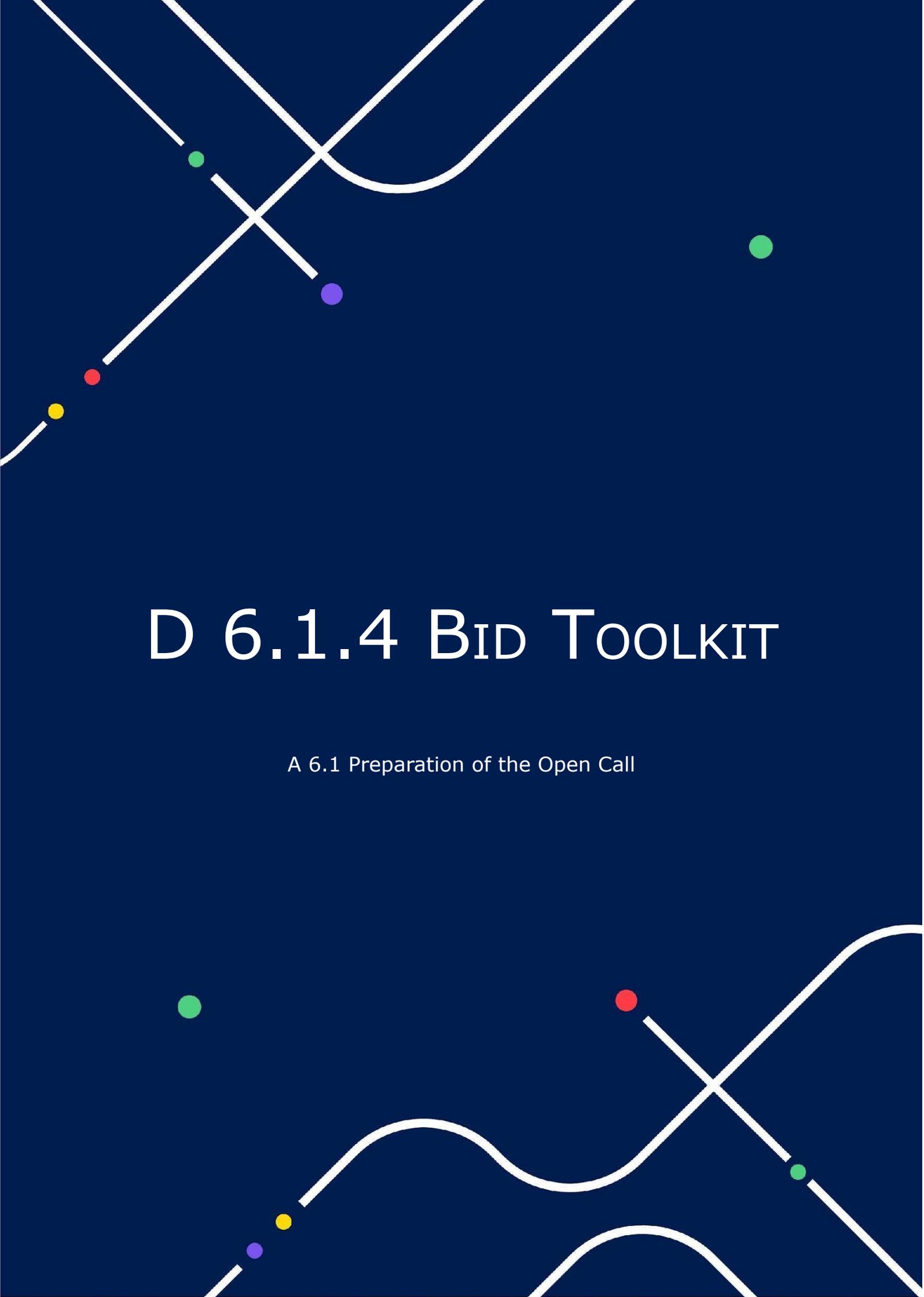


VOXPOP

Lisbon Mobility
Goes Digital



The background is a dark blue gradient. It features several white lines: some are straight and intersect, while others are curved and wavy. Scattered throughout are small, solid-colored circles in green, purple, red, and yellow. The overall aesthetic is modern and technical.

D 6.1.4 BID TOOLKIT

A 6.1 Preparation of the Open Call

Technical Information

TITLE: Urban Mobility Innovators Open Call - Bid Toolkit

EDITION: Beta-i

DATE: August 2022

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This publication was produced under the VoxPop - People project, Processes & Technology towards the digital transformation of the urban mobility system of Lisbon, a project co-financed by the European Regional Development Fund through the Urban Innovative Actions Initiative.

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Version Control Table

Version	Date	Modified by/ Approved by	Summary of changes
0.1	16/05/2022	Gustavo Magalhães / Patrícia Almeida (Beta-i)	1 st version ready for Quality Check
0.2	01/06/2022	Gustavo Magalhães / Patrícia Almeida (Beta-i)	Updated version
1.0	10/08/2022	Gustavo Magalhães / Patrícia Almeida (Beta-i)	Final version approved

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Urban Mobility Innovators Open Call

The City of Lisbon launches the Urban Mobility Innovators Open Call to fund innovative digital solutions that help solve mobility challenges of vulnerable communities in Lisbon, inviting the international community of innovators to apply.

This Open Call has a budget of €1 million to improve accessibility and safety of persons with reduced mobility and other vulnerable groups who have their mobility-experience restricted — such as persons with disabilities, elders, children, pregnant women, and others.

This document **Bid Toolkit** aims to support potential applicants to the Open Call. It can be viewed as an applicant's guidebook that comprises all relevant information about how to submit a proposal for a solution. It also includes various templates that are required for a successful submission.



Proposals

The Urban Mobility Innovators Open Call consists of a period of 2 months of open applications to submit your proposal. The call is open between **August 10, 2022**, 9:30 AM GMT+1 and **September 25, 2022**, 11:59 PM GMT+1 2022.

This is where your journey begins.

WHY APPLY?

The Urban Mobility Innovators Open Call is looking for the next agents of change to improve mobility-restricted users' lives. This is your chance to join the movement.

As well as having an impact on tackling one of the greatest urban challenges of our times, selected solutions will be supported with a financial grant to cover costs of development and implementation: for solutions tackling one challenge, an amount of up to €50.000 will be available. For solutions tackling two or more challenges there will be a global amount of up to €60.000.

CHALLENGES

Mobility - the ability to move or be moved freely and easily; the ability to move between different levels in society - a current buzzword that while most take it for granted, others go by living with unreasonable restraints that affect their spontaneity, autonomy, empowerment, and ultimately, their dignity as human beings.

These mobility-restricted users continue to be underserved and, in some cases, overlooked, highlighting their vulnerability. Accordingly, the solutions we are looking for should respond to the real challenges of vulnerable communities, therefore in order to define these challenges, we gave voice to these groups through the involvement of NGOs and Associations in a co-creation process. As a result of this collaborative effort, the following challenges were identified:

1. Seamless Route Planning

Provide reliable and immediate route planning through, for example, real-time accessibility barriers identification and verified information on accessibility conditions of public spaces (transportation, services and venues).

Context

The existence of numerous barriers to mobility and the lack of information about them mean that many people are either deprived of any "new" outings (sticking to the routes they know well), or are deprived of spontaneity. (e.g.: needing to plan sometimes one day ahead of going anywhere for the first time in the city, since they need to call all the services to check if elevators are functioning in stations; ask for ramps in specific buses or trains, etc.).

Information on accessibility conditions of public spaces (such as barriers on sidewalks), working order of public equipment (such as elevators in stations) and accessibility conditions of public transport services (namely existence of ramps in trains) is not accurate, updated, nor easily accessible. Also, people need to have information on accessible services (e.g.: public bathrooms, benches, water

fountains) on the way and at destinations (in places such as public spaces and restaurants) which are not accessible and often inaccurate.

For several groups (such as wheelchair users and people with visual impairments), “user friendly” route information to steer them out of dangerous roads, routes with slopes, identifying routes with bike lanes, etc., would be important to decide on the best routes.

Examples of barriers to mobility in public spaces

Permanent barriers:

- Uneven sidewalks and tree beds are hazardous for people with visual impairments, elders and wheelchair users;
- Unleveled crossings are barriers to wheelchair users;
- Some bike lanes end abruptly in busy roads or against the grain.

Temporary barriers:

- Scooters and vehicles "parked" on sidewalks;
- Garbage bins;
- Tables and chairs outside legal limits.

Key Target Groups

- People with limited motor ability
- People with visual impairment
- People with hearing impairment
- People with cognitive impairments
- Elderly people

2. Autonomous Navigation

Facilitate journeys of people with disabilities, impairments or D/deaf, assisting navigation and wayfinding in the city for a more confident and autonomous mobility.

Context

When on the move, people need information to get safely and efficiently to their destinations, be it "last minute" information about time and service status, be it for spatial orientation. The city's main information systems are adapted to the general public with 5 functioning senses and who are literate. The lack of accessible information leaves vulnerable groups disoriented and dependent on outside help to navigate through the city.

Examples for people with visual impairments

- Finding bus stations (and information of whether they have shelter or not) and metro doors: insufficient tactile information on the floor;
- Knowing when and where to cross streets (no tactile floor information, no audio information in crossings; when sidewalks are fully lowered there is a risk to miss the border between sidewalk and road);
- Identifying barriers on the spot to avoid falls and other incidents (e.g.: sidewalk depressions and water pools, trash bins, scooters, objects that don't have a consistent vertical shape which the canes can detect, etc.);
- Navigating in the rain (street noise increases making it difficult to identify reference points; rain affects phone tactile screens);
- Know the real-time of arrival of buses;
- Acknowledge incoming buses (when raining, they are difficult to hear; also when buses stop further away from the sidewalk because of cars parked too close to the stop); identify them (which bus is approaching) and independently signal bus drivers to stop (people with visual impairments depend on other people to confirm the incoming buses number and to ask them to stop).

Examples for people with cognitive impairments

- Define routes and navigate the city using simple reference points: currently, people with cognitive impairments depend on outside help to

create new routes for them (identifying reference points) and to actually navigate them (training them through route repetition for memorization).

Examples for people with hearing impairments

- Acknowledge incoming / approaching transports (either for buses, trains or metro, the signs are acoustic);
- Make all route and timing information at bus stations accessible (written Portuguese is not a first language);

Key Target Groups

- People with limited motor ability
- People with visual impairment
- People with hearing impairment
- People with cognitive impairments
- Children
- Elderly people

3. Inclusive Ticketing Services

Making ticketing services more accessible (e.g.: registration, purchasing, charging, validation) to people with disabilities, impairments or D/deaf.

Context

People with cognitive, visual and hearing impairments - as well as wheelchair users and people with other kinds of reduced mobility (such as people with dwarfism) - depend on others to purchase or validate their travels. Accessible purchase and validation systems are key to promoting autonomous travel.

Examples

- Ticket purchase machine written instructions (for metro and train) are too complex and not available in sign language;

- Ticket purchase/validation machine screens are too high for people in wheelchairs, children and people with dwarfism;
- In buses, the space where the ticket validation sensors are placed is not standardised, making it inaccessible for blind people;

Key Target Groups

- People with limited motor ability
- People with visual impairment
- People with hearing impairment
- People with cognitive impairments
- People with dwarfism
- Children
- Elderly people

4. Safer Journeys

Promote safer journeys for all in the city, including people with disabilities/impairments, D/deaf or autism spectrum condition through solutions that mitigate barriers (physical, communication or information) that contribute to people's vulnerability in public spaces and in their mobility.

Context

Feeling unsafe on the streets and in public transportation keeps several people, especially from vulnerable groups, from moving around Lisbon freely. Unsafety arises from several factors, from physical barriers in the public space, to harassment and hate crimes towards communities such as LGBTQ+ and others, to a general feeling of impunity when abuse is committed towards the most vulnerable.

Examples

- Protect vulnerable groups from crime/harassment and support effective harassment reporting. The LGBTQ+ also reported avoiding very busy public transport routes as well as parking lots as a way of avoiding harassment (and reported asking for advice on “LGBTQ+ safe routes and parking lots” before travel);
- Too many people riding in evening rush hour is confusing for children; too little people at night and no available solutions to promote safety make it feel unsafe for most vulnerable groups (e.g.: bus drivers are not trained to intervene in case of abuse, no security devices or cameras in trains or metro stations and carriages);
- Promote psychological safety in travel for people in the autism spectrum: People in the autism spectrum have the need to have predictability to achieve psychological safety (e.g.: buses arriving at the same time; new bus drivers don’t necessarily know the routines and needs of these users).

Key Target Groups

- People with limited motor ability
- People with visual impairment
- People with hearing impairment
- People with cognitive impairments
- People with dwarfism
- LGBTQ+
- Women
- Children
- Elderly people

5. Wholesome Liveability of Public Spaces

Promote that people with visual disability or impairment or D/deaf can fully enjoy life in public spaces in the city (e.g.: gardens, parks, squares, etc.)

Context

Deprivation of enjoying gardens, monuments and other public spaces of Lisbon for lack of accessible information such as miniature tactile maps.

Examples

- Systems that facilitate the user's understanding and movement in public spaces, activating the five senses;
- Devices that enhance tactile, sound and aromatic experiences.

Key Target Groups

- People with limited motor ability
- People with visual impairment
- People with hearing impairment
- People with cognitive impairments

6. Community Solutions for a more Inclusive mobility (transversal)

Promote and facilitate community intervention towards solving mobility challenges in the city of Lisbon.

Context

There is a common aspiration for more community-driven solutions to the city. Some examples given were that parents today take their children to school individually, generating traffic, danger for bikes and less autonomy in children; or for the wish that society would be more active when witnessing harassment in public transport or on the streets.

Examples

- Involving the community in making travel safer for vulnerable communities such as women, children and LGBTQ+ members;
- Making up for insufficient public transport for children in big city commutes;

- Overcoming elders digital literacy gaps that prevent them from using smartphone solutions to mobility;
- Allowing low income families to access and maintain bikes for their children to go to school;
- Solve people with visual impairments fear of running out of cell phone battery or data when outside of their homes;
- Prepare society (and public transportation workers) to help people with visual and other impairments.

ELIGIBILITY

In order to be eligible, the applicants must:

- Be a legal entity (public or private body) established as a Micro, Small, or Medium Enterprise (SME)¹, Civil Society Organisation (CSO)², Non-Governmental Organisation (NGO)³, Higher Education Institution, or Research Centre.
- Be established in one of the EU Member States: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden;

or in one of the third countries associated with Horizon Europe: Albania, Armenia, Bosnia and Herzegovina, Faroe Islands, Georgia, Iceland, Israel,

¹ Micro, small and medium-sized enterprises (SMEs) are defined in the EU recommendation 2003/361 https://ec.europa.eu/growth/smes/sme-definition_en

² Civil Society Organisation (CSO) is defined in the EU Law <https://eur-lex.europa.eu/EN/legal-content/glossary/civil-society-organisation.html>

³ Non-Governmental Organisation (NGO) is defined in the EU recommendation 2007/14 https://search.coe.int/cm/Pages/result_details.aspx?ObjectID=09000016805d534d

Kosovo, Moldova, Montenegro, Morocco, North Macedonia, Norway, Serbia, Turkey, Tunisia, Ukraine, and United Kingdom.

The funding is intended for single entities, rather than consortia of multiple entities.

Please consult the eligibility check grid in **annex A** to verify your eligibility.

Conflict Of Interest

Selected applicants must take all measures to prevent any situation where the impartial and objective implementation of the project is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest.

Due to potential conflict of interest, the following terms apply:

- Entities involved in the co-creation process of the challenges of this call may not apply;
- Immediate family, domestic and non-domestic partners of persons directly involved in the VoxPop project may not apply.

HOW TO APPLY?

To participate in the Open Call, applicants must submit their proposal through the website <https://www.voxpoplisboa-en.pt/opencall.html> by completing all the elements of the application in two simple steps:

Step 1. Consult the challenges and identify the one(s) relevant to you.

Step 2. To submit your application, you will be redirected to the F6S platform.

You will be asked to:

- Register in the F6S platform to create your profile;
- Fill in the Application Form (see **annex B** to consult application template);
- Fill in and upload your solution's Workplan and Budget (see templates in **annexes C & D**) which include detailed information on milestones, deliverables and results, as well as budget;
- Upload signed copy of Declaration of Honour (**annex E**)
- Agree to the Terms & Conditions and Privacy Policy of this Open Call.

It is important to note that:

- Each applicant organisation can only submit one proposal.
- In the case that the same applicant submits multiple proposals, only the latest version submitted will be considered for review.
- Filling out all the information and uploading all attachments is required. Only complete proposals will be considered for review.
- Submitted proposals must be in English or in Portuguese.
- Submitted proposals in Portuguese may have to be translated automatically for the evaluation process.
- Once you press the submit button, you will not be able to revise your proposal.
- We cannot accept proposals using other channels and cannot help retrieve or reopen any proposal once submitted.

Evaluation and Selection

Your proposal will be assessed after the set cut-off date. All proposals submitted to the Urban Mobility Innovators Open Call will be treated equally: evaluated impartially based on their merits, irrespective of their origin or the identity of the applicants.

Proposals that meet all the requirements will be evaluated by a team of experts from relevant domains such as mobility, accessibility, open-source software, digital transformation and representatives of the vulnerable group for whom the solution is primarily intended.

Please note that applicants may exercise the right to be heard in regard to decisions taken during the selection procedure, via email sent to opencall@voxpoplisboa.pt within 10 business days of their notification of any decision.

EVALUATION CRITERIA

The criteria employed to evaluate proposals are based on Excellence, Impact, and Quality and Efficiency in implementation.

The maximum total score (15 points) comprises 5 points to each criterion.



Please refer to the Evaluation Grid in **annex F** for more detailed information on the evaluation criteria.

SELECTION PROCESS

At least three jurors will evaluate and score the written proposals against each evaluation criterion, and produce an Individual Evaluation Report for each proposal.

The final score for each criterion corresponds to the median of the scores given by each evaluator, which will be followed by a compilation of the assessments of each criteria conducted by the jury.

Proposals that do not pass the minimum threshold of 3.0 out of 5 for each criterion will be excluded. The output will be a draft ranking list, comprising the top 40 scoring proposals (maximum), which will be validated in the interview phase.

Final Interviews

In the cases of proposals that make it to the draft ranking of proposals, but that have raised any potential doubts noted by the jury on the Individual Evaluation Report, the applicant will be summoned for a final interview for clarification.

The summoned applicants will be contacted to schedule the interview taking place during the month of October, 2022. Only individuals mentioned in the proposal and involved in the future project implementation can represent the proposal at the interview. Representation by other persons is not allowed. The interview will encompass up to a 45-minute Q&A.

The output of this interview will be a decision whether the score awarded in the previous phase shall be adjusted, or confirmed in light of the information collected in the interview, followed by an updated compilation of the results and reaching a final list of proposals.

SELECTED APPLICANTS

The Grant Agreement is the instrument that establishes the financial terms between the entity responsible for the project and the participants. Within the scope of VoxPop, the Lisbon City Council is responsible for preparing and signing all grant agreements, as well as the documents necessary for this effect. A template of the Grant Agreement can be found in **annex G**.

Candidates who are selected to implement the solutions are required to complete and deliver the qualification documents listed below, written in English or in Portuguese, within 10 days (maximum) after the selection notification.

Qualification Documents List

- A. Certificate of the Criminal Record of the holders of the corporate bodies of administration, direction or management of the legal person, in effectiveness of functions, or, in its absence, of an equivalent document issued by the competent judicial or administrative authority, from which it results that those requirements are satisfied;
- B. Declaration proving that the situation regarding social security contributions in Portugal or, where applicable, in the State of which they are nationals or in which their main establishment is located, is in order;
- C. Certificate stating that the situation is regularised in relation to taxes due in Portugal or, if applicable, in the State of which they are nationals or in which their main establishment is located;
- D. Identity card or citizen card data, of the people with powers to grant the contract with the respective address;
- E. Simple copy of the legal person card.
- F. If the documents or certificates referred to in subparagraphs a) to c) are not issued, they may be replaced by a solemn declaration, under oath, made by the interested party before the competent judicial or administrative authority, a notary, or a qualified professional body.

Selected proposals will receive a first instalment of 50% of the fund upon signing the agreement, and the remainder at the end of the process, after delivery and approval of the final report.

Confidentiality

Confidential information is any and all information that is not publicly available, of commercial, technical or financial nature relating to those involved in the Open Call. In particular, disclosure of operations, plans, and intentions, information about products and services, data, know-how, processes, research, software codes, transactions, among others.

In the event that the solution is not completed for any reason, the Parties undertake not to disclose or make use, for their own benefit, of any confidential information that has been disclosed.

In addition, personal data must be processed in a lawful, fair and transparent manner in relation to the data subject. Each Party shall, in relation to the personal data provided, ensure that its personal data protection policies or privacy policies are clear and that they provide sufficient information to data subjects in accordance with the GDPR for them to understand which personal data are transferred. and the purposes of the assignment; identify a point of contact for data subjects to exercise their rights and express their doubts; and understand how their personal data will be treated.

If one of the Parties becomes aware of a breach of security that accidentally or unlawfully causes the destruction, loss, alteration, disclosure or unauthorised access to personal data transmitted, preserved or subject to any other type of treatment, has the obligation to notify the other Party, as soon as possible and, in any case, within 24 hours (twenty-four hours) after becoming aware of such breach and to provide reasonable assistance to the other Party as necessary to facilitate mitigation of that breach promptly and compliantly.

Privacy Policy

All proposals and related data, knowledge and documents will be treated according to the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016).

All personal data provided by the applicants will be processed by Beta-i as the entity responsible for the data processing, exclusively for the purpose of these Call procedures.

Beta-i undertakes to process the personal data of natural persons conveyed, obtained or made known to it under this Open Call, in compliance with the GDPR, including with regard to the exercise of data subjects' rights and the duties to provide the information referred to in Articles 13 and 14 of Chapter 3 of the GDPR, in particular taking into account the following:

- a) Personal data will be processed in a manner that ensures its security, and prevents its unauthorised disclosure or access;
- b) Personal data collection will be limited to what is strictly necessary for the intended purpose;
- c) Personal data collected for a specific purpose will not be processed in a way incompatible with that purpose;
- d) Personal data will not be stored any longer than necessary;
- e) Personal data will be processed lawfully, fairly and transparently in compliance with the applicable law;
- f) In the event of a personal data breach, the provisions of the GDPR will be applicable.

Support for applicants

HELPDESK

Applicants can ask questions via email to opencall@voxpoplisboa.pt

OPEN CALL 1-ON-1'S AND WEBINAR

During the period of the Open Call, from 10 August to 25 September, applicants will be able to request, via email, **1-on-1 calls** with the Beta-i team for further assistance regarding their proposal.

Potential applicants will also be invited to attend an informative and interactive **Webinar** on 13 September 2022, where an overview of the Urban Mobility Innovators Open Call will be presented publicly.

The Frequently Asked Questions section on the [website](#) will be continuously updated as new relevant doubts from candidates arise.

ANNEX A | ELIGIBILITY CHECK GRID

Proposal selection will consist of verifying that the following criteria are met:

Criteria	Condition	Check (Yes/No)
1. Type of Applicant	Legal entity (public or private body) established as a: <ul style="list-style-type: none"> - Micro, Small, or Medium Enterprise, - Civil Society Organisation (CSO), - Non-Governmental Organisation (NGO), - Higher Education Institution, - Research Centre. 	(Y/N)
2. VAT Number	Valid VAT number in eligible country	(Y/N)
3. Countries eligible for funding	1. Established in one of the EU Member States 2. Established in one of the third countries associated with Horizon Europe: <ul style="list-style-type: none"> - Albania, - Armenia, - Bosnia and Herzegovina, - Faroe Islands, - Georgia, - Iceland, - Israel, - Kosovo, - Moldova, - Montenegro, - Morocco, - North Macedonia, - Norway, - Serbia, - Turkey, - Tunisia, - Ukraine, - United Kingdom. 	(Y/N)
4. Challenge(s)	Proposed solution tackles at least one challenge.	(Y/N)

5. Intellectual Property Rights	Applicant has the Intellectual Property Rights over the data and the code used in solution to ensure compliance with open-source principles.	(Y/N)
6. Declaration of Honour	Signed Declaration of Honour.	(Y/N)

ANNEX B | APPLICATION TEMPLATE

Urban Mobility Innovators Open Call - Application Form				
		Contact Details	Answer type	Criterion
Required	1	Name of key point of contact	Short text	n/a
Required	2	Email of key point of contact	Email	n/a
Required	3	Phone number of key point of contact	Short text	n/a
		Applicant's Details	Answer type	Criterion
Required	4	Name of the organisation	Short text	n/a
Required	5	Type of organisation	Multiple choice - single entry: - Micro, Small, or Medium Enterprise, - Civil Society Organisation (CSO), - Non-Governmental Organisation (NGO), - Higher Education Institution, - Research Centre	Eligibility
Required	6	VAT / Fiscal number of the organisation	Short text	Eligibility
Required	7	Country	Multiple choice - single entry: Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Kosovo, Latvia, Lithuania, Luxembourg, Malta, Moldova, Montenegro, Morocco, Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Turkey, Tunisia, Ukraine, United Kingdom.	Eligibility
Required	8	Business Sector / Industry	Free text (280-character limit)	n/a
Required	9	Size of team dedicated to this project	Multiple choice - single entry: 1 2 to 5 6-10 11-50 more than 50	n/a
Required	10	Names and roles of team members dedicated to this project.	Free text	n/a
		Proposal	Answer type	Criterion
Required	11	What is the name of the solution that you are proposing?	Short text	n/a

Required	12	What challenge(s) is your proposal tackling?	Multiple choice - various entries: Seamless Route Planning Autonomous Navigation Inclusive Ticketing Services Safety Promotion Fruition of Public Spaces Community Solutions for Inclusive Mobility	Eligibility
Required	13	In terms of the urban mobility experience, pick the target group(s) to whom your solution is aimed at.	Multiple choice - various entries: Visually Impaired Hearing Impaired Physically Impaired Cognitive Impaired Children LGBTQ+ Elderly Other (___)	n/a
Required	14	Please provide a short description of your proposal.	Free text (280-character limit)	n/a
Required	15	In which product maturity stage do you consider your solution to be at?	Multiple choice - single entry: Idea Only; Prototype; MVP launched; Product with early Customers; Product with stable Customers and growing	n/a
Required	16	Do you have the Intellectual Property Rights over the data and the code used in the solution to ensure compliance with open-source principles?	Yes / No	Eligibility
		Excellence	Answer type	Criterion
Required	17	How are you better than other solutions in this space? What makes your approach unique?	Free text (2000-character limit)	Excellence
Required	18	Why is now a good time to implement your solution in Lisbon? If the solution is new for this market, please convince us that it is not too early for adoption and that you will have enough users.	Free text (2000-character limit)	
Required	19	Please specify all the sources of the data utilised in the solution (e.g. public data, user data, proprietary data) while ensuring a continuous access to the data when the solution is implemented.	Free text (2000-character limit)	
		Impact	Answer type	Criterion
Required	20	How relevant is your solution in addressing the specific challenge(s) of the Open Call? Please develop.	Free text (2000-character limit)	Impact
Required	21	How compelling is the potential	Free text (2000-character limit)	

		market size for the solution? How well has this market been assessed?		
Required	22	How does your solution impact the mobility of target groups? Please be specific and quantify as much as possible the expected impact.	Free text (2000-character limit)	
Required	23	How are you planning to make the solution financially sustainable after implementation? Please show that you understand who your main stakeholders are, and that your user / client base is large enough.	Free text (2000-character limit)	
Required	24	What is the broader impact of your solution in the mobility ecosystem of Lisbon?	Free text (2000-character limit)	
Required	25	How easy/hard would it be to implement your solution in other European cities? What would be needed for that to happen?	Free text (2000-character limit)	
		Implementation Quality and Efficiency	Answer type	Criterion
Required	26	List the core members of your team, their skills and experience, and how they can drive forward the implementation of the solution with efficiency and quality.	Free text (2000-character limit)	Implementation Quality and Efficiency
Required	27	Please provide a Workplan and Budget, specifying milestones, resources/costs as well as outputs/deliverables, for the 6 months period of development and implementation of the solution. (upload PDF format)	PDF format	
Required	28	Please specify the KPIs you will be measuring and how will you be measuring the results and quality of the implemented solution.	Free text (2000-character limit)	
Required	29	Which key partners are needed to successfully implement the solution in Lisbon? How do you plan to partner up with them?	Free text (2000-character limit)	
		Terms & Conditions and Privacy Policy	Question type	Criterion
Required	30	Declaration of Honour (signed)	PDF format	Eligibility
Required	31	We acknowledge and agree with the Terms & Conditions and Privacy Policy of this Open Call	Tickbox	n/a

ANNEX C | WORKPLAN TEMPLATE

name of organisation
name of solution

1. Overview

<p>Project objectives <i>What does success look like? What would you like to get out of the Urban Mobility Open Call? Please be specific and feel free to use bullet points for simplicity.</i></p>
<p>Critical success factors <i>What are the key ingredients to reach the objectives? How will you know that you have hit them?</i></p>
<p>Assumptions <i>What are the assumptions you need to validate and how have you defined them?</i></p>
<p>Risks <i>What could go wrong and how will you mitigate the potential risks?</i></p>

Milestone 1

<p>List of activities <i>Please give a short description of the major activities you will perform in this milestone. Avoid long paragraphs of texts and structure your outline. Feel free to use bullet points if it helps. Note that each activity has to correspond to a KPI and a deliverable.</i></p>
--

For example:

- *Perform user research to validate the value proposition with customer segment X*

Key performance indicators (KPIs)

Please list the KPIs you want to achieve in this milestone. KPIs have a quantitative element. A KPI is the quantitative outcome of an activity.

For example,

- *product feedback from 250 users*

Deliverables

Please list the deliverables for this milestone. Specify the format eg 1-page document, short report, live product, etc.

A deliverable is essentially the proof of having run an activity and achieved a KPI. It's how you demonstrate it. Each deliverable has a corresponding activity and KPI.

For example

- *working prototype that can be used in a demo*

Milestone 2

List of activities

Please give a short description of the major activities you will perform in this milestone. Avoid long paragraphs of texts and structure your outline. Feel free to use bullet points if it helps. Note that each activity has to correspond to a KPI and a deliverable.

For example:

- *Perform user research to validate the value proposition with customer segment X*

Key performance indicators (KPIs)

Please list the KPIs you want to achieve in this milestone. KPIs have a quantitative element. A KPI is the quantitative outcome of an activity.

For example,

- Product feedback from 250 users

Deliverables

Please list the deliverables for this milestone. Specify the format eg 1-page document, short report, live product, etc.

A deliverable is essentially the proof of having run an activity and achieved a KPI. It's how you demonstrate it. Each deliverable has a corresponding activity and KPI.

For example

- working prototype that can be used in a demo

Progress signoff - Milestones achieved

	Date	Advisor	Comments
Milestone 1			
Milestone 2			
Milestone 3			

ANNEX D | BUDGET TEMPLATE

Staff salaries	Salary per month (€)	Percentage of time spent in project	Months worked on Project	Total funded (€)
Person 1 Name & job title	1200.00	100%	6	7200.00
Person 2 Name & job title	1200.00	100%	6	7200.00
Person 3 Name & job title	1200.00	100%	6	7200.00
Subtotal				21600.00
Travels	Explanation	Staff attending (names)	Cost (€)	Total funded (€)
Travel 1	Meeting in A		500.00	500.00
Travel 2	Join conference B		600.00	600.00
Travel 3	Join conference C		700.00	700.00
Travel 4	Join conference D		700.00	700.00
Subtotal				2500.00
Equipment	Explanation		Cost (€)	Total funded (€)
Macbook Pro (example)	buy a laptop for employee		2000.00	2000.00
Server (example)	buy server for XYZ		3000.00	3000.00
Subtotal				5000.00
Other goods and services	Explanation		Cost (€)	Total funded (€)
Software 1	Dropbox (example)		100.00	100.00
Software 2	AWS (example)		300.00	300.00
Subtotal				400.00
Subcontracting	Explanation		Cost (€)	Total funded (€)
Company 1 (example)	Java Developer for XYZ System		1200.00	1200.00
Subtotal				1200.00
Total funded (€)				30700.00

ANNEX E | DECLARATION OF HONOUR

Declaration of Honour

I, (identification of the proposal point of contact), bearer of (identification document type), number (.....), issued in (...), valid until, declare, under oath of honour, the veracity of the elements indicated in my proposal identified with the name, and of which I do not present proof.

(...place), of of

(signature)

ANNEX F | EVALUATION GRID

The criteria are scored from 0 to 5 with a resolution of one decimal place, as follows:

SCORE	INTERPRETATION
0	Proposal does not meet criteria or cannot be evaluated due to missing or incomplete information.
1	Insufficient: the criterion was handled inappropriately or there are serious inherent deficiencies.
2	Reasonable: the proposal broadly addresses the criterion, with significant weaknesses.
3	Good: the proposal addresses the criterion well, but with a series of shortcomings.
4	Very good: the proposal addresses the criterion very well, with a small number of shortcomings.
5	Excellent: the proposal successfully addresses all relevant aspects of the criterion; to exist, the deficiencies are minor.

EXCELLENCE - 0 TO 5

- Is the proposed solution solid and is its methodology credible?
- Does it have the potential to advance the status quo, given its degree of novelty?
- How timely and realistic is the implementation of the solution in terms of project timing (in terms of feasibility, maturity, market readiness)?

IMPACT - 0 TO 5

- Is the solution relevant to addressing one or more of Open Call's specific challenges and overall goals?

- Does the solution have the potential to create significant value for its users in the short term?
- How convincing and thoughtful is the solution's sustainability plan post-implementation?
- Is the solution scalable, namely to be implemented in other European cities?

QUALITY AND EFFICIENCY IN IMPLEMENTATION - 0 TO 5

- Does the team have the capacity and motivation to implement the work proposal / solution and bring it to the market? Is there a plan to acquire critical skills currently lacking?
- Is the implementation plan clear, effective (to achieve the proposed objectives) and credible?

The final score for each proposal is calculated as follows:

- Each jury member evaluates each of the three criteria from 0 to 5, with decimal resolution (1 decimal place);
- The final score for each criterion corresponds to the median of the scores given by each evaluator;
- The minimum final score (threshold) for each criterion is 3.0 out of 5 points
- The weight of each criterion is $\frac{1}{3}$
- The final global score corresponds to the sum of the final scores for each criterion;

For proposals with the same final global score, the one with the highest score in the Impact criteria will prevail. In the case of a second score tie, the highest score in the Excellence criteria will prevail. In the case of a third score tie, the highest score in the Quality & Efficiency of the implementation criteria will prevail.

ANNEX G | GRANT AGREEMENT TEMPLATE

Grant Agreement Template

Between:

MUNICIPALITY OF LISBON, legal person nº 500 051 070, headquartered in Lisbon, at Praça do Município, represented herein by..... (hereinafter, "(Main) Urban Authority")

AND

_____ (Legal Person – registered office; Tax ID; representation) or (Natural Person – Full name; place of birth; residence; Citizen Card; Tax ID; residence), (hereinafter, "Participant")

Whereas:

Within the scope of the VoxPop Project (hereinafter "Project"), the "(Main) Urban Authority" is responsible for the management, supervision of the Project and also the processing of official documents of the Participants, as well as the formalization of a document that defines the terms and conditions to be that the Parties are bound after the selection process and during the implementation of the Project;

The Participant submitted its application to the Project, having successfully completed the selection phase, proceeded to present a solution together with its work plan and budget, with its intention being the implementation and development of this Solution;

This Grant Agreement is freely and in good faith concluded between the parties, which shall be governed by the following clauses:

First Clause

Definitions, Abbreviations and Legal Framework

1. For the purposes of this contract, the following words and abbreviations shall have the following meaning:

"(Main) Urban Authority" – Municipality of Lisbon - primarily responsible for the general implementation and legal and financial management of the VoxPop Project.

“Challenge” - Real situations identified through consultation with various vulnerable groups, such as NGOs/Associations representing communities that participated in the co-creation process to define program priorities.

“Solution” - Solution proposed by the candidate and that responds to one or more challenges.

“Candidate” - The party interested in participating in the program, by submitting an application form. The applicant can be any entity that meets the eligibility requirements.

“Participant” - Any candidate, who has been selected by the jury within the scope of the “Open call”, to develop their solution.

“WP6 Participation Rules and Guide | VoxPop - Open Call” - Rules and procedures for the application selection process.

“Grant Agreement” - Agreement signed between the Mandated Entity “Region Hauts-de-France” and the (Main) Urban Authority that defines the legally relevant conditions relating to the financing, implementation and management of the VoxPop Project.

“Project” - The UIA04-053 project, People, Processes and Technology with a view to the digital transformation of Lisbon's urban mobility system, (VoxPop) as described in the application file.

“Partnership Agreement” - Agreement entered into between the (Main) Urban Authority and the Partners (i) EMEL; (ii) RAILWAYS; (iii) LISBON METROPOLITAN; (iv) TML - Transportes Metropolitanos de Lisboa; (v) ARMIS; (vi) WILDTRIUMPHS (Beta I) and (vii) DELOITTE which defines the relationships between these Parties and inherently between them and the Participants.

“Demo Day” - Final event in which the results are presented by the Participants, after the solution has been developed.

“Hosts” - Public or private institutions involved in creating challenges and/or implementing pilots for selected projects. It is important to note that not all solutions have a “Host”.

2. Legal framework

The following are applicable to this contract:

- a. By virtue of the provisions of Article 1 of the Grant Agreement and also by reference to paragraph 2 of Article 2 of the Partnership Agreement, all EU legislation, including legislation relating to provisions on public markets, competition, state aid, sustainable development and promotion of gender equality and non-discrimination;
- b. Project-specific rules, in compliance with the AUI guide;
- c. All Regulations (EU) no. 1303/2013, of December 17th; 1301/2013, of December 17th; 966/2012, of October 25th, all of the European Parliament and the Council, and also the Delegated Regulations (EU) no. 480/2014, of March 3th; 522/2014, of March 11th; 1268/2012, of October 29th, all from the Commission, all in

accordance with the provisions of the aforementioned article 1 of the Subsidy Contract and also, by reference, of paragraph 2 of article 1 of the Contract of Partnership.

Second Clause

Object

1. The purpose of this Grant Agreement is to establish the terms and conditions for granting financial support for the execution of the solution designated by "...-", to be implemented and developed by the Participant, selected within the scope of the "Open Call" organized by Beta I, Partner of the VoxPop Project, led by the Lisbon City Council.
2. For the purposes of the preceding paragraph, all the Participant's material is attached to this Grant Agreement, namely, (i) the application, (ii) the proposal, (iii) the work plan, as well as (iv)) the budget for implementing the solution, documents that bind the Participant to its scrupulous and full compliance.

Third Clause

Contract Term

1. This Agreement enters into force on the date of its signature and will remain in force until the date of validation by the (Main) Urban Authority (i) of the final report on the execution of the solution best defined in paragraph 1 of Clause Two, as well as (ii)) of the solution's financial report, until payment of the final tranche.
2. Payment of the final tranche to the Participant by the (Main) Urban Authority depends on the approval of the reports mentioned in the preceding paragraph, which must be presented by the Participant.
3. Failure by the Participant to comply with the obligations and deadlines contained in the preceding numbers that necessarily precede the "Demo Day", grants the (Main) Urban Authority the right to notify the Participant, by registered letter with acknowledgment of receipt, to proceed with the presentation of the reports mentioned in number 1 of this clause, under penalty of the Participant being obliged to return the amounts transferred by the (Main) Urban Authority on the present date.

Fourth Clause

Obligations of the (Main) Urban Authority

The obligations of the (Main) Urban Authority:

- a. Transfer to the Participant the global amount referred to in Clause Seven below, in accordance with the respective payment plan and after monitoring compliance with the obligations to which the Participant is bound by this Subsidy Agreement, all in accordance with numbers 2. and 3. of Clause seventh.

- b. Monitor and verify, in collaboration with the leader of Workpackage 6 of the Vox Pop Project, Beta I, the development and full compliance with the solution proposed by the Participant, inspecting whether it complies with the proposal selected by reference to the documents referred to in number 2. of Clause Two, by the Participant.
- c. Validation, in collaboration with partners, of the technical and financial reports presented by the participant.
- d. The (Main) Urban Authority reserves the right, at any time, to request the presentation of the necessary documentation to assess the correct application of the grant.

Fifth Clause

Obligations of the Participant

1. The Participant shall be obliged to develop the solution, in accordance with the proposal, as well as the work plan and budget plan.
2. The Participant shall be obliged to cooperate with the (Main) Urban Authority and with Beta i in the monitoring and control of the exact and punctual fulfilment of this Agreement;
3. The Participant shall be obliged to present a final report on the execution of the solution and the financial execution of the solution, with an explanation of the results achieved.
4. The Participant shall be obliged to provide all documents related to the development of the solution, accounting or otherwise, that may be requested by the (Main) Urban Authority, within the scope of the object of this agreement.
5. The Participant shall be obliged to correctly apply and administer the support taking into account the purpose of this Grant Agreement.
6. The Participant shall be obliged to participate in the events and initiatives developed within the scope of the "Open call" – WP6 of the VoxPop Project.

Sixth clause

Phases, Stages, Dates and Deadline for Execution of the Project

After signing this Agreement, the Participant will develop the solution in accordance with the timetable defined and approved in the Work Plan referred to in paragraph 2 of Clause Two, attached to this Grant Agreement.

Seventh clause

Funds and Transfer Schedule in accordance with the Project phases

1. The Participant will receive financial support of _____, (up to a global amount of €50,000.00 (fifty thousand euros) if the selected solution responds to a challenge or (ii) up to a total amount of €60,000.00 (sixty thousand euros) if the selected solution responds to two or more challenges).

2. On the date of signature of this Grant Agreement, the (Main) Urban Authority transfers to the Participant the amount corresponding to 50% of the amount mentioned in the preceding paragraph.
3. The (Main) Urban Authority, within the scope of its functions as manager and supervisor of the Project, will analyse the solution developed and the reports on the execution of the solution, as well as the financial execution, which the Participant undertakes to deliver accordingly with the calendar contained in Clause Six. Once the solution and all documentation are complying, the (Main) Urban Authority will transfer the remaining 50% of the amount mentioned in number 1 of this Clause.
4. Transfers of the amounts mentioned in the preceding numbers must be made to the Participant's account with NIB _____, Bank _____, IBAN _____, Swift Code_____.....

Eighth clause

Intellectual Property Rights and Copyright of the Solution

All the regulations best described in the legal framework of this Agreement apply to the intellectual property and authorship rights of the solution.

Nineth Clause

Communication and Advertising

1. All information and communication action taken by the Participants and aimed at target groups, potential target groups and the general public, must comply with the provisions of Regulation (EU) No. 1303/2013, Annex XII 2.2 and the specific rules contained in the UIA Guide. Particular attention should be paid by Participants to the visibility of EU funding.
2. Any communication or publication made by the Participants regarding solutions, namely in conferences, seminars or any information or promotional material, must mention the support of the European Union (Project co-financed by the Lisbon City Council and the European Regional Development Fund (ERDF) through the Urban Innovative Actions (UIA) - UIA Guidance Version 5)" and also display the CML logo and the European Union emblem with reference to the ERDF and UIA - UIA Guidance Version 5 .
3. If displayed simultaneously with any other logo, the emblem of the European Union and reference to the ERDF - UIA Guidance Version 5 -, must be placed in an appropriate prominent place.
4. Each of the Participants hereby expressly agrees that the (Main) Urban Authority is authorized to publish, through any form or means, including on the internet, the following information: § the name and institutional contact details of the (Main) Urban Authority and Project Partners, § the name of the Project, § a summary of the solution activities, § the solution and grant objectives, § the solution start and end dates, § the grant amount and the total budget assigned to the solution, § the geographic location of the solution implementation, § progress reports, including the final report.

Tenth Clause

Data protection

1. Under the terms and for the purposes of this agreement, the Parties undertake to ensure the confidentiality, as well as the privacy of personal data, in compliance with the provisions of the personal data protection legislation in force at any time, namely in the Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27th of 2016 (GDPR) on the protection of individuals with regard to the processing of personal data and the circulation of such data.
2. The Parties agree that personal data are collected and processed under the contractual relationship to be established between them and for the fulfilment of legal obligations to which they are subject, namely under the terms of subparagraphs b) and c) of no. 1 of article 6 and other rules of privacy and protection of personal data contained in the GDPR, as well as the applicable national legislation.
3. The personal data collected are intended to be used by the Parties, within the scope of the execution of this agreement, with no transmission to other entities being foreseen, however, it may be shared with third parties, in strict compliance with the applicable legal obligations or for other legally typified causes, and to the extent that this proves to be adequate for the purpose for which this sharing is intended.
4. The personal data obtained within the scope of the execution of this agreement are kept and stored by the Parties, respecting the deadlines and methods defined in the applicable legislation.

Eleventh clause

Failure to comply with the purpose of this Agreement

1. Whenever a situation of non-compliance with the respective obligations under the Grant Agreement is identified (e.g. improper implementation of the Solution), the (Main) Urban Authority will notify, by registered letter with acknowledgment of receipt or email, the defaulting Participant to remedy non-compliance, within 10 calendar days from the date of receipt of the notification.
2. The (Main) Urban Authority, or whoever it may designate for this purpose, in the event of non-compliance as referred to in number 1 above, will make all necessary efforts to contact the Participant in order to resolve and remedy the difficulties and irregularities detected.
3. The (Main) Urban Authority may mandate the Partners, with the defaulting Participant, to intercede and notify for the regularization of non-compliance or remedy any irregularity found.
4. In situations where the non-compliance is considered serious / definitive and is not remedied within the aforementioned period or is not susceptible to being remedied, the (Main) Urban Authority may declare the Participant a defaulting Party and request the reimbursement of the allocated amount.

Twelfth Clause

Reimbursement of Funds

1. If the (Main) Urban Authority detects irremediable irregularities, during the implementation of the solution and until the validation of the final reports, attributable to the Participant, it will notify the Participant of the amount unduly received as a result of this irregularity.
2. The (Main) Urban Authority must also notify the Participant of the amount to be reimbursed, the deadline for this purpose, as well as their Banking details.
3. If the Participant does not make the reimbursement within the deadline and the delay is attributable to him/her, he/she is obliged to pay interest on the amount to be reimbursed, which will be calculated in accordance with paragraph 4 of Article 16 of the Subsidy Agreement , (i.e. the delay in the reimbursement of funds is subject to interest on late payment, counted from the due date until the date of actual payment, at the rate determined in accordance with Article 147 of Regulation (EU) No 1303/2013).
4. It is also agreed by both Parties that, if the solution is not developed by the Participant, the Participant is obliged to immediately return the entirety of the support transferred on the present date, a notification to that end is sufficient, from the (Main) Urban Authority.

Thirteenth Clause

Notifications

Written communications between the Parties will be made by email and/or registered letter with acknowledgment of receipt to the addresses indicated here:

(Main) Urban Authority: _____

Address: _____

Email: _____

Participant: _____

Address: _____

Email: _____

Fourteenth Clause

Dispute Resolution

The Parties will make every effort to reach a consensual and amicable resolution of disputes, and if this aim is not achieved, namely regarding the interpretation, execution and resolution of this Grant Agreement, the Court of the area where the dispute is the headquarters of the (Main) Urban Authority, in this case, the Lisbon Administrative Court, which will have exclusive competence.

If the Parties agree with the terms and conditions of this Agreement, it will be signed in ... copies by their representatives.

Lisboa, __ de _____ e 20__

(Main) Urban Authority

Participant

Disclaimer: the English version of the grant agreement template has not been subject to an official translation. It's a non-official version of the Portuguese document and it's available in English for information purposes. The legally effective document is the Portuguese Version.

VOXPOP

Lisbon Mobility
Goes Digital



This Project is co-financed by the European Regional Development Fund through the Urban Innovative Actions Initiative (UIA)

Partners

