully accepts the present rules.



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