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**CONNECTING EUROPE FACILITY (CEF)
TRANS-EUROPEAN TELECOMMUNICATIONS NETWORKS**

WORK PROGRAMME 2015

25 November 2014

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1 INTRODUCTION

The Connecting Europe Facility (CEF) was established by Regulation (EU) N° 1316/2013 of the European Parliament and of the Council of 11 December 2013¹ (CEF Regulation). It determines the conditions, methods and procedures for providing European Union (EU) financial assistance to trans-European networks in order to support projects of common interest. It also establishes the breakdown of resources to be made available for the period 2014-2020. It covers the sectors of transport, telecommunications and energy.

In accordance with Article 17 of the CEF Regulation, the Commission has to adopt, by means of implementing acts, multiannual and annual work programmes for each of the sectors concerned. In doing so, the Commission must establish the selection and award criteria in line with objectives and priorities laid down in Articles 3 and 4 of the CEF Regulation and in Regulations (EU) No 1315/2013 and (EU) No 347/2013 or in the relevant guidelines for trans-European networks in the area of telecommunications infrastructure.

Guidelines for trans-European networks in the area of telecommunications infrastructure (CEF Telecom guidelines) were adopted on 11 March 2014² and cover the specific objectives and priorities as well as eligibility criteria for funding envisaged for broadband networks and digital service infrastructures.

The CEF Telecom guidelines define *'telecommunications infrastructures'* as both broadband networks and digital service infrastructures (DSIs). The latter are composed of *'core service platforms'* – central hubs which enable trans-European connectivity – and *'generic services'* which link national infrastructures to the core service platforms. Finally, *'building blocks'* are basic DSIs which enable the more complex digital service infrastructures to function properly.

This document constitutes the 2015 Work Programme (WP2015) for CEF Telecommunications. It outlines the general objectives and the priorities for actions to be launched in 2015 and explains how these can be tangibly achieved through the selected digital service infrastructure and broadband projects. It defines the scope of the programme as well as the envisaged level of funding, which will take the form of procurement, calls for proposals and other supporting actions.

Financial instruments for broadband and additional technical assistance for broadband will be covered in a separate joint work programme for all three sectors of the CEF.

For further information relating to this programme, please refer to the CEF Telecom website at <https://ec.europa.eu/digital-agenda/en/connecting-europe-facility>.

¹ Regulation (EU) No 1316/2013 of the European Parliament and of the Council of 11 December 2013 establishing the Connecting Europe Facility, amending Regulation (EU) No 913/2010 and repealing Regulations (EC) No 680/2007 and (EC) No 67/2010.

² Regulation (EU) No 283/2014 of the European Parliament and of the Council of 11 March 2014 on guidelines for trans-European telecommunications networks and repealing Decision No 1336/97/EC

2 CONTEXT, OBJECTIVES AND OVERALL APPROACH

2.1 Context

Our economies and societies are undergoing a profound transformation with the Internet becoming the dominant platform for communication, for business and for participation in social and political life. The trans-European availability of widespread and secure access to the Internet and digital services is essential for the functioning of the digital single market and for Europe to reap the full benefits of this technological revolution.

The Digital Agenda for Europe (DAE)³, one of the flagship initiatives of Europe 2020, has recognised that information and communication technology (ICT) and network connectivity form an indispensable basis for the development of our economies and society. It sets the objective of all Europeans having access to fast broadband speeds of 30Mbps, with at least half of European households subscribing to Internet connections above 100Mbps, by the end of the decade.

Europe needs to make better use of the opportunities of the digital technology and facilitate cross-border interaction between public administrations, businesses and citizens. It needs to stimulate the deployment and modernisation of high-speed internet networks. While many Member States have already introduced digital service infrastructures that drive competitiveness and markedly improve the daily lives of their citizens, there is currently a lack of interconnection and interoperability among such systems at European level.

The Connecting Europe Facility is aimed at supporting projects of common interest that address such bottlenecks and thereby contribute to the development of the Single Market, to European competitiveness, to social inclusion and to overall economic growth. By supporting the deployment of solid trans-European infrastructures based on mature technical and organisational solutions, CEF is expected to foster the deployment of networks and stimulate exchanges and collaboration with (and within) the public sector, across the EU. This will necessarily entail buy-in and active cooperation between administrations in different Member States building on cross-border technical interoperability.

2.2 Objectives, medium-term perspective and expected results

Objectives

The objectives of EU action as regards trans-European telecommunications networks are outlined in the CEF Telecom guidelines. Article 3 thereof defines the specific objectives as pursuing:

- economic growth and support to the completion and functioning of the internal market in support of the competitiveness of the European economy, including small and medium-sized enterprises (SMEs).
- improvements in daily life for citizens, businesses and administrations at every level through the promotion of broadband networks, interconnection and

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interoperability of national, regional and local broadband networks, as well as non-discriminatory access to such networks and digital inclusion.

It also lists the following operational priorities:

- interoperability, connectivity, sustainable deployment, operation and upgrading of trans-European digital service infrastructures, as well as coordination at European level;
- efficient flow of private and public investments to stimulate the deployment and modernisation of broadband networks with a view to contributing to achieving the broadband targets of the Digital Agenda for Europe.

Projects of common interest will, in particular:

- aim at the creation and/or enhancement of interoperable and, whenever possible, internationally compatible core service platforms, accompanied by generic services for digital service infrastructures;
- provide efficient investment vehicles for broadband networks, attract new categories of investors and project promoters, and encourage replicability of innovative projects and business models.

Expected results and the medium-term perspective

CEF Telecommunications is designed to deploy service infrastructures across the EU based on mature technical and organisational solutions to support exchanges and collaboration between citizens, businesses and public authorities. CEF focuses on providing functioning services which are ready to be deployed and which will be maintained over time, as opposed to developing pilots or technologies.

In the field of broadband, financial assistance will focus on attracting additional investments, promoting a multiplier effect, and so facilitating the efficient use of private and other public funds for investment.

The vision for CEF Telecommunications is that by 2020 it will deliver concrete benefits to citizens, businesses and administrations across the EU through mutually reinforcing and complementary digital service infrastructures and broadband networks, making the Single Market more effective and contributing to economic growth.

More specifically, this means for consumers that they will be able to benefit from lower costs, better and quicker access to public services, public data and cultural information in all Member States. The services will be safer, more secure and available in all EU languages, and new faster broadband networks will support digital inclusion.

For businesses a successful CEF programme would mean more opportunities and better cross border public services. It will become less time-consuming and less costly to interact with public authorities. Transactions will be interoperable, secure and trustworthy across Europe.

For administrations, CEF Telecommunications is expected to deliver greater efficiency and reduced transaction costs across the different domains with all Member States participating fully in cross-border activities.

CEF Telecommunications projects of common interest aim to be mutually reinforcing and complementary. There are many potential linkages between the digital infrastructures; in particular, building blocks such as e-Identification, eAuthentication, eDelivery, eInvoicing or automated translation and cyber security enable the proper functioning of all the other DSIs listed in the CEF Telecom guidelines.

Furthermore, DSIs must be financially sustainable over time, where appropriate through funding sources other than CEF. Financial assistance should, wherever possible, be phased out over time and funding from sources other than CEF should be mobilised, where appropriate. Concrete scenarios as regards the continued financial sustainability of individual DSIs are presented for each DSI.

The expected benefits and outcomes and the medium-term perspective are described in more detail for each individual project in Section 3. Great importance will be attached to the monitoring of performance and evaluation. Member States will need to be closely involved in the monitoring of projects of common interest to ensure quality control and ownership. This will be done through regular performance reviews whereby funding can be discontinued if clear performance targets are not met.

2.3 CEF Telecommunications Work Programme 2015

2.3.1 Eligibility criteria and approach

Eligibility criteria

According to Article 6 of the guidelines, actions contributing to projects of common interest in the field of digital service infrastructures must meet all the following criteria in order to be eligible for funding:

- reach sufficient maturity to be deployed, as proven in particular through successful piloting under programmes such as the EU programmes related to innovation and research;
- contribute to EU policies and activities in support of the internal market;
- create European added value and have a strategy, which must be updated when appropriate and the quality of which is to be demonstrated by a feasibility and cost-benefit assessment, together with planning for long-term sustainability, where appropriate through funding sources other than CEF;
- comply with international and/or European standards or open specifications and orientations for interoperability, such as the European Interoperability Framework, and capitalise on existing solutions.

Actions in the field of broadband networks must meet all the following criteria:

- make a significant contribution to the realisation of the targets of the Digital Agenda for Europe;
- have sufficiently mature project development and preparation stages that are underpinned by effective implementation mechanisms;
- address market failures or sub-optimal investment situations;

- not lead to market distortions or crowding out of private investment;
- use the technology which is deemed most suitable to address the needs of the area in question, taking into account geographic, social and economic factors based on objective criteria and in line with technological neutrality;
- deploy the technology best suited to the specific project, while proposing the best balance between state of the art technologies in terms of data flow capacity, transmission security, network resilience, and cost efficiency;
- have a high potential for replicability and/or be based on innovative business models.

Horizontal actions have to meet either of the following criteria in order to be eligible for funding:

- prepare or support implementation actions in their deployment, governance and addressing existing or emerging implementation problems;
- create new demand for digital service infrastructures.

Approach

The current work programme has taken the above objectives and eligibility criteria fully into account in setting the priorities for 2015. In particular, attention was paid to the technical and operational maturity of the projects and the expressed preferences, level of demand and preparation of the Member States as well as the extent to which the projects create EU-level added value.

A study has been commissioned to independently assess the technical and organisational maturity of all DSIs which were not included in WP2014 or were only included with preparatory actions. The results of the study were made available in November and contributed to the assessment and selection process.

Building blocks were given priority in the Work Programme over other digital service infrastructures, since the former are a precondition for the latter. For instance, DSIs such as eIdentification and eAuthentication are regarded as crucial building blocks underpinning all other services. Similarly, core platforms are given precedence over generic services.

Moreover, as a number of cross-border digital services implementing exchanges between European public administrations in support of EU policies already exist, the selected projects aim to capitalise on existing solutions implemented in the context of other European initiatives and avoid duplication of work.

2.3.2 Work Programme content overview

The current work programme lists DSIs that are considered to meet the eligibility criteria in 2015. They are divided into three groups:

- **Those for which funding is identified in the CEF Telecom guidelines:** Europeana and Safer Internet. These are established and funding will ensure their continued operation in accordance with the legal obligations.
- **Mature DSIs which have already been supported under CEF in 2014** and for which additional funding is foreseen in WP2015: eIdentification and

eAuthentication, eDelivery, eInvoicing, Open Data, Automated Translation, Cyber Security.

- 'New mature DSI's' proposed on the basis of the criteria established by the CEF Telecom Guidelines, for Work Programme 2015: eProcurement, Online Dispute Resolution (ODR) and eHealth.

2.3.3 Indicative budget

The total estimated funding for the eleven DSIs and broadband technical assistance for 2015 amounts to EUR 85.2 M€ including the 2.97% contribution from EFTA countries. The table below provides indicative 2015 funding for DSI projects and broadband technical assistance as well as the split between core platforms and generic services for the DSIs.

More detailed indications regarding the scope and duration of the funding are provided in Section 3.

Budgetary figures given in this work programme are indicative. Unless otherwise stated, final budgets may vary following the evaluation of proposals. The final figures may vary by up to 20% with respect to those indicated in this work programme for the budgeted activities.

1. Overview of DSI projects and their indicative funding for 2015.

Activity		Indicative funding WP 2015 (Euros)	Type of action	Indicative Duration	Budget line
Well established DSIs					09 03 03
Europeana	<u>Core Platform</u>	10 million	Call for proposals	1	
Safer Internet	<u>Generic Services</u>	16.2 million	Call for proposals	2.5	
DSIs already supported under CEF WP 2014					09 03 03
eIdentification	<u>Generic Services</u>	7 million	Call for proposals	1	
eDelivery	<u>Generic Services</u>	1 million	Call for proposals	1	
eInvoicing	<u>Generic Services</u>	7 million	Call for proposals	1	
Open Data	<u>Generic Services</u>	4.5 million	Call for proposals	2	
Automated Translation	<u>Core Platform</u>	8 million	Procurement	3	
Cyber Security	<u>Core Platform</u>	7 million	Procurement	3	
New DSIs in WP 2015					09 03 03
eHealth	<u>Core Platform</u>	7.5 million	Procurement	4	
	<u>Generic Services</u>	7.5 million	Call for proposals	4	
ODR	Core Platform	4.2 million	Procurement	3	
	Generic Services	1 million	Call for proposals	3	
eProcurement (eCertis)	Generic Services	1.4 million	Call for proposals	1	
Broadband infrastructures					
Technical Assistance		0.9 million			09 03 01

Programme Support Actions					
Studies		1 million	Procurement		09 03 03
Conferences		0.2 million	Procurement		09 03 03
Projects evaluations and reviews		0.84 million			09 03 03

2.3.4 Implementation mechanisms

In the area of digital service infrastructures, core service platforms will be implemented primarily by the European Union while generic services are to be implemented by the parties connecting to the relevant core service platform. Investments in broadband networks will be undertaken predominantly by the private sector, supported by a competitive and investment-friendly regulatory framework. Public support to broadband networks will be provided only where there is market failure or a sub-optimal investment situation.

In accordance with the CEF Telecom guidelines, actions contributing to projects of common interest in the field of digital service infrastructures will be supported by procurement and/or grants.

On the basis of a call for expressions of interest, technical assistance will be provided to broadband project promoters identified in the framework of Connected Communities Initiative with a view to making projects ready for potential financial assistance under CEF. Actions relating to broadband networks will be supported by financial instruments and will be covered, together with broader technical assistance measures, in the separate work programme, mentioned above.

EU financial support will take the form of:

- procurement, which will yield service contracts, and with the EU covering the totality of the cost and owning the results and the related intellectual property and exploitation rights;
- calls for proposals (grant agreements), whereby the EU provides a subsidy and the beneficiaries retain control over their results. The Regulation stipulates that EU funding under grants cannot exceed 75% of the eligible cost. One exception is the core service platform of Europeana which will be the subject of a call for proposals with EU funding of up to 100% of the total eligible cost, given the specificities of the target communities and the fact that the Commission cannot and does not intend to acquire the property and exploitation rights of the project's outputs.
- a grant awarded to the World Bank on the basis of Article 190(1)(f) of Commission Delegated Regulation (EU) No 1268/2012 on the rules of application of Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union to set up technical assistance facility for broadband.

For these instruments, well-established procedures and templates are in place. More information is provided in Sections 3 and 4 below. Detailed information will be provided in the call documentation.

3 CONTENT OF THE CALLS FOR 2015

3.1 Digital Service Infrastructures

This section provides an overview of the individual DSIs setting out what actions are planned in WP2015 and the concrete benefits to citizens, businesses and administrations that would be achieved. The DSIs must be seen as essential elements of a well-functioning Digital Single Market (DSM). They provide key services to enable platforms from across Europe to interconnect and to make them accessible and user-friendly and therefore make the DSM work in practice. The WP indicates whether a DSI constitutes a building block and when use is made of existing building blocks.

Well-established DSIs

3.1.1 Europeana

3.1.1.1 Background and rationale

With only around 10 %⁴ of Europe's cultural heritage digitised and the digitised resources still lacking visibility, especially across national boundaries, more digitised resources of relevance should be brought online, and their cross-border use and take-up actively pursued. Digital resources of European heritage have a big potential to serve as input for the Cultural and Creative Economy, which accounts for around 4% of EU jobs and GDP, as well as providing a rich resource for education and research.

Launched as the common, multilingual access point to digital resources of European heritage in 2008, Europeana (www.europeana.eu) currently provides access to just above 33 million objects from some 3,000 institutions across Europe. To realise its full potential, the existing infrastructure must be maintained, enhanced and made more visible, allowing more content holders to connect, developing the mechanisms, relationships and processes to distribute improved data to where users are and enforcing standards in interoperability of data, rights and models to facilitate re-use.

With support from CEF, Europeana should develop into a widely recognised platform of services and resources, not only for metadata references, but also for access to cultural content, tools and technologies, projects and other services.

This action contributes to the implementation of a number of intertwined policies, including:

- Digital Agenda for Europe (DAE), which recognises digitisation and online accessibility as key areas for turning cultural heritage into an asset for individual users and an important building block for the digital economy.
- Commission Recommendation on the digitisation and online accessibility of cultural material and digital preservation (October 2011) and related Council Conclusions (EYC Council, May 2012), which challenge Member States to get more material online and ensure the long-term preservation of digital material.
- Europeana, which showcases the implementation of the recently revised Directive on the re-use of Public Sector Information (June 2013), bringing museums, libraries and archives within its scope.

⁴ <http://www.enumerate.eu/fileadmin/ENUMERATE/documents/ENUMERATE-Digitisation-Survey-2014.pdf>

3.1.1.2 Implementation WP 2015

Actions in WP 2015

Building on the existing infrastructure, CEF support is intended for the coordination, maintenance and further deployment of Europeana's core service platform, and the related membership/partnership programmes (e.g. the Europeana Network, cooperation with social networks or other cultural websites). Proposals need to address the full range of issues indicated below, and follow on seamlessly from previous work:

- enhance data and aggregation infrastructure to ensure preservation of access to the content already accessible; improve data and metadata quality; enable the ingestion of new content, seeking to represent Europe's heritage in all its diversity and balance geographical spread; optimise interaction with aggregators;
- ameliorate the search functionality and presentation of query results to improve the user experience on the portal and across all end-user channels branded Europeana;
- improve content distribution mechanisms (API, mobile mechanisms and apps) to maximise visibility and user engagement, create value for partners and accelerate discoverability and use;
- encourage new content holders to join Europeana, with more openly accessible data, fostering their active involvement;
- improve/widen distribution channels through strong relationships and joint ventures with a broad range of stakeholders, in particular from re-user communities (e.g. tourism, education or research distributors, apps developers and CCIs) to engage new audiences;
- provide relevant information on conditions for re-use, licensing services and/or direct access to the content, develop case studies where copyright material is preventing cross-border access and re-use, in order to foster the development of value-added services and the innovative re-use of cultural assets;
- clarify existing, and – where appropriate - develop new strategies, services and business models to support sustainability.

The consortium should involve organisations with the necessary complementary expertise to attain the above-mentioned outcomes.

Benefits and expected outcomes

The expected outcomes are efficient solutions for the trans-European accessibility of digital resources of European heritage, to increase their cross-border visibility, use and take-up, and to help raise awareness of and realise their full economic potential.

Connecting Europe by making its culture available for everyone enables users (whether citizens, students, researchers or cultural/creative entrepreneurs) to find relevant material from all across the continent. Standardising and making cultural resources held by Europe's memory organisations internet-accessible and exposing their collections to the wider world in a user-friendly manner offers content creators and developers opportunities to feed on a pan-European wealth of digitised resources for developing new products and services, adding value to the collections and providing new user experiences, in full compliance with copyright law.

Finally, in the long run, participation in Europeana offers cost savings for cultural institutions (on standardisation and interoperability, data storage and transfer, expenditure, know-how/cooperation) and represents an important potential for the tourism industry in promoting cultural tourism. Better access to heritage information attracts travellers, increases the length of stay and the related expenditure).

Operation and stakeholder involvement

As a distributed trans-European digital service infrastructure, Europeana is a joint effort by Europe’s cultural institutions. The current central services are run by Europeana Foundation in cooperation with a number of technology partners and aggregators.

The *Recommendation on the digitisation and online accessibility of cultural material and digital preservation*⁵ (‘the Recommendation’) calls upon Member States to contribute to the further development of Europeana. The *Member States Expert Group on Digitisation and Digital Preservation*, which assists the Commission in monitoring progress with the implementation of the Recommendation, provides a forum for involvement of the Member States and their cultural institutions.

Financial sustainability

To complement CEF funding, Europeana will explore opportunities and develop business models to progressively raise revenues, e.g. through premium membership schemes, brokering of relationships between memory institutions and technology companies, incubation of digital culture projects or fundraising.

Type of financial support

It is intended to fund one multi-beneficiary grant in support of the Europeana core service platform for a minimum duration of one year. The funding rate is up to 100% of eligible costs

Title:	Access to digital resources of European heritage – Europeana
Indicative total budget for 2015:	10 MEUR
Type of financial support:	One multi-beneficiary grant in support of the Europeana core service platform
Funding rate:	100% of eligible costs
Indicative duration of the action:	One year minimum
Indicative publication date	Q2 2015
Proposals need to build on the existing Europeana infrastructure and follow on seamlessly from previous work.	

⁵ OJ L 283, 29.10.2011, p. 39

3.1.2 Safer Internet

3.1.2.1 Background and rationale

The Internet has become the natural playground and place of encounter, learning and creativity for young people. Children are going online at an ever younger age on a diverse range of interconnected and mobile devices, often without adult supervision. As a group, children have specific needs and vulnerabilities: they need accessible and appropriate content and services; adequate protection and support from harmful content, contact and conduct; and the digital skills to use the Internet and other online technologies to their advantage, safely and responsibly.

The overall objective of the DSI is to deploy services that help make the Internet a trusted environment for children by providing a platform to share resources, services and practices between national Safer Internet Centres (SICs) and to provide services to their users, including industry. All services will be accessed and delivered either at EU level or via interoperable national SICs, which will form part of the initial platform and infrastructure.

3.1.2.2 Implementation WP 2015

Actions in WP 2015

The specific objective in 2015 is to continue supporting generic services provided by Safer Internet Centres in all the MS, building on their interoperability with the EU core platform and its services. The SICs will maintain and expand national platforms to run a range of safer internet services providing:

1. An **awareness centre** for empowering children, their parents and teachers to make the best use of the Internet, building on enhanced digital resource centres (repositories), from which specific awareness toolkits and services will be adapted and deployed, in cooperation with third parties (schools, industry).

Tasks for awareness-raising:

- i. Devise informative awareness campaigns and resources targeting children, parents, grand-parents, care-takers, teachers and social workers on how to give children the digital skills and tools they need to take advantage of the internet and to navigate safely online, promote awareness of parents and children on online quality content and experiences, and make the associated resources available through their services;
- ii. Engage with children and young people from different demographic groups by setting up a youth platform, including organising regular youth participation activities, allowing them to express their views and pool their knowledge and experience of using online technologies.
- iii. Evaluate the impact of the awareness campaigns on the target groups and provide qualitative and quantitative feedback at European level through the core service platform;
- iv. Establish and maintain partnerships and promote dialogue and exchange of information with key players (government agencies, ISPs, industries, user organisations, education stakeholders) at national level.

2. Online **helpline services** for reporting and dealing with harmful contact (eg grooming, online abuse), conduct (e.g. cyberbullying, hate speech, sexting) and content online.

Tasks for helplines:

- i. Offer one-to-one conversations, online and on telephone, with trained helpers in real time to give advice and support to parents and children on issues related to their use of online technologies;
- ii. Draw up operating guidelines in compliance with national law, including data protection rules;
- iii. Ensure that reporting mechanisms are interoperable both with the core platform and with reporting via service providers such as Social Networking Services;
- iv. Provide qualitative and quantitative feedback at European level through the core service platform.

3. A **hotline** for receiving and managing reports and data on online illegal child sexual abuse material.

Tasks for hotlines:

- i. Establish and/or operate a hotline, accessible by PC and mobile devices, to receive information from the public relating to illegal content of child pornography, and if deemed appropriate racism and xenophobia;
- ii. Draw up a manual of procedures in cooperation with law enforcement authorities and in accordance with best practice guidelines;
- iii. Cooperate with the network of hotlines and fully use and connect to the technical infrastructure provided by the EU core service platform;
- iv. Undertake a preliminary assessment of the legality of the content reported and trace its origin, and forward the report to the body for action (ISP, the police or corresponding hotline) including systematic notice to the host provider of content assessed as child pornography and monitoring of the take-down; forward suspicions of illegal content to certain stakeholders (ISP, the police or corresponding hotline) for further assessment;
- v. Ensure compatibility with data formats of the EU core service platform and provide statistics required for measuring the impact and effectiveness of the network (e.g. time of removal of the illegal content).

The three components of the SIC will be expected to cooperate by setting up a single Advisory Board with national stakeholders and actively contribute to the implementation of a European approach by sharing good practices and resources and taking part in European-level events.

Benefits and expected outcomes

The ultimate user beneficiary is the citizen, primarily children, who because of increased awareness and empowerment strategies will be given the possibility to improve their digital skills and be active and create in a safer digital environment, and to get better choice of quality content and active experiences specifically designed for them, supported by greater protection. Parents, care-takers, teachers and professionals working with children at risk are key intermediaries who will be able to have a higher level of

understanding and trust in the way in which content and services are accessed and used by children. Industry stands to benefit from increased market opportunities for content and for impact of awareness campaigns, and from cross-border provision of associated services (helplines, hotlines) and of child-rated content.

Operation and stakeholder involvement

The EU core service platform will build on existing functions with regard to the transactions between hotlines and their core operation; the maintenance of shared data and image files, the support databases analysing helpline transactions and the access to shared resources and repositories. It will also link to other established platforms for learning resources in order to enhance the availability and use of e-Safety material for children.

Member States will be actively involved in the implementation and deployment process of the generic services provided through the national SICs. The governance structure of the DSI as a whole will reflect the roles of Member States, of industry, and the EC. This will be met through an executive group from the SICs, their coordinating networks/associations, and the EC, with input from an MS expert group that will be established to monitor the policy indicators resulting from the Safer Internet policy benchmarking study tasked by DG CNECT.

This is a well-established, multi-stakeholder domain, involving public sector, technology and media industry and civil society (mainly NGOs). Relevant stakeholders at the national level will continue being involved through the Advisory Boards set up by the SICs and as operational capacity is developed, it is foreseen that stakeholders will get a more active role in the national implementation of the services.

Financial sustainability

In the short-term the CEF programme will fully fund the EU core service platform and co-fund the related generic services. Direct CEF funding is expected to progressively decrease, although the long-term financial sustainability will to some extent have to depend on EC funding because it is unlikely that the concerted European effort for cross-border sharing of resources and practices will happen without this. Also, EC-funding at a certain level will offer to the public a benchmark of objectivity and trustworthiness.

Additional funding could take the form of in-kind services as well as cash contributions from public and private sector partners. Three major approaches could be considered: 1) structural approach with the objective to consider some possibilities with specific companies, asking them how they could earmark some revenue to be injected in certain activities to be developed by the platform; 2) project-based activities organised within PPPs and based on existing models; 3) offer consultancy-based services, whereby validation services could be offered on a pricing basis.

Strategies and business models as regards sustainability will be developed in the course of 2015/2016.

Type of financial support

It is intended to co-fund the generic services through grants covering the period of 30 months. The funding rate is up to 50% of eligible costs.

Title:	SAFER INTERNET GENERIC SERVICES – FOR MAKING A BETTER AND SAFER INTERNET FOR CHILDREN
Indicative total budget for 2015:	MEUR 16
Type of financial support:	Call for Proposals, multiple grants
Funding rate:	50%
Indicative duration of the action:	30 months
Indicative publication date :	Q2 2015

Mature DSIs which have previously been supported under CEF and for which additional funding is foreseen under WP 2015

3.1.3 Electronic identification and authentication — eIdentification and eSignature

3.1.3.1 Background and rationale

Under the heading 'Electronic identification and authentication – eIdentification and eSignature' the CEF Digital Work Programme 2014 launched of the eID and eSignature building block DSIs providing funding for the core service platforms of these DSIs until the end of 2017. The provision of such services can now benefit from the new regulatory framework for eIDAS⁶.

In 2014, CEF Digital likewise supported generic services for the setting up and maintenance of Pan-European Proxy Services (PEPS) or Virtual Identity Providers (V-IDP) as well as for the integration of the eID DSI in existing online platforms.

However, the uptake and use of the eID DSI still need to be promoted.

3.1.3.2 Implementation WP 2015

Actions in WP 2015

To promote the uptake and speed up the use of the eID DSI amongst both public and private entities established in the EU and EEA countries participating in the CEF Digital programme, generic services will be supported through grants under the 2015 budget with the purpose of integrating the eID in an existing e-service/system/online platform.

Benefits and expected outcomes

The objective is to increase uptake and use of the eID DSI by supporting Member States in meeting the requirements of the new eIDAS regulation with a view to facilitating the

⁶ Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014

access of citizens and businesses to public and private services across borders throughout the European Union.

Operation and stakeholder involvement

With regard to the core service platform set up under WP 2014, the Commission services are in charge of the operation and maintenance work related to the DSIs as such. Member States play an active role in the implementation and deployment process, in particular to facilitate and accelerate widespread acceptance and use. The detailed short and medium term governance set-up is currently being discussed, However the governance structure will consist of representatives of the Member States and the relevant Commission services. Cooperation with a selected cross-section of service providers and users is foreseen. The group of stakeholders is expected to extend to standardisation bodies and additional stakeholders, in particular in relation to specific policies or application domains. The action shall be coordinated with the activities related to the eIDAS implementation in order to avoid duplication of efforts and costs.

Financial sustainability

In regard to long-term sustainability of the core platform set up under WP2014, two scenarios are presently being considered. In the first scenario, these Building Blocks DSIs would be paid for through contributions from the DSIs using the services. This would apply to both DSIs funded via the CEF and to DSIs funded via other sources. In the second scenario, the operational costs of the core service platforms would be covered by transactional revenues, plus possibly an annual service charge for the gateways. Depending on the long-term governance set-up finally chosen, the services could generate revenues exceeding the cost of operation by charging private sector users.

Type of financial support

Grants are to be offered to consortia consisting of at least 5 entities from a single Member State to integrate the eID DSI in an existing e-service/system/online platform to enable citizens from any Member State to use her or his national eID to access public services in the Member State of the consortium.

Title:	Electronic identification - eID
Indicative total budget for 2015:	EUR 7 million
Type of financial support:	Grants
Funding rate:	Lump sum of EUR 20,000 per legal entity per action
Indicative duration of the action:	2015-2016
Indicative publication date :	Q2 2015

3.1.4 Electronic delivery of documents — eDelivery

3.1.4.1 Background and rationale

Under the heading 'Electronic delivery of documents - eDelivery' the CEF Digital Work Programme 2014 launched of the eDelivery building block DSIs providing funding for the core service platforms of this DSIs until the end of 2017.

In 2014, CEF Digital did not foresee support of generic services.

However, the uptake and use of the eDelivery DSI need to be promoted.

3.1.4.2 Implementation WP 2015

Actions in WP 2015

To promote the uptake and speed up the use of the eDelivery DSI amongst both public and private entities established in the EU and EEA countries participating in the CEF Digital programme, generic services will be supported through grants under the 2015 budget with the purpose of establishing access points.

Benefits and expected outcomes

The objective is to increase uptake and use of the eDelivery DSI by supporting the setting up of additional access points throughout the EU and the EEA countries participating in the CEF Digital programme to link to the EU core service platform with a view to supporting the cross-border exchange of electronic documents between such entities as well as between such entities and citizens and businesses. The eDelivery DSI proposes a gateway that can make a translation between national and European solutions in order to guarantee transactions. The gateway should enable interoperability between the European level and the level of the Member States regardless the standards in use within each of the Member States.

Operation and stakeholder involvement

With regard to the core service platform set up under WP 2014, the Commission is in charge of the set-up, operation and maintenance work. Member States play an active role in the implementation and deployment process, in particular to facilitate and accelerate the widespread acceptance and use. The detailed governance set-up is currently being discussed. However the governance structure will consist of representatives of the Member States and the relevant Commission services with the involvement of other relevant stakeholders.

Financial sustainability

In respect to long-term sustainability of the core service platform set up under WP2014, two scenarios are presently considered: in the first scenario, this building block DSI would be financed through contributions from DSIs using the service, which would apply to DSIs funded via the CEF as well as DSI funded via other sources; in the second scenario, the operational costs would be covered by transactional revenues, plus possibly an annual service charge for the gateways.

Type of financial support and proposed budget

Grants are to be offered to consortia consisting of at least 5 entities from one or more Member State(s), for an indicative duration of one year.

Title:	Electronic delivery of documents - eDelivery
Indicative total budget for 2015:	EUR 1 million
Type of financial support:	Grants
Funding rate:	Lump sum of up to EUR 50,000 per legal entity per action. The exact amount will be specified in the call text.
Indicative duration of the action:	2015-2016
Indicative publication d:	Q2 2015

3.1.5 Electronic Invoicing - eInvoicing

3.1.5.1 Background and rationale

Under the heading 'Electronic Invoicing - eInvoicing' the CEF Digital Work Programme 2014 launched of the eInvoicing building block DSIs providing funding for the core service platforms of this DSIs until the end of 2017.

In 2014, CEF Digital did not foresee support of generic services.

However, the uptake and use of the eInvoicing DSI need to be promoted.

3.1.5.2 Implementation WP 2015

Actions in WP2015

To promote the uptake and speed up the use of the eInvoicing DSI amongst both public and private entities established in the EU and EEA countries participating in the CEF Digital programme, generic services will be supported through grants under the 2015 budget with the purpose of putting solutions for the exchange of eInvoices in place.

The appropriate technical solutions and organisational set-up will have to be put in place to make sure that in particular regional and local authorities can exchange eInvoices with economic operators at an affordable cost for them. To foster interoperability between Member States, preference will be given to solutions that are already on the market and which allow cross-border exchanges of eInvoices. The preferred solutions should be based on existing technical specifications developed within the framework of European standardisation organisations such as CEN (CWA 16356-CEN MUG and CWA 16562-CEN BII) and take into account the results of Large-Scale Pilot Projects implemented within the framework of the Policy Support Programme of the Competitiveness and Innovation Framework Programme (CIP). Moreover, other solutions which are based on European or international standards in the domain of eInvoicing can also be considered, provided that they envisage compliance with the above mentioned European standard (EN) on electronic invoicing.

Benefits and expected outcomes

The objective is to increase uptake and use of the eDelivery DSI by supporting authorities, especially regional and local authorities in meeting the requirements of the new eInvoicing Directive⁷.

Operation and stakeholder involvement

With regard to the core service platform set up under WP 2014, Member States are actively involved in the implementation and deployment process, to ease and speed up widespread acceptance and use, while the European Commission is in charge of the operational management of the service. The detailed short and medium term governance set up is currently being discussed, However the governance structure will consist of representatives of the Member States, the relevant Commission services and the relevant stakeholders. The direct involvement of a representative cross-section of user communities (buyers as well as sellers) is also considered.

Financial sustainability

With regard to the the long-term sustainability of the core service platform set up under WP2014, two scenarios are presently considered: In the first scenario, this building block DSI would be paid through contributions from DSIs using the service, which would apply to DSIs funded via the CEF as well as DSI funded via other sources. In the second scenario, the operational costs would be covered by transactional revenues, as well as possibly some business specific services and an annual service charge for the gateways.

Type of financial support

Grants are to be offered to consortia consisting of at least 5 entities from one or more Member State(s) composed of a majority of public entities, for an indicative duration of one year.

Title:	Electronic Invoicing – eInvoicing
Indicative total budget for 2015:	EUR 7 million
Type of financial support:	Grants
Funding rate:	Lump sum of up to EUR 50,000 per legal entity per action
Indicative duration of the action:	2015-2016
Indicative publication date :	Q2 2015

⁷ Directive 2014/55/EU of the European Parliament and of the Council of 16 April 2014 on electronic invoicing in public procurement, OJ L 133 of 6.5.2014, p. 1

3.1.6 Access to re-usable public sector information - Public Open Data

3.1.6.1 Background and Rationale

The overall objective of the Open Data service infrastructure is to help boost the development of information products and services based on the re-use and combination of open public data, across the EU.

Improved access to public sector information is an essential component of the EU strategy for stimulating new business opportunities and addressing societal challenges, with a huge but currently underexploited potential for cross-border and cross-sectoral data re-use. While open data portals exist at national and sectoral levels, cross-border and cross-sectoral synergies can only be achieved through the deployment of an infrastructure at EU level. This infrastructure implements one of the key actions included in the Commission communication on Open Data (COM(2011) 882 of December 2011, underpinning Directive 2003/98/EC and its revision 2013/37/EU on the re-use of public sector information (PSI).

The infrastructure providing Open Data digital services is based on two components, the core service platform and the generic services supporting the creation and/or harmonisation of content. The core service platform may make use of the Automated Translation building block for facilitating the multilingual accessibility to metadata and possibly data.

The Open Data infrastructure, through its pan-European portal, provides an interface for accessing infrastructures distributed over a huge number of EU and MSs data repositories. The infrastructure as such provides a technical platform for data discovery and access, together with tools facilitating data transformation and exploitation.

The actions launched by the 2014 Work Programme initiated the deployment of a large scale open data infrastructure at the European level, in particular in implementing a pan-European Open Data portal, whose first version is scheduled to be available in the fourth quarter of 2015. They also include assistance to administrations in EU Member States and third countries in the implementation of open data policies and in particular supporting the preparation of some high quality datasets to be published on their respective data portals, in view of their eventual inclusion in the pan-European data portal infrastructure.

3.1.6.2 Implementation WP 2015

Actions in WP 2015

In order to support a cross boundary harmonisation process, in parallel with the initial implementation of the Open Data infrastructure taking place under the 2014 Work Programme in 2015-2017, the specific objective of the 2015 Work Programme is to call for generic services addressing the aggregation/harmonisation of datasets covering cross border areas in priority domains. While this data harmonisation, for cost-benefit reasons, may not be worth to be extensively applied at the EU level for every domain and geographic coverage, it can be beneficial for specific geographic areas and/or domains.

This action will therefore complement and extend the support provided to data providers by activities launched under Work Programme 2014, in particular addressing datasets produced by public administrations at the national/regional/local level from different Member States and covering cross-border areas.

Proposals need to address the issues listed below:

- Facilitate the re-use of datasets belonging to the same domain and generated by different authorities in cross-border areas, e.g. by harmonising their metadata beyond the use of the same metadata model (minimum degree of harmonisation provided by default by the pan-European Open Data portal) and possibly the data themselves, e.g. through their aggregation, as well as by improving their overall quality. Where appropriate, these same activities may also be proposed to be applied to more than one of the priority domains mentioned below.
- Address both technical and legal issues, therefore including the adoption of harmonised conditions for re-use (be it through direct access or through a provided service).
- Address priority domains as defined in Commission notice 2014/C 240/01 "Guidelines on recommended standard licences, datasets and charging for the reuse of documents"⁸, section 3.1 (i.a. in the domains of geospatial data, earth observation and environment, transport, statistics, companies, etc)
- Streamline the metadata/data production process and implement a sustainable process to ensure long term maintenance of the harmonised datasets and facilitating updates beyond their initial aggregation.
- Liaise with ongoing activities (CEF Work Programme 2014, other EC funded projects) already providing assistance for fostering uptake on public open data supply.

The consortia should involve organisations with the necessary complementary expertise to attain the above-mentioned outcomes, with a minimum of two public administrations from two different Member States or Associated Countries eligible for funding under this programme, directly or indirectly representing the data providers. If appropriate the consortia may also involve data users and/or private sector organisations (e.g. for providing technical support).

Benefits and expected outcomes

The improved availability of harmonised content at the EU level will facilitate its cross border and cross domain re-use. Beneficiaries are the private sector, through the development of value added services, and administrations at all levels of government, through the streamlining of the production of interoperable content. Citizens will benefit through increased transparency and availability of innovative services, as well as through an expected increase in the efficiency of public services and administrations.

Operation and stakeholder involvement

Member States will be involved through the Public Sector Information group and its subgroup on open data portals, whose members are representatives of Member States and relevant Commission services. Discussions initiated in 2014 will bring the group to evolve to an extension possibly including leading user organisations and other domain stakeholders. The process for the definition of a long term governance model will be linked to the parallel definition of the business model required to guarantee the financial

⁸ http://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv:OJ.C_.2014.240.01.0001.01.ENG

sustainability of the Open Data platform. The appropriate links with contributing building blocks will be established.

Financial Sustainability

European funding for the deployment of the open data infrastructure is necessary to initiate a structured process of data aggregation and harmonised cross border / cross domain access at the EU level.

Once a critical mass of pan-European interoperable content becomes available, and the expected benefits deriving from its availability will become evident, it should be possible to progressively decrease EC funding for its operation and further extension, with support from Member States (in-kind or direct) and possibly the private sector contributing to its long term sustainability.

Long-term sustainability with no or much reduced funding for the core platform operation and maintenance will be sought where possible. Funding for supporting content provision, adaptation and transformation will be progressively reduced, in view of a complete withdrawal or minimisation to specific domains from 2020 onwards. In the long term the harmonisation process will lead to the generation of interoperable datasets at the source, not requiring any further financial support for content creation and update.

Type of financial support

Grants will be offered to consortia composed by a minimum of two public administrations from two different Member States or Associated Countries eligible for funding under this programme, for a duration of up to two years. The funding rate will be up to 50% of eligible costs. Proposals requesting a contribution up to EUR 0.5 million are expected. Nonetheless, this does not preclude submission and selection of proposals requesting other amounts considered by the proposers appropriate to the geographic and domain coverage of their proposal.

Title:	Enhancement and aggregation of datasets and their harmonisation
Indicative total budget for 2015:	EUR 4.5 million
Type of financial support:	grants
Funding rate:	50%
Maximum duration of the action:	2 years
Indicative publication date :	2 nd quarter 2015

3.1.7 Automated Translation

3.1.7.1 Background and rationale

The purpose of the Automated Translation building block is, on one hand, to provide multilingual support to other pan-European DSIs so that citizens, administrations and companies in all EU countries can use them in their own language, and, on the other, to offer automated translation services to public administrations to facilitate cross-border information exchange.

The main objective of actions programmed in 2015 is to launch the full core service platform, to build on the user needs and requirements analysis delivered by 2014 actions, to implement and adapt the automated translation services for selected CEF DSIs and to extend work on language resource collection in the framework of the coordination mechanism set up for this purpose by 2014 actions.

3.1.7.2 Implementation WP 2015

Actions in WP 2015

The existing IT infrastructure of the Automated Translation building block will be scaled up by extending and adapting the existing MT@EC system architecture and by purchasing additional hardware or cloud resources where parts of the service could be moved to improve its performance and its efficiency. Also, MT systems and necessary processing modules will be purchased and integrated. The MT engines will be adapted to serve 2-3 more DSIs (up to 5-6 in total). The full-scale core platform will include a language resource repository to host language resources needed to train, adapt and support the MT systems.

Preparations will be made to extend the core platform by an domain adaptation facility, a highly automated 'factory' that can produce translation engines for any domain and context of use from available linguistic data, to serve language pairs and domains relevant to current and future CEF DSIs.

The collection of language resources will be both broadened and deepened in order to provide sufficient amounts of suitable resources to adapt the MT services to the needs of 5-6 DSIs and improve the quality of the MT output. The language resource coordination, initiated in 2014, will be complemented by an IPR support and clearance helpdesk.

Benefits and expected outcomes

The expected benefits are three-fold: i) contribution to the realisation of the digital single market by lowering language barriers; ii) effective roll-out and wider acceptance of pan-European DSIs; iii) significant potential for savings in translation costs in the public sector and higher level of security.

Operation and stakeholder involvement

Member States will be actively involved in the implementation and deployment process. They are also invited to contribute to the collection of language resources in order to improve the quality of automated translation services for their respective languages. The Commission services will be in charge of the operational management.

The governance group, set up under the WP2014, will include representatives from national language competence centres and from stakeholder groups representing existing language resource repositories and the leading users of the relevant DSIs, including Member State administrations. This governance body will gradually be extended to encompass appropriate representation of the language industry and language technology experts.

The network of stakeholders and contributors of language resources in all EU Member States and in the countries associated to the CEF programme will be broadened to effectively engage important actors beyond the public sector, for example commercial providers, non-profit organisations, professional organisations in the areas relevant to the DSIs.

Financial Sustainability

There are three interlinked elements that provide for long-term sustainability:

- a) In line with the principle of subsidiarity, the Member States have a direct interest and also control over the level of service for their respective languages. As a counterpart, the Member States are invited to provide access to existing language resources and processing modules that allow their languages to be covered by the Automated Translation service. By analogy, the DSIs that need Automated Translation support are expected to provide access to language resources that they have accumulated and provide support and input for the requirements analysis. This in-kind contribution *reduces the cost of acquiring and processing language resources*, and allows CEF funding to focus on supporting a coordinating mechanism and infrastructure for pooling language resources from different sources.
- b) The Automated Translation service can charge the users (DSIs or public administrations) for automated translations, either based on actual translated volume or by a flat-rate subscription fee. The fee structure will allow rebates or free use for users that contribute to the operation or improvement of the Automated Translation platform. For example Member States (or DSIs) providing language resources or other in-kind contribution will benefit from ‘credits’ that they can use to pay for using the Automated Translation service.
- c) The automated translation facility will bring significant cost savings and/or increased capacity to the EU institutions’ translation services, currently operating on a budget of roughly EUR 1 billion a year. Similarly, the Member States’ public services may make use of the translation service in their document production and achieve cost savings. These savings can be converted to revenue by introducing fair and transparent charging, along the lines outlined under point b above. The charging against translations can be extended to third parties (non-CEF) interested in making their online services multilingual, including, for example, eCommerce operators, while ensuring equal and fair access to services for all operators and avoiding distortion of the market for language services.

A robust and realistic business model will be developed in order to phase out reliance on CEF funding by 2020.

Type of financial support

The actions will be funded by procurement and cover a period of up to three years.

Title:	Automated Translation
Indicative total budget for 2015:	EUR 8 million
Type of financial support:	Procurement (one open call for tender contract and two specific contracts using framework contracts)
Funding rate:	n/a
Maximum duration of the action:	3 years
Indicative publication date :	Q2/2015

3.1.8 Cyber Security

3.1.8.1 Background and rationale

Cybersecurity is a challenge shared by all Member States. An efficient and timely cooperation between public and private stakeholders about risks, vulnerabilities and threats – especially for critical information infrastructures – is crucial for providing high levels of cybersecurity in Europe. In times when the occurrence, power, velocity and complexity of attacks are on the rise, the targets of cyber-attacks need to be able to respond early enough to prevent or at least to mitigate attacks on their networks and information systems, as well as for proper recovery and comprehensive follow up.

Currently, a majority of public and private Computer Emergency Response Teams (CERTs) in the Member States have a purely national reach and are limited in their European connectivity due – among others – to a lack of maturity in some CERTs and lack of trusted cooperation between them. As a consequence, Europe does not make full use of its collective capabilities to improve cyber security.

Therefore, the overall objective of this DSI is the establishment and deployment of a core cooperation platform, composed of cooperation mechanisms that will enhance the EU-wide capability for preparedness, cooperation and information exchange, coordination and response to cyber threats, as defined in the CEF Work Programme 2014 preparatory activities. Such mechanisms will be used by Member States on a voluntary basis, in order to strengthen their capacity building and cooperation, involving only those Member States willing to participate. The cooperation mechanisms will allow for more timely and effective collaboration between the Member States. In this way, the Member States will gain a deeper and quicker awareness of ongoing cyber-attacks with an efficient use of available resources, allowing them to limit the potential economic and political damage caused by cyber-attacks.

Many technical and organisational aspects of the DSI were already extensively addressed in prior activities at national and European level and provide for tested and mature technological solutions, as well as experience with regard to the organisational aspects. Examples of relevant cooperation projects include the Framework for Information Sharing and Alerting (FISHA) project, the work of ENISA (e.g. EISAS), the Malware Information Sharing Platform (MISP) or on-going sector-specific initiatives such as the DENSEK project in the electricity sector, but are not limited to these. In addition, these activities are underpinned by the European Strategy for Cyber Security and the Directive

concerning the measures to ensure a high common level of network and information security across the Union (COM (2013) 48), proposed by the European Commission in February 2013 (NIS-Directive). The cooperation developed under this DSI will contribute to the scheme of the CERTs cooperation.

3.1.8.2 Implementation WP 2015

Actions in WP 2015

Building on the preparatory activities of CEF Work Programme 2014, which will be defining detailed requirements, structure and functionalities, while following a gradual approach, the specific objective for 2015 is to establish and launch a core cooperation platform, composed of cooperation mechanisms, between the participating Member States. The cooperation mechanisms will offer baseline capabilities and services as agreed by the participating Member States under WP 2014, for instance, shared procedures and toolsets as well as commonly used standards, while simultaneously supporting participating Member States to make best use of them.

The actions of WP 2015 will set up, launch, maintain and operate cooperation mechanisms between a group of CERTs as nominated by the Member States, participating on a voluntary basis, in line with the governance structure and requirements established under WP 2014, in order to collect, analyse and share knowledge about vulnerabilities and threats and the use of common procedures and standards to mitigate them.

In addition, these mechanisms will provide best practice support and other forms of cooperation to better prevent or mitigate threats; they will build up the maturity of participating CERTs and foster a culture of trust to support cooperation between them. These initial activities envisaged under WP2015 will be complemented by generic services in following CEF work programmes, which will be a combination of national level software enabling cooperation, procedures and related activities to facilitate the cross-border cooperation of CERTs.

Their capabilities will gradually develop over time, following the roadmap agreed by the Member States participating on the cooperation network's governance established under WP 2014. The mechanisms' scope and work should not be in contradiction of the provisions of the future NIS-Directive.

Benefits and expected outcomes

The cooperation mechanisms will allow the Member States to limit the economic and political damage of cyber-attacks, while reducing the overall costs of cyber security for individual Member States. The DSI will allow Member States to respond early enough to prevent or at least to mitigate cyber security incidents that may affect their networks and information systems making European digital networks more secure for their citizens.

Also, this activity will allow the Member States to steer the process, address their own needs and requirements on a technical and organisational level and to build up gradually a high level of trust between the participants to enable the establishment of an efficient and timely cooperation culture, built on existing structures that facilitates the work of the individual CERTs and adds value to all participants, also by making best use of existing practices in the Member States.

Operation and stakeholder involvement

The participating Member States will be the active drivers in the governance, implementation and deployment of this DSI, steering the process through the cooperation network's governance structure established by the activities of WP 2014. The EC and ENISA will be also involved in the governance, implementation and deployment of this DSI according to their defined roles under EU law, for instance by supporting the management of the service at its launching phase, establishing links to other DSIs (such as eDelivery) where needed and also for channelling and structuring the outreach to the CERT community and other stakeholders.

Financial Sustainability

Building on the outcomes of the preparatory activities of WP2014, the participant Member States will develop a long-term roadmap for defining the legal status of the cooperation mechanisms and to define their financial sustainability that may, where appropriate, include business models for generating financial revenues from outside the CEF.

Type of financial support

The establishment, launch and operation of the cooperation mechanisms will be procured on the basis of the requirements coming from the preparatory work proposed in the CEF WP2014 to be defined in 2015 and will cover a period of three years, starting with a limited contribution in 2015 and with gradually increasing financial support over the 3 year period, e.g EUR 1.5 million in 2015, EUR 2.5 million in 2016, and EUR 3 million in 2017.

Title:	Cybersecurity
Indicative total budget for 2015:	EUR 7 million
Type of financial support:	Procurement (1 direct annually renewable contract)
Funding rate:	n/a
Maximum duration of the action:	3 years
Indicative publication date :	2 nd quarter 2015

'New' Mature DSI's selected on the basis of the criteria established by the Regulation

3.1.9 Access to certificates and attestations – e-Certis (eProcurement)

3.1.9.1 Background and rationale

The new Public Procurement, Directives 2014/25/EU, 2014/24/EU and 2014/23/EU of the European Parliament and of the Council of 28 March 2014 require Member States to implement electronic procurement. All Member States have to fulfil eNotification and eAccess by 2016 and eSubmission by 2018. Electronic invoices have to be accepted by

2020 and Member States have to keep e-Certis up-to-date from 2016. From 2018, contracting authorities will have to ask primarily for documents listed in e-Certis, which will become a sort of clearing house for all documents.

The first cross-border service provided within the eProcurement DSI is e-Certis. e-Certis is a free, on-line source of information designed to help economic operators and contracting authorities to compare and interpret different forms of documentary evidence required for cross-border tenders for public contracts. It covers evidentiary documents requested in the EU, Turkey, Iceland, and Norway (<http://ec.europa.eu/markt/e-Certis/login.do>).

In 2014 e-Certis is only provided as a web based tool, a web service will be added to allow third parties to access the information electronically. This service will add value by making cross border procurement even easier. The web service will be provided in 2015.

e-Certis may be followed by other actions to complete the eProcurement DSI. At the moment within eSENS, a large scale European project, eTendering is piloted among several Member States. The main goal of this pilot is to achieve interoperability among eTendering solutions so that an economic operator is able to use her favourite bidding tool to communicate with solutions all over Europe. The pilot makes use of several building blocks within eSENS such as eDelivery, eSignature and eID. Mature results are expected in 2015 so that this will be one of the next elements in the CEF eProcurement DSI. Other services that may be considered for 2016 are the European Single Procurement Document (ESPD) and eOrdering.

3.1.9.2 Implementation WP 2015

Actions in WP 2015

The technical objective is to provide a web service based on the Virtual Company Dossier (VCD) coming from PEPPOL to e-Certis so that third parties can access to retrieve information about certifications and attestations. The specification to the web service will be provided via <https://joinup.ec.europa.eu/>.

The aim is that eTendering solutions throughout Europe integrate their solutions with e-Certis to provide easy economic operators and contracting authorities with access to certifications and attestations.

As e-Certis is just one element of eProcurement, further actions will be added in the future.. In terms of interoperability the eTendering pilot done within eSENS will play an important part. Apart from e-Certis, a major role will be played by the European Single Procurement Document (ESPD) as well as the standard forms from the Publications Office. In order to promote the uptake and speed up the use of the e-Certis amongst both public and private entities established in the EU and EEA countries participating the CEF Telecommunications programme, generic services will be supported through grants under the 2015 budget with the purpose of facilitating the verification of national equivalence of the certificates and attestations required within a public procurement procedure.

Benefits and expected outcomes

Due to the new Public Procurement Directives, e-Certis will become the backbone of certifications and attestations throughout Europe. This will foster cross-border procurement immensely.

The web service of e-Certis will lead to better cross border solutions provided to Contracting Authorities (CAs) and at the same time, will be a facilitator for Economic Operators submitting cross-border offers. In effect, e-Certis will be an anchor around which stakeholders will be able to build future eProcurement solutions as well as benefit from it.

Beside service providers of eTendering solutions, the web service will attract certifications and attestations service providers as they can align their information more easily with the e-Certis database.

Operation and stakeholder involvement

The core service platform e-Certis is developed, maintained and operated by the Commission (DG MARKT). The platform is managed by DG MARKT with the support of the newly set-up e-Certis editorial team where the relevant representatives of the Member States meet regularly. While the platform is governed by DG MARKT, different stakeholders are already involved in driving the development. Solution providers, Members of eSENS, CEN/BII and DIGIT work closely together with DG MARKT on the back office while an envisaged e-Certis editor group will provide support in terms of usability. The new multi-stakeholder group on eProcurement (i.e. EXEP which has been launched in October 2014) will support the overall governance as well. Their job is to communicate the current state of play to their Member State and to provide advice to DG MARKT.

Financial Sustainability

As e-Certis is DG MARKT's key cross-border eProcurement tool mandated by the Public Procurement Directive the long term sustainability for its maintenance is well established.

Type of financial support

Grants will be offered to entities in Member States which integrate the computer interface of e-Certis in their existing solution to enable users (contracting authorities and/or economic operators) to retrieve the information from e-Certis within their software. Synergies between e-Certis and IMI (Internal Market Information System) should be exploited.

Title:	eProcurement DSI (here e-Certis)
Indicative total budget for 2015:	EUR 1.4 million
Type of financial support:	Grants
Funding rate:	Lump sum of EUR 25.000 per beneficiary
Duration of the action:	2015 – 2016
Indicative publication date (where applicable):	July 2015

3.1.10 Online Dispute Resolution

3.1.10.1 Background and rationale

Alternative dispute resolution (ADR) offers a simple, fast and low-cost out-of-court solution to disputes between consumers and traders and can be also conducted online (ODR). Ensuring access to simple, fast and low-cost means of resolving domestic and cross-border disputes, which arise from sales or services contracts, benefits consumers and traders and boosts their confidence in the Single Market.

In July 2013, a Directive on consumer ADR (2013/11/EU) and a Regulation on consumer ODR (524/2013) entered into force. The ODR Regulation provides for the establishment of an EU-wide Online Dispute Resolution platform (ODR platform) to facilitate the resolution of online contractual disputes between consumers and traders. The ODR platform will link all national ADR entities, notified to the Commission as provided by the ADR Directive, and will allow consumers to submit their dispute online and have it dealt with entirely online by one of the national ADR entities. It will be user-friendly and will operate in all the official languages of the EU.

The development of the DSI started at the end of 2012 and the first version of the ODR platform was tested by the expert group in October 2013. Tests have confirmed that the core functions of the ODR platform are in place and ready for deployment.

Further tests were positively carried out in June 2014 and in order to meet a legal obligation under the ODR Regulation, the Commission will perform a large-scale validation involving ODR experts as well as consumers' and traders' representatives by January 2015.

3.1.10.2 Implementation WP 2015

Actions in WP 2015

The 2015 CEF Work Programme will contribute to the deployment of the DSI's core platform and to its operation and maintenance in the key years after its launch. The core DSI will start operating in January 2016 and therefore all the deployment and interoperability effort at Member State level has to be performed in 2014-2015 in order to be aligned with the official launch of the platform.

In particular, CEF support is intended for the maintenance and further deployment of the DSI's core service platform and the related generic services:

1. Interoperability between the ODR platform and the national ODR gateways and ADR entities that operate online will take place. About 15 Member States have online platforms that could interoperate with the EU ODR platform, provided they receive assistance to develop this functionality on their side. The interoperability specifications are already published and the interfaces of the EU ODR platform are already available.
2. The DSI's technical helpdesk will be set up to provide support to the users, and in particular to the national ADR entities and the ODR contact points. This technical helpdesk will contribute to improving the effective usability of the platform.
3. The core service platform will be maintained and operated. This includes

- hosting costs;
- release and lifecycle management;
- technological platform evolution; and load and security testing and fixing.

The DSI will make use of some of the existing CEF building blocks. In particular, it will integrate automated translation which will allow offering multilingual services to all users and thus facilitate the resolution process. For this purpose a process has been launched to "train" the MT engine and enable it to translate efficiently future cases of the ODR platform. The platform can make use of the eID CEF service to allow consumers and traders to register with the ODR platform, in order to follow online the treatment of their case. The eDelivery and eSignature services can also be used to deliver the official decision of the ADR entity to the consumer and the trader.

Benefits and expected outcomes

The overall objective is to allow all consumers and traders to have their disputes over online purchases dealt with entirely online, easy to use and multilingual. This will boost e-commerce, particularly across borders, and increase trust of both consumers and traders in the Single Market, as it will allow them to solve their disputes in a simple, fast and low-cost manner without going to court.

Consumers will be encouraged to seek redress and to be able turn to a quality ADR entity to solve their dispute no matter the product or service they bought and no matter where they bought it. Traders will also benefit by maintaining their business reputation and good customer relations, while they could be also encouraged to open up their business to more consumers in more countries. Currently around 60% of EU traders, for example, do not sell online to other countries due to the perceived difficulties to solve a problem if something goes wrong. Overall it is estimated that consumers would be able to save 22.5 billion Euro per year thanks to the use of ADR and ODR while businesses can boost their competitiveness.

Operation and stakeholder involvement

The platform will be mainly governed by the Commission (DG SANCO) that is in charge of its development, operation and maintenance, in accordance with the ODR Regulation. For the technical aspects of the platform, the Commission is assisted by an expert group, consisting of national authorities, national ADR and ODR entities, business and consumer representatives as well as representatives from the European Disability Forum. In addition, as foreseen by the ODR Regulation, a Committee of Member States' representatives has been established to adopt acts for the implementation of Articles 5 and 7 of the ODR Regulation. For both the expert group and the Committee, there are existing processes and structures for communication and collaboration. Furthermore, in line with the ODR Regulation, a network of national ODR contact points will be established and bi-annual meetings will be held. Finally, a feedback system will be integrated in the ODR platform to collect users' reviews (consumers and traders) about the functionalities of the platform.

Financial Sustainability

The European Commission will host and operate the DSI for an indefinite duration, as provided for by the ODR Regulation.

In the first crucial years when the platform will be launched, CEF is expected to contribute to the funding of the core platform and support the generic services, as far as interoperability with national ADR and ODR entities is concerned. The rest of the funding will be provided through the 2014-2020 Consumer Programme.

Type of financial support

The core platform will be procured for a duration of 3 years. Generic services will be funded through grants.

Title:	Online Dispute Resolution platform
Indicative total budget for 2015:	EUR 5.2 million (EUR 1 million for generic services and EUR 4.2 million for the core platform)
Type of financial support:	Procurement (2 specific contracts under existing framework contract) and grants (call for proposals)
Funding rate:	75% for grants concerning the generic services, 100% for procurement concerning the core platform
Duration of the action:	3 years
Indicative publication date (where applicable):	Q2/Q3 2015

3.1.11 eHealth

3.1.11.1 Background and rationale

The objective established by the eHealth Network in line with the Directive on patients' rights in cross-border healthcare (2011/24) is to facilitate the cooperation and the exchange of information among Member States, to work towards delivering sustainable European eHealth systems and services and interoperable applications. A further objective is to support Member States in developing common identification and authentication measures to facilitate transferability of data in cross-border healthcare.

The eHealth Network endorsed four eHealth services to be part of the CEF. Two of these services have been piloted on a large scale (epSOS/EXPAND and e-SENS) and are identified as meeting the eligibility criteria in 2015:

- Cross-border patient summary service

When a citizen makes an unplanned cross-border healthcare visit to a health provider in the European Union, the health professional will have access to the person's Patient Summary and other relevant Electronic Health Record documents. The eHealth Network adopted Guidelines on minimum/non exhaustive patient summary dataset for electronic exchange in accordance with the cross-border Directive 2011/24/EU. These guidelines and their successors should be a primary reference for CEF deployments.

- Cross-border ePrescription and eDispensation service

ePrescriptions and eDispensations support the concept that a patient being abroad can receive the equivalent medication treatment that he would receive in his home country. The eHealth Network is due to adopt ePrescriptions guidelines in 2014.

These guidelines and their successors should be a primary reference for CEF deployments.

The other two services, supported by the eHealth Network, European Reference Networks and Interoperable Patient registries, will be taken into consideration in the WP 2016.

The patient summary and ePrescription/Dispensation services will, to the extent it is feasible, reuse building block DSIs: eID/eSignature and a version of eDelivery that supports the functionality of the eInteraction building block of eHealth. Automatic translation of free text in eHRs and ePrescriptions, which is not part of epSOS services today, will be carefully considered in the future. Coded information will always be transcoded and translated through the use of terminologies and vocabularies. The possibility to integrate cross border eInvoicing, which is not part of epSOS services today, should also be considered. The building blocks will need to support the requirements of the eHealth Domain.

3.1.11.2 Implementation WP 2015

Actions in WP 2015

Building on the existing deployed infrastructure (epSOS, e-SENS, national) CEF support is intended to deploy Patient Summary and ePrescription services on large scale, as defined in the relevant guidelines adopted by the eHealth Network and in specifications issued by the epSOS, EXPAND, and e-SENS projects. The immediate objective of the actions launched in 2015 is to establish a solid technical and organizational infrastructure for both services, providing an initial set of facilities and then extending them gradually. This infrastructure will be deployed in the countries (initially 12-15) which will be able to demonstrate their readiness and maturity to deploy the DSIs. Countries who were approved to pilot within the epSOS or the e-SENS project are natural candidates for initial deployments.

Core services

- Build on common identification and authentication measures for patients and health care professionals.
- Establish processes to routinely access professional registration databases and to involve eHealth NCPs in confirming the validity of a prescription.
- Specifications and guidelines management

Maintenance, distribution and evolutions of relevant specifications, guidelines, policies and audits (including the Patient Summary and ePrescription Guidelines adopted by the eHealth Network) related to the four interoperability layers (legal, organisational, semantic, technical) and to security.

- Operations
 - Hosting of central services (e.g. Trust & Connectivity, Terminologies);
 - Trust & Connectivity Services: Connections Management.
 - OpenNCP Technology: to maintain and manage releases of the widely used reference implementation of an epSOS/EXPAND compliant eHealth NCP;
 - Testing and Validation Services: technological compliance verification mechanisms;
 - Support services and central service desk

- NCP Gateway development and deployment according to the relevant specifications
- Central Terminology Service management:
 - The process to build, operate and manage the Master Value Set Catalogue / Master Translation Transcoding Catalogue (MVC/MTC).
 - Support for the adoption of the selected standard coding systems at national level.
 - To handle the terminologies including the editing / approval workflows
 - Provide MS the tools for Terminologies Management;

Generic services

- Legal, security and organizational guidelines
- MS level implementation/localization.
- Audits on identified requirements in line with the centrally defined policies.
- Technical
 - Deploy, test and operate the eHealth NCP, connect with national infrastructure
 - NCP Quality Assurance
 - National Service Desk service for end users
- Semantic
 - MVC/MTC Management and maintenance: Translate MVC terminologies;
 - Map national specific terminologies to the Master Value Catalogue (MVC);
 - Evaluation on the possible adoption at national level of the standard code systems and value sets included in the MVC.

Other Core or Generic services could be added if relevant and justified for the provision of the final services.

Integration with existing building bloc DSIs

The feasibility and specification of the integration of eID/eSignature and the version of eDelivery that supports the functionality of the eInteraction building block of eHealth, with eHealth cross border services, will be done by the eSense project, which is due to end in 2016. Once the pilot will have proved its feasibility, the integration will occur according to the final eSense specifications of the eHealth pilot, starting in 2017.

Benefits and expectedy outcomes

Overall, in line with the objectives of Directive 2011/24, the deployment of eHealth solutions shall increase safety and quality of care throughout the EU, notably by:

- providing immediate clinical information needed in an emergency situation abroad
- ensuring continuity of care across borders
- collecting and consolidating clinical data across borders to support public health and research

The specific benefits resulting from the implementation of the proposed services are:

Patient summary: when a citizen makes an unplanned cross-border healthcare visit to a health provider in the European Union, both patient and health professional may have

access to the person's Patient Summary and other relevant Electronic Health Record documents as smoothly as at home.

ePrescription: it will allow a patient who is abroad to receive medical treatment which is equivalent to the one that he would receive in his home country. The objectives are to allow dispensation of ePrescriptions across all Europe and support the documentation of dispensed drugs. Patient safety while staying abroad will be increased since an electronic prescription can be automatically translated. Using Dispensation data from the dispensing pharmacy in the country of temporary stay, the health services in the home country can update the medication record of the patient, making health care and prescriptions safer. Although reimbursement services are out of scope of the epSOS eDispensation service, some characteristics of the service will assist patients in their reimbursement claims.

Operation and stakeholder involvement

Core services will be managed by the Commission (DIGIT for common building blocks, SANCO for specific eHealth components) which will launch call for tenders and calls for proposals to subcontract or allocate different activities and tasks to different entities. Management decisions with policy relevance will be submitted to the eHealth Network for approval. eHealth specifications and guidelines will be governed by the Commission and the eHealth Network, directly or by an ad hoc subgroup. Other stakeholders, such as SDOs, experts, fora, consortia, representative organisations (patients, SDOs) will also be engaged through Joint Actions or projects.

Financial Sustainability

The post-CEF sustainability of the services needs to be addressed by the eHealth Network. A business plan will be provided for the individual specific services, with the support of an H2020 project on eHealth business modelling. The business model of DSIs such as Patient Summary and ePrescription can evolve rapidly, from today's public funding to other business models with increasing private funding through insurances, health care providers, or private operators. Consideration will be given to a range of approaches in which services might alternatively be paid for and/or operational costs defrayed, of a pay per use fee introduced. Given the regional organization of some Member State's health systems, the use of structural funds may be explored.

Type of financial support

In general the operation, maintenance, distribution and evolutions of relevant specifications, guidelines policies and audits of the core platform will be procured, while generic services will be funded through grants over a duration of four years. Member States will decide to apply for funding the deployment of generic services on the basis of the maturity of their own eHealth deployments. It is to be noted that the indicative budget for 2015 below is substantially lower than the amount claimed by the Member States in the eHealth Network (28.6M€), due to budgetary restrictions.

Title:	Patient Summary and ePrecription/eDispensation – Core and Generic Services
Indicative total budget for 2015:	EUR 15 Million (EUR 7.5 million for generic services and EUR 7.5 million for the core platform)
Type of financial support:	procurement (a maximum of 10 Contracts under existing Framework Contracts) and grants

Funding rate:	75% for grants concerning the generic services, 100% for procurement concerning the core platform
Duration of the action:	4 years
Indicative publication date (where applicable):	Q3 2015

3.2 Broadband

3.2.1.1 Background and rationale

CEF Broadband seeks to contribute to the Digital Agenda target of all European households having access to internet connections. CEF thus aims at facilitating an efficient flow of private and public investments to stimulate the deployment and modernisation of broadband networks.

The legal base stipulates that throughout the entire multiannual financial framework period (2014–2020), 15 % of the CEF Telecommunications budget shall be allocated to Broadband. At least one third of the broadband projects financially supported under CEF shall aim at speeds above 100Mbps.

The legal base further prescribes that projects can only be funded through financial instruments, i.e. debt (e. g. loans, guarantees, project bonds instrument) or equity (e. g. a fund). As mentioned above, financial instruments for broadband will be covered in a separate work programme covering all three sectors of the CEF.

Projects of common interest will be supported by horizontal actions, including studies and programme support actions, further referred to as ‘technical assistance’. The main objective of technical assistance will be to facilitate the efficient flow of private and public investments into broadband projects.

Technical assistance will help make projects ready for potential financial assistance under CEF, inter alia, by assisting in building an efficient business plan and by aggregating broadband actions towards a project volume exceeding the threshold for project appraisal by the EIB and other financial institutions.

3.2.1.2 Implementation WP 2015

Actions in WP 2015

The Commission, together with the World Bank as a partner institution will set up a facility for CEF broadband technical assistance, with the aim of facilitating access to financial instruments established under the CEF by project promoters identified in the framework of Connected Communities Initiative.

For this purpose, the Commission will make a financial contribution of up to €900 000 and covering a period of one year.

Direct award of the grant to the World Bank is justified by the synergies with the following competences of the World Bank:

- Extensive experience in, and proven capacity for, providing high-quality analytical and advisory services, including technical assistance services in ICT;
- Experience in operational and advisory support in the telecommunications sector;

- Strong background in lending operations, *i.a.* through low-interest and interest-free loans, including lending operations for infrastructure projects;
- Alignment of interest and positive track record in the cooperation with the European Commission.

The facility will be set up by providing a grant to the World Bank on the basis of Article 190(1)(f) of Commission Delegated Regulation (EU) No 1268/2012 on the rules of application of Regulation (EU, Euratom) No 966/2012 of the European Parliament and of the Council on the financial rules applicable to the general budget of the Union to set up this technical assistance facility.

The award of this grant is subject to award criteria provided for in Annex 2a.

The maximum rate of Union financing will be 75%.

However, if no agreement is reached with the World Bank on the establishment of the technical assistance facility or if the budget for technical assistance is not fully committed to the World Bank, the Commission may provide technical assistance through procurement.

In this case, a call for tenders would be launched in Q1 2015. The indicative number of contracts is 1 – 2.

Benefits and expected outcomes

CEF broadband will benefit citizens, SMEs and larger enterprises by contributing to financing their connection to broadband internet. It is also expected that the programme will indirectly benefit further citizens and enterprises facilitating the investments of other private and public funds, such as the European Structural and Investment Funds.

The expected benefit of technical assistance for broadband will include the provision of know-how and the sharing of best practices, in particular to project promoters from the public sector and/or with limited experience in the broadband infrastructure sector.

Operation and stakeholder involvement

The technical assistance facility will be set up with the World Bank as partner institution. The World Bank will participate in the evaluation of the responses to the call for expression of interest under the framework of the Connected Communities Initiative and will provide technical assistance to successful project promoters.

However, if no agreement is reached with the World Bank on the establishment of the technical assistance facility or if the budget for technical assistance is not fully committed to the World Bank, the Commission may provide technical assistance through procurement.

Type of financial support

The CEF technical assistance facility will be set up by providing a grant under direct management in the meaning of Article 190(1)(f) of Commission Delegated Regulation (EU) No 1268/2012.

Technical assistance may also be provided in the form of procurement if no agreement is reached with the World Bank or if the budget for technical assistance is not fully committed to the World Bank.

Title:	Broadband
Indicative total budget for 2015:	€ 900 000
Type of financial support:	Grant
Funding rate:	75% of the eligible costs
Duration of the action:	1 year
Indicative signature of the grant agreement:	Q1 2015

4 IMPLEMENTATION

4.1 Main implementation measures and EU financial contribution

The different nature and specificities of the DSI detailed in Section 3 require distinctive implementation measures. Each of these will therefore be achieved either through calls for proposals resulting in grant agreements, or through procurement actions as specified in Section 3.

For all the measures implemented via calls for proposals, the EU funding is granted in accordance with the principles of co-financing and non-profit for the funded activities in compliance with the European Union Framework for State Aid for Research and Development and Innovation⁹. EU grants will be calculated on the basis of eligible costs. Details of eligible costs can be found in the model grant agreement. The financial assistance will respect the 75% maximum co-financing rate limit of the CEF Regulation. Specific eligibility criteria will be specified in the calls for proposals.

4.2 Procurement

Procurement actions will be carried out in compliance with the applicable EU public procurement rules. As per Section 3 of this Work Programme, procurement can be achieved either through direct calls for tenders or by using existing framework contracts.

4.3 Calls for proposals

4.3.1 General terms and provisions

Proposals must be submitted by one or more Member States or Associated Countries¹⁰ or, with the agreement of the Member States or Associated Countries concerned, by international organisations, joint undertakings, or public or private undertakings or bodies established in Member States or Associated Countries..

Proposals may be submitted by entities which do not have legal personality under the applicable national law, provided that their representatives have the capacity to undertake legal obligations on their behalf and offer a guarantee for the protection of the Union's financial interests equivalent to that offered by legal persons.

Proposals submitted by natural persons will not be eligible.

Where necessary to achieve the objectives of a given project of common interest and where duly motivated, third countries and entities established in third countries may participate in actions contributing to the projects of common interest. They may not receive funding under this Regulation, except where it is indispensable to achieve the objectives of a given project of common interest.

⁹ OJ C 323, 30.12.2006, p. 1.

¹⁰ European Free Trade Association (EFTA) countries which are members of the European Economic Area (EEA), in accordance with the conditions laid down in the EEA Agreement and which have signed the association agreement. At the moment of writing these are Norway and Iceland.

4.3.2 Making a proposal

Proposals should be submitted in accordance with the procedure defined in the call text. Guidelines for Applicants containing full details on how to make a proposal will be available from the CEF website (http://inea.ec.europa.eu/en/cef/cef_telecom/).

4.3.3 Evaluation process

The evaluation of proposals will be based on the principles of transparency and equal treatment. It will be carried out by the Commission with the assistance of independent experts. Three sets of criteria (eligibility, award and selection) will be applied to each submitted proposal. The three sets of criteria are described in detail in Annex 2 of this Work Programme).

Only proposals meeting the requirements of the eligibility criteria will be evaluated further.

Each of the eligible proposals will be evaluated against the award criteria, while each individual applicant must demonstrate their financial and operational capacity to carry out the proposed action or work programme.

Proposals responding to a specific DSI as defined in Section 3 of this Work Programme will be evaluated both individually and comparatively. The comparative assessment of proposals will cover all proposals responding to the same DSI Generic Services call.

Proposals that achieve a score greater than or equal to the threshold will be ranked within the objective. These rankings will determine the order of priority for funding. Following evaluation of award criteria, the Commission establishes an implementation plan taking into account the scores and ranking of the proposals, the programme priorities and the available budget. This implementation plan will include proposals to be invited for negotiation, a reserve list of proposals to be negotiated should budget become available, and a list of proposals that are to be rejected either for lack of budget or lack of quality (failure to meet one or more of the award criteria thresholds).

The coordinators of all the submitted proposals are informed in writing about the outcome of the evaluation for their proposal.

4.3.4 Selection of independent experts for evaluation and reviews

The Commission will select independent experts to assist with the evaluation of proposals and with the review of project results as well as for other purposes where specific expertise might be required for implementation of the Programme. Experts are invited to apply using the mechanisms and tools provided for in the H2020 FP¹¹ and a list of experts appropriate to the requirements of the Programme will be established. Experts will be selected from this list on the basis of their ability to perform the tasks assigned to them, taking into account the thematic requirements of the call or project, and with consideration of geographical and gender balance.

¹¹ <http://ec.europa.eu/research/participants/portal/desktop/en/experts/index.html>

4.3.5 Indicative implementation calendar

The indicative calendar for the implementation of CEF Telecommunication calls in 2015 is shown in the table below. The Commission expects to issue calls for proposals in accordance with this 2015 Work Programme.

Date	Event
April 2015	Publication of 1 st Call for Proposals
June 2015	Call1 is open for submission
July 2015	Publication of 2 nd Call for Proposals
September 2015	Call2 is open for submission
September 2015	Call1 closes
October 2015	Publication of 3 rd Call for Proposals
October 2015	Evaluation of Call1 proposals
November 2015	Call3 is open for submission
January 2016	Call2 closes
January 2016	Signature of grant agreements related to Call1
February 2016	Evaluation of Call2 proposals
March 2016	Call3 closes
April 2016	Evaluation of Call3 proposals
Q2 2016	Signature of grant agreements related to Call2
Q3 2016	Signature of grant agreements related to Call3

4.4 Technical assistance for broadband

Technical assistance will mainly target individual projects and will include the identification of needs, assistance in carrying out feasibility and mapping studies, legal advice regarding procurement or state aid, where relevant, and the further definition of the business and financing plans.

Such projects will enlarge the pool of initiatives prepared and able to enter into the due diligence process of the financial partner(s) for support through the CEF financial instrument.

The technical assistance facility will also seek to aggregate relatively small individual projects into larger clusters, thereby contributing to their bankability. As compared to other programs, CEF is specific in that it supports only infrastructure projects deploying mature, state-of-the-art technology.

Technical assistance may also include the development of targeted knowledge products, such as toolkits and technical reports, which will raise awareness of potential project promoters, enhance their expertise and attract them to the facility and thus facilitate the implementation of CEF broadband projects.

In the implementation of the technical assistance, amongst other criteria, the obligation to allocate one third of CEF broadband to projects delivering 100 Mb per second will be taken into account.

Technical assistance established under this work programme will be provided exclusively to promoters of projects identified under the framework of the Connected Communities Initiative.

5 PROGRAMME SUPPORT ACTIONS

5.1 Studies, other measures, conferences and events

The legal bases foresee the possibility for studies and programme support actions in the field of broadband and digital service infrastructures aimed at maximising the impact of the EU intervention. Horizontal actions for 2015 will cover costs including preparation, evaluation, monitoring and studies. An amount of funding will be set aside to cover awareness and dissemination as it is crucial to effectively communicate about the value and benefits of CEF.

Studies

- Broadband coverage,
- Broadband retail prices
- Broadband mobile prices
- Long-term governance of CEF Digital Service Infrastructure.
- Business Registers Interconnection System (BRIS). One of the tasks for 2015 is to identify and propose a security model for the interconnection of business registers that would respond to the business, technical and legal requirements of BRIS.

The Commission plans to procure via framework contracts and call for tenders indicatively 5 study contracts. The calls for tenders (or use of framework contracts) are indicatively planned to be launched in the second calendar quarter of 2015.

Other

- Conferences and workshops to engage with relevant stakeholders. Support to "TENtec information system

- Extension of the computerised data information system for the TEN-T and CEF transport (TENtec), to CEF telecoms involving all stakeholders, providing an interactive beneficiary platform.

The above mentioned actions will be implemented through calls for tenders. An indicative number of 5 direct service contracts are expected. The calls for tenders are planned to be launched in the second and third calendar quarter of 2015.

In addition, support will be provided to evaluation and project reviews¹², including Safer Internet running projects.

The total budget allocated to 'studies, other measures, conferences and events' is EUR 2 million.

¹² In accordance with Article 204 of the Financial Regulation

6 FURTHER INFORMATION

For further information relating to this programme, please refer to the CEF Telecommunications website at <https://ec.europa.eu/digital-agenda/en/connecting-europe-facility>.

ANNEXES

Annex 1 – Call for proposal fiches

- **Call identifier: CEF-TC-2015-1**
- Date of publication: 15 April 2015¹³
- Opening date: 1 June 2015¹³
- Closing date: 15 September 2015, at 17:00, Brussels local time¹⁴
- Indicative budget: EUR 38.5 million
- Subject area: eDelivery, eInvoicing, Public Open Data, Safer Internet Generic Services and Europeana Core Service Platform
- Eligibility and admissibility conditions: The conditions are described in Annex 2 to this Work Programme
- Evaluation criteria, scoring and threshold: The criteria, scoring and threshold are described in Annex 2 to this Work Programme.

- **Call identifier: CEF-TC-2015-2**
- Date of publication: 22 July 2015¹³
- Opening date: 15 September 2015¹³
- Closing date: 19 January 2016, at 17:00, Brussels local time¹⁴
- Indicative budget: EUR 15.9 million
- Subject area: eProcurement, eHealth and Electronic identification and authentication - eIdentification and eSignature - Generic Services
- Eligibility and admissibility conditions: The conditions are described in Annex 2 to this Work Programme
- Evaluation criteria, scoring and threshold: The criteria, scoring and threshold are described in Annex 2 to this Work Programme.

- **Call identifier: CEF-TC-2015-3**
- Date of publication: 1 October 2015¹³
- Opening date: 17 November 2015¹³
- Closing date: 15 March 2016, at 17:00, Brussels local time¹⁴
- Indicative budget: EUR 1 million
- Subject area: Online Dispute Resolution Generic Services
- Eligibility and admissibility conditions: The conditions are described in Annex 2 to this Work Programme
- Evaluation criteria, scoring and threshold: The criteria, scoring and threshold are described in Annex 2 to this Work Programme.
-

13 The Director-General responsible for the call may publish it up to one month prior to or after the envisaged date of publication.

14 At the time of publication of the call, the Director-General responsible may delay this deadline by up to one month.

Annex 2 - Evaluation criteria for the Calls for Proposals

Admissibility conditions

To be considered admissible, a proposal must be:

- Submitted on time: proposals must arrive at the Commission by the date and time and at the address specified in the relevant call for proposals. Proposals must be submitted as specified in the same call: either electronically or on paper. The call deadline is a deadline for receipt of proposals (in the case of proposals submitted by post or courier services it is the date of sending by applicants).
- Complete: this includes the requested administrative data, the proposal description, and any supporting document specified in the call. Incomplete proposals may be considered as inadmissible.

Eligibility criteria

Proposals will be eligible if they meet the following criteria:

- Consortium composition. The composition of the proposing consortium complies with the requirements set out in this Work Programme. Submission by legal persons (as referred to in section 4.3.1).

Exclusion criteria

- Applicants must certify that they are not in any of the situations listed below:
 - i. they are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
 - ii. they or persons having powers of representation, decision-making or control over them have been convicted of an offence concerning their professional conduct by a judgment of a competent authority of a Member State which has the force of res judicata;
 - iii. they have been guilty of grave professional misconduct proven by any means which the contracting authority can justify including by decisions of the EIB and international organisations;
 - iv. they are not in compliance with their obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;
 - v. they or persons having powers of representation, decision-making or control over them have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organisation, money laundering or any other illegal activity, where such illegal activity is detrimental to the Union's financial interests;

- vi. they are subject to a financial or administrative penalty referred to in Article 109(1) of the Financial Regulation;
- vii. they are subject to a conflict of interests;
- viii. they are guilty of misrepresenting the information required by the contracting authority as a condition of participation in the procurement procedure or have failed to supply that information.

Proposals failing to meet the above criteria are not accepted for further evaluation.

Selection criteria

Applicants must demonstrate their financial and operational capacity to carry out the proposed action.

Award criteria

The proposals will be evaluated on the basis of the criteria ‘Relevance’, ‘Quality and efficiency of the implementation’ and ‘Impact’, further described below:

Relevance

- Alignment with the objectives and activities required for the deployment of the Digital Service Infrastructure described in Chapter 3 of the work programme.
- Alignment and synergies with relevant policies, strategies and activities at European and national level.

Quality and efficiency of the implementation

- Maturity of the proposed solution (e.g. in terms of contribution towards interoperability, connectivity, sustainable deployment, operation, upgrading of trans-European digital service infrastructures, use of common building blocks, coordination at European level) and/or integration with existing components of the DSI,
- Coherence and effectiveness of the work plan, including appropriateness of the allocation of tasks and resources.
- Quality and relevant experience of the individual participants and, if more than one beneficiary, of the consortium as a whole (including complementarity, balance).
- Extent to which the proposal demonstrates support from national authorities, industry and NGOs (when relevant).
- Appropriate attention to security, privacy, inclusiveness and accessibility (when relevant).

Impact and sustainability

- Quality of the approach to facilitate wider deployment and take-up of the proposed actions.

- Capability to survive, develop and scale up without European Union funding after the end of the project with a view to achieving long-term sustainability, where appropriate through funding sources other than CEF.

A score will be applied to each of the three award criteria. If a proposal fails to achieve one or more of the threshold scores (see below), feedback will be provided to the consortium on the reason(s) for failure.

Proposals that are outside the scope of the Work Programme objectives will be marked ‘0’ for the Relevance criterion — with the comment ‘out of scope of the call’; they will not be further evaluated.

For each award criterion a score from 0 to 5 is given (half points possible):

0. the proposal fails to address the criterion under examination or cannot be judged due to missing or incomplete information.
1. Very poor: The criterion is addressed in an inadequate manner, or there are serious inherent weaknesses.
2. Not satisfactory: While the proposal broadly addresses the criterion, there are significant weaknesses.
3. Good: The proposal addresses the criterion well, although improvements would be necessary.
4. Very Good: The proposal addresses the criterion very well, although certain improvements are still possible.
5. Excellent: The proposal successfully addresses all relevant aspects of the criterion in question. Any shortcomings are minor.

The respective thresholds for the award criteria are:

Criterion	Threshold
A1	3
A2	3
A3	3

Based on the scores of the individual award criteria, a total score will be calculated for each proposal. Proposals responding to each of the objectives of the call will be ranked in groups on that basis.

Annex 2a. Award criteria for the grant to the World Bank on the basis of Article 190(1)(f) of Commission Delegated Regulation (EU) No 1268/2012

The proposal from the World Bank will be evaluated on the basis of the criteria 'Relevance', 'Quality and efficiency of the implementation' and 'Impact', further described below:

Relevance

- Alignment with the objectives and activities of the Connected Europe Facility in the area of broadband.
- Alignment and synergies with broadband policies, strategies and activities at European and national level.
- Alignment with the Connected Communities initiative.

Quality and efficiency of the implementation

- Maturity of the proposed solution, in terms of contribution to the objectives of Technical Assistance Facility, as demonstrated in particular by the capacity of building the pipeline of projects for CEF financial instruments.
- Coherence and effectiveness of the work plan, including appropriateness of the allocation of tasks and resources.
- Quality and relevant experience of the beneficiary.

Impact and sustainability

- Quality of the approach to facilitate wider deployment and take-up of the proposed actions.

A score will be applied to each of the three award criteria. If a proposal fails to achieve one or more of the threshold scores, feedback will be provided to the World Bank on the reason(s) for failure.

For each award criterion a score from 0 to 5 is given (half points possible):

0. the proposal fails to address the criterion under examination or cannot be judged due to missing or incomplete information.
1. Very poor: The criterion is addressed in an inadequate manner, or there are serious inherent weaknesses.
2. Not satisfactory: While the proposal broadly addresses the criterion, there are significant weaknesses.
3. Good: The proposal addresses the criterion well, although improvements would be necessary.

4. Very Good: The proposal addresses the criterion very well, although certain improvements are still possible.
5. Excellent: The proposal successfully addresses all relevant aspects of the criterion in question. Any shortcomings are minor.

The respective thresholds for the award criteria are:

Criterion	Threshold
A1	3
A2	3
A3	3

Based on the scores of the individual award criteria, a total score will be calculated. Minimum threshold shall be 10 points.

Annex 3 – Conformity with the legal base

The DSI and Broadband objectives described in Sections 3 and 5 refer to the kind of actions that can be provided for under the CEF Telecomm as defined in Art. 4 of the CEF Regulation.