



inDemand: Demand driven co-creation for public entities

GUIDE FOR APPLICANTS. 2nd INDEMAND Open Call

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

The main goals of inDemand are:

- Set up and validate a sustainable co-creation model that solves bottom-up challenges identified within public entities.
- Increase the capacity of public entities for systematically identifying needs that can be converted into successful business opportunities for private companies.

inDemand is a new model where Healthcare organizations and companies co-create Digital Health solutions, with the economic support of public regional funds in 3 pilot regions: Murcia Region (Spain), Paris Region (France) and Oulu Region (Finland).

inDemand applies at the same time demand-driven and co-creation approaches. inDemand aims to solve the challenges identified by the customer -the Healthcare organizations- and increasing the capacity of health entities to systematically identify and solve their needs while co-creating opportunities for private companies.

More specifically, inDemand aims to support eHealth projects that meet the challenges identified by the healthcare organisations

inDemand main objective is that SMEs will develop digital solutions with higher success rate -in terms of their application in practice/market uptake- because they have been developed side by side with the client. To this end, inDemand is specifically launching 6 calls, two in each inDemand region

In this second Call, the best projects from small and medium-sized enterprises (SMEs) will be selected to enrol into a co-creation program where each SME will obtain a grant up to a maximum of 30,000€.

Starting on the 1st September 2017, the project has a duration of 3 years and is supported by Horizon 2020 -under H2020 SC6 CO-CREATION 2016 call-, the EU Framework Program for Research and Innovation.

2. INDEMAND APPROACH FOR CO-CREATION AND BUSINESS SUPPORT

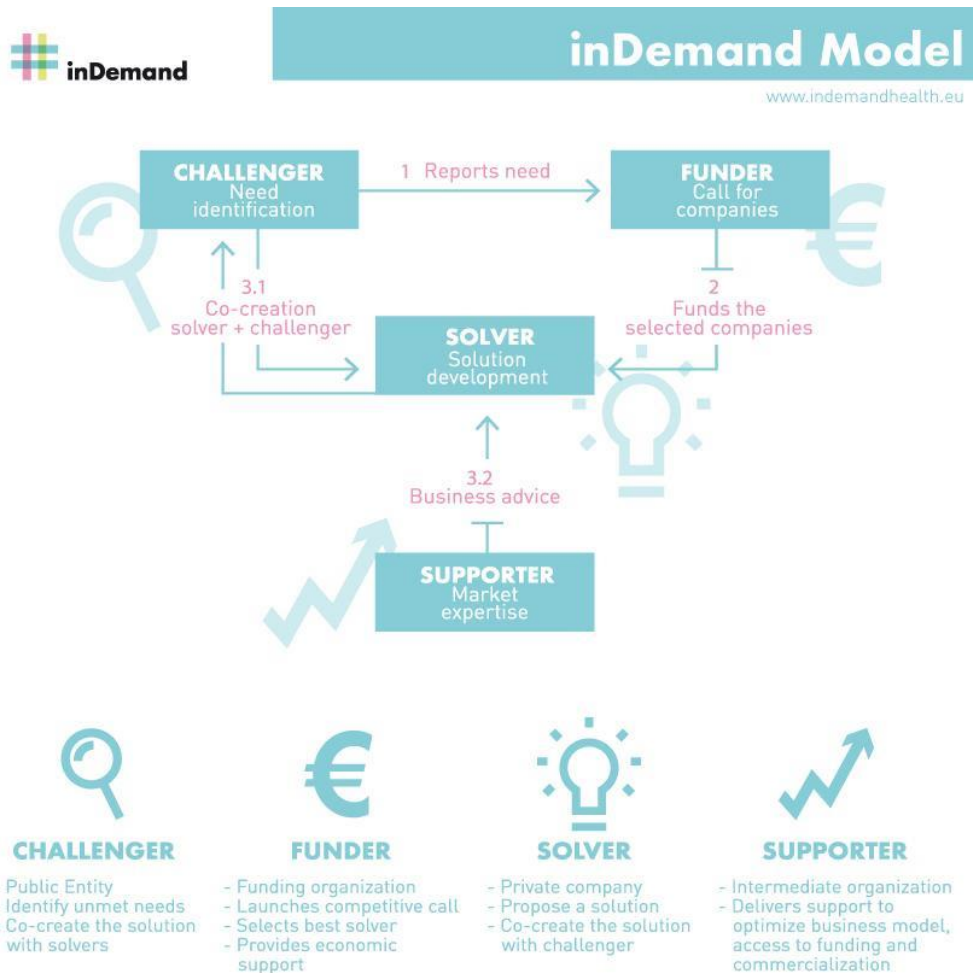
The whole co-creation Programme will last a maximum of 7 months, 18.6.2018 to 18.1.2019 altogether 4 teams from 4 selected SMEs that requested it and demonstrate sufficient capabilities and maturity level, could join the inDemand co-creation and business support Programme. The inDemand co-creation program is non-residential; some collaboration with teams will be done remotely.

The inDemand partners in Oulu Region are:

- Challenger: Northern Ostrobothnia Hospital District
- Funder: Council of Oulu Region
- Supporter: BusinessOulu

Selected teams from the Open Call will become InDemand project Sub-grantees and will be required to sign a Sub-Grant Agreement with the inDemand Funders & Challengers. 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 team is committing to fulfil the proposal, to ensure the alignment of deliverables and milestones. The proposal sent to this call by the SME will become an attachment to the Sub-Grant Agreement.

Once all the administrative formalities are ready, teams will be able to benefit from all the inDemand key actions: co-creation with healthcare organisations and business support.



An **inDemand mentor (inDM)** will be assigned and will mentor and guide the team through the whole co-creation and business support Programme. They will be discussing with the teams and making recommendations to align the services with the specific needs of a given team, helping to setup the best possible service package for each team to deliver its objectives. inDM belongs to one of the inDemand Partner entities and will be carefully monitoring the project status.

As a first step, the **co-creation will be managed (3.1 in the figure)**. Supporter organisation enhance the collaboration between awarded companies and healthcare organisations. Challenger -Healthcare organisations- will discuss functional, organisational and technical information to give an ideal start to co-create Digital Health Solutions of the future. Solvers will receive valuable insights to the practical healthcare context to ensure demand-driven approach and gain advantage to competitors. During the co-creation, SMEs will interact with the healthcare professionals.

Secondly, SMEs will receive **practical business support (3.2 in the figure)** as well as some other issues important in the health sector, such as patient privacy, from Supporter and Challenger organisation. This includes business modelling support 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 funding. SMEs will also receive continuous first-hand information about the suitable industry-related events, fairs and exhibitions as well as the most potential Investment forums. They will also benefit from high level workshops, coaching with mentors, testimonials from more mature companies and training towards fundraising.

Finally, the Direct Funding will be managed. It is perceived as an investment to help SMEs to achieve their planned milestones.

3. SECOND inDEMAND OPEN CALL

inDemand second Open Call for Demand driven co-creation projects in healthcare is seeking applications targeting to the healthcare sector incorporating digital Health technologies and bring society closer to the next generation healthcare system.

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.

All applications must address one of the 4 Challenges proposed for this specific Open Call, which can be found in section 3.1, later in this document.

The Second inDemand Open Call will remain open for three months counting from the date of its publication.

By applying to the 2nd inDemand Open Call, applicant SMEs will compete to get engaged in the 2nd inDemand co-creation Programme in Oulu Region name, where up to 4 projects will obtain a grant up to 30.000 € (per project)

3.1 The challenges to tackle

The second Open Call, is open to smart health solutions and seeks proposals to address one of the following proposed challenges:

Challenge 1: A solution supporting resource planning for more efficient implementation of rooms

An electronic application is needed for real-time monitoring of the occupancy rate of hospital rooms so that when staff and patients vacate a surgery, it will be available for others. Oulu University hospital requires such an application as probably do also most other hospitals in Finland. Both **public screens in the unit and work terminal displays** should allow the monitoring of occupancy rate of the rooms. The application **shall be integrated** into the hospital information system to enable necessary **transfer of data**.

Challenge 2: Remote controlled mobile solution for hospital clients (case: children's asthma examination)

A mobile control application for young clients is yet to be developed for **mailing easy-to-use guidance materials (including videos, game apps) without the client having to log in**. The application should be accessible for various mailing purposes of guidance materials relating to hospital **care pathways**. In the case of children and young people, login without a banking code or other certificate is important. A mobile apps should include **good technical properties for modification of content and adding material**. The application shall be **clear and easy to use** to encourage client's motivation to use it.

Challenge 3: Electronic guidance and advice pass (case: breastfeeding guidance)

Breastfeeding guidance pass (in paper) is, at the moment, a tool promoting **communication** relating to breastfeeding guidance between the hospital (Oulu University Hospital) and mother and child clinic (City of Oulu), and **encouraging and supporting families learning** to care for their healthy newborn. The objective is to upgrade the breastfeeding guidance pass into a digital guidance method, a mobile application, which is easy to use and provides easy access to all breastfeeding-related material (**texts, links and videos**).

Challenge 4: Electronic services before and after an outpatient clinic appointment (case: paediatric and adolescent diabetes care pathway)

There is a need for development of **electronic communication platform** for children and young people with diabetes and their families for **guidance** of initial care practices. The platform shall allow **saving real-time** blood glucose and tissue glucose monitoring data, mealtime carbohydrate quantity and insulin dose counting as well as other insulin doses used in therapy. Moreover, the platform should contain the essential diabetes **education materials and information** about physical activity in relation to changes in blood glucose levels and a **chat option** for questions and guidance (once the client is transferred to home care).

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

- **Technical** – [Technology Readiness Level \(TRL\)](#) 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. These markets might include health care providers at one or several of primary, secondary and tertiary levels domestically and/or internationally. To help you achieve this, selected SMEs will be offered a customized service package by inDemand.

Applicants need to engage one of these specific challenges to be an eligible candidate.

3.2 Who can apply? 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, Spain, Sweden and United Kingdom) 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, Georgia and Armenia).
- The legal status of the Applicant must be an 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-health solution with a minimum [Technology Readiness Level \(TRL\)](#) of 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.
- sub-granted SMEs from inDemand 2nd Call will not be allowed to apply to the 2nd Call.

The Funder will review each application in conformity with the eligibility criteria. The Applicants might be requested to provide additional explanations clarifying, in particular, their legal status, but no changes to the Application documentation are allowed once the Application is submitted. If so, applicants 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: indemandcall@indemandhealth.eu. Such a complementary information may be submitted by the applicant either in English or in local language (Finnish, French, Spanish), at their convenience. Submitted information and/or documents will become part of the Applicant's application.

Ineligible proposals will be marked and visible in the inDemand portal within 3 weeks after the Call closing date. There will be no personalized communication on the results of the Eligibility Check.

Later to such verification the Funder will transfer the full applications to the Selection Committee for evaluation.

3.3 How to apply? Application process

The main steps to apply are as follows:

1. Check compliance with eligibility criteria for participating in the inDemand 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 should use application form & templates available on the web site www.indemandhealth.eu. **Applications must be fulfilled in English.**
3. If there are ethical issues to be considered in your proposal, a specific box will need to be checked during the application.
4. All SMEs interested in participating in the Call submit their application via the Questionnaire accessible at www.indemandhealth.eu
5. Once your proposal is submitted and validated a confirmation email will be sent to acknowledge the application submission.

Any requests for information or question regarding this Call can only be sent to the questionnaire allocated in the website www.indemandhealth.eu

Applications signed by legal representative of the applicant SME will be scanned and electronically submitted only via Questionnaire accessible at www.indemandhealth.eu until 28 February 2018, 17.00 Brussels time. An acknowledgment of receipt will be sent to the Applicant, including a time stamp (day & time) of the submission. 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. 12 pages per project application including the following content:
 - General Information
 - Proposal name and acronym
 - Addressed challenge
 - Detail the idea and overall concept and describe the technology and tools expected to be used,
 - Define the expected impact at European and Global level.
 - Include a short work-plan setting timelines and milestones.
- **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 www.indemandhealth.eu
- 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 uncomplete proposals will not be taken into consideration
- SMEs can apply to several challenges. However, it is important to note that SMEs can only be sub-granted (i.e. awarded) for one application per call.
- 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](http://www.indemandhealth.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)

3.4 Evaluation process

The selection and evaluation process initiates after the application submission and consists of the Eligibility Check done by inDemand Consortium members and the qualitative Evaluation performed by a Selection Committee for the eligible proposals.

The Call evaluation process is structured as follows:

1. **Eligibility Check.** A first review will be performed by the Funder, prior to send it to the Committee for evaluation who will check the eligibility criteria.
2. **Proposal evaluation.** A Selection Committee will evaluate all eligible proposals. Members of a Selection Committee will evaluate and mark each of the submitted proposals in its Region by filling the Evaluation Template. They are not allowed to contact the applicants at any stage of the evaluation.
3. **Proposal selection.** The inDemand team will undertake all possible efforts to complete the call evaluation process within a maximum time of one month. The consortium will undertake all possible efforts to publish the final results final ranking by the 15 June. A list of beneficiary SMEs per Challenges will be published in the project website as well as in the regional bulletins.

Evaluation criteria

Each eligible proposal will be evaluated by a Selection Committee. Evaluators will score and rank each proposal according to a grid consisting of a quantitative score for each evaluation criteria.

- Solution Excellence: Fit with inDemand particular challenge
- Potential Impact
- Workplan viability
- Team experience
- Business sustainability

Each criterion is subdivided into several sub-criteria as described in the table below. Each sub-criterion will be scored out of 10. The addition of the score of the sub criteria will be the final score.

An overall threshold, applying to the sum of the individual scores, will be defined by the Selection Committee. Then, applications passing this threshold will be ranked following the priority based on obtained score. The Committee will prepare a ranking list of applications per Challenge. According to the inDemand budget, the first application in the ranking will be proposed for funding for each Challenge in each Target Region. The other eligible applications will not be automatically considered for funding but integrate a reserve ranked list because of having fulfilled all evaluation criteria and thresholds for funding

In case of a tie score after the review of Applications, the following approach will be applied successively for every group of ex aequo Applications requiring prioritization, starting with the highest scored group, and continuing in descending order

Each Selection Committee will prepare a Territorial Evaluation Report for each Challenge, including a ranking list, a reserve ranking list and a rejected applications list, together with the reasons of rejection. The Chairman of each Committee will sign the territorial evaluation report. The applicant SME listed in the first position for each Challenge will be nominated as the beneficiary for such a Challenge.

The chairman will transfer the territorial evaluation report for each Challenge to the Funder who will individually notify any applicant by email about the result of the evaluation and the fact of being awarded or rejected from the grant. Negotiation will be starting with the SME ranked in the first position with a view to open the Co-creation phase.

If no good enough solution is detected for a Challenge, we will not award a contract.

The evaluation criteria with their sub-criteria are defined below:

Criteria	Explanation	Evaluation Marks
Solution excellence: Fit with inDemand particular challenge		
1. Soundness and consistency of concept	Extent that proposed work is ambitious, has innovation potential, and is beyond the state of the art, enhancing the innovation capacity and the integration of new knowledge & the implementation of such innovations to the market	1 2 3 4 5 6 7 8 9 10
2. Solution fit to challenge in an innovative approach and Compliance	Alignment of the solution with the proposed challenge	1 2 3 4 5 6 7 8 9 10
3. Technological excellence	Viability and cost-effectiveness of the technological solution	1 2 3 4 5 6 7 8 9 10
Potential Impact		
4. Solution expected Impact	Clarity and pertinence of objectives and indicators	1 2 3 4 5 6 7 8 9 10
Work Plan viability		
5. Credibility of the proposed Work Plan	Includes fit with the economic grant and inDemand calendar	1 2 3 4 5 6 7 8 9 10
6. Co-creation intensity	Importance given to the co-creation work (objectives and means employed)	1 2 3 4 5 6 7 8 9 10
Team experience		
7. Experience and skillset of the team	Appropriateness of the team	1 2 3 4 5 6 7 8 9 10
Business sustainability		
8. Market description and commercialisation strategy	Expected market and go-to market strategy	1 2 3 4 5 6 7 8 9 10
9. Commercialisation potential: Likelihood of future market exploitation	Effectiveness of eventual implementation plan of the project's results (including explanation of IPR management, if applicable)	1 2 3 4 5 6 7 8 9 10
10. Business commitment	Interest of the company in the solution	1 2 3 4 5 6 7 8 9 10

3.4.2 Selection Committee

Each Partner region will nominate a Selection Committee composed by 6 members. It will be integrated by:

- 2 members from the regional Challenger,
- 2 member from the regional Funder and
- 1 member from the regional Supporter.
- One additional external member will be recruited from the Advisory Board of the project. Both a chairperson and a secretary of the Committee will be nominated.

All members of the Selection 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 a Selection Committee will be to oversee the proper execution of the evaluation process, and guarantee its coherence, fairness and transparency. In particular, the role of a Selection Committee is to:

- Assure that no conflict of interest, fraud, double funding during the evaluation process has taken place.
- Assure that the maximum amount that a SME receives is limited to 30,000€
- if there are ethical considerations, the proposal will be carefully studied.

Those 6 members will evaluate and mark each of the submitted proposals in its Region on a “competitive basis of award”, according to Evaluation Criteria. An Evaluation Template will be used for evaluation of each received application and signed by each evaluator after completion.

3.5 Selected teams: Administrative duties

For each Challenge, SMEs ranked in the first position will become inDemand Solvers, as considered Beneficiaries of the grant. The administrative tasks for the Solvers, including activity reporting obligations and related documents will be provided during the negotiation and contracting phase.

3.5.1 Sub-Grant Agreement Preparation Process

Selected 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 project.

For each Challenge, 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 phase.

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). 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 consortium may request translation of documents submitted in a language that cannot be processed by the consortium partners.

The Beneficiary Solver is obliged to provide to the Funder one signed sub-grant agreement within 15-calendar days after receiving it. The Solver is to also provide to the Funder the following documents by mail to indemandcall@indemandhealth.eu

- **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

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 transferred to the Challenger for signature. 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. The day of the last signature will formally open the co-creation phase.

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.

If negotiation with the first candidate of the list eventually fails, negotiation will be initiated with the second candidate (or ulterior candidates, just in case)

During Co-creation, it is possible to amend the Sub-Grant Agreement upon the request of the Beneficiary and due to justified reasons. The InDM 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 application of amendments is considered as not fulfilling all requirements and evaluation criteria, it will be rejected and the Funder who will notify the beneficiary by email, giving 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.

3.5.2 Obligations of Beneficiaries

Successful applicants formally accept the following conditions in case of being awarded as Beneficiary Solvers:

- 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 2022, either on paper or electronic version.
- Beneficiaries are in general bound to art. 35 (Conflict of interest), art. 36 (Confidentiality and Data Protection), art. 38 (Visibility of EC funding) and art. 46 (Liability) of the Annotated Model Grant Agreement - AGA of the H2020 Programme, without prejudice to the provisions set out in this Call and in the Sub-Grant Agreement. With regards to art. 38 (Visibility of EC funding), beneficiaries will make references to public funding from EU, including suitable logos, and EU flag. Beneficiaries will include references to inDemand project and specifically show that funding is 100% under European Union's Horizon 2020 Research and Innovation Programme - Grant Agreement No. 763735.
- Beneficiaries must ensure that the recipients of the financial support allow the EC, 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 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.

Selected SMEs will become inDemand Sub-Grantees. SMEs will need to validate their financial and technical operational capacity (estimated time: two weeks).

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 consortium, otherwise, some translations may be requested. Languages that can be processed: English, French, Spanish, Finish)

Contracts with the Sub-Grantees will be managed by inDemand funder. The administrative tasks for the Sub-Grantee, including activity reporting obligations and related documents will be provided during the negotiation and contracting phase.

3.5.3 Calendar

- Launch the call 28 February
- Deadline for applications 28 May 2018
- Communication of selected SMEs 15 June 2018
- Sub-grant agreement signature 29 June 2018
- Implementation of the solution from 15 June 2015 to January 2019

3.6 Funding Scheme

Eligible costs for this InDemand Call will only be:

- personnel costs: researchers, technicians and other supporting staff to the extent employed on the Project (75% of the total costs claimed);
- overheads and other operating expenses, including travel costs, costs of materials, supplies and similar products, incurred directly as a result of the Project (25% of the total costs claimed).

The maximum grant for this InDemand second call is 60% of all eligible costs with a maximum amount of 30.000 € per beneficiary-challenge.

Grants are fully funded by European Union's Horizon 2020 Research and Innovation Programme - grant agreement No. 763735. It is not possible to accumulate this grant with any other public aid.

First payment: Once the signature of the Sub-Grant Agreement is completed and the Funder has sent one copy back to the Solver, an advanced payment of the 30% of the grant will be bank transferred from the Funder to the Solver. Such an advanced financial support will incentive Solvers to technically interact with Challengers within the co-creation phase.

Second payment: The second and final payment will be made after deliverance of the final report and subject to the inDM validation after Co-creation.

3.7 Language, results and deliverables

Applicants must clearly indicate in their proposal, the expected achievements from participation in the inDemand co-creation Programme. This information will be discussed and validated during the Sub-Grant negotiation, and used during the final reviews, to receive the distributed payments.

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

Although the working language will be the Finnish language, 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 selected SMEs are entitled to start a co-creation activity and receive Innovation Services. All awarded SMEs will be assigned an inDemand mentor (inDM) 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.

inDM belongs to one of the inDemand Partner entities and will be carefully monitoring the project status.

The inDemand support combines a threefold approach:

- **The grant:** 30.000€ maximum
- **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. Please note that co-creation is not a clinical trial but 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 awarded Solvers team 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 public entity 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 intrapreneur team who proposed the challenge, and the Challenger technological department to co-create the solution further. If considered as needed, the challenger identifies the people as key users who are going to participate closely in co-creation with the company.

- 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, the private company delivers the agreed deliverables to Supporter and 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 consortium.
- **Business Support services provided by Consortium:**
Assigned inDM 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 7-month period that will include the following information: team, calendar, milestones, deliverables, description of the interactions
 - 2) **Business support implementation.** The Supporter 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 coordinated with the co-creation ones. Based on the needs of the sub-granted projects the inDM will assist the SME to access services provided by inDemand consortium partners. A non-exhaustive summary 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 Supporter. 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 rest of the consortium.

3.9 Other Considerations

The maximum support that an SME can receive as a Sub Granted EU project is 30.000€ and will always be under 60.000€ to meet H2020 requirements for cascade funding. This limitation must be seriously considered when submitting the proposal.

3.9.1. Legal Framework

This Call is launched as a pilot project under InDemand Project (Grant Agreement No. 763735) and is 100% funded under European Union's Horizon 2020 Research and Innovation Programme and shall be 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 consortium, EC and other entities involved in processing this Call from application to certification procedures. Specifically, Beneficiaries must be aware that, following the H2020 guidelines, InDemand Project Partners 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.

3.9.5. Useful Documents:

All the Open Call Templates can be download as a package in the website www.indemandhealth.eu. The Open Call documents contains:

- Open Call
- Open Call guide of Applicants
- Open Call Co-creation & business support services handbook
- Open Call Application Form Template
- Open Call Declaration Honour Template
- Open Call Sub-Grant Agreement model
- Open Call Final report structure

3.9.6 Questions

Please check out the FAQs section in the inDemand website.

For further questions you can contact us through the form available at: www.indemandhealth.eu

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