



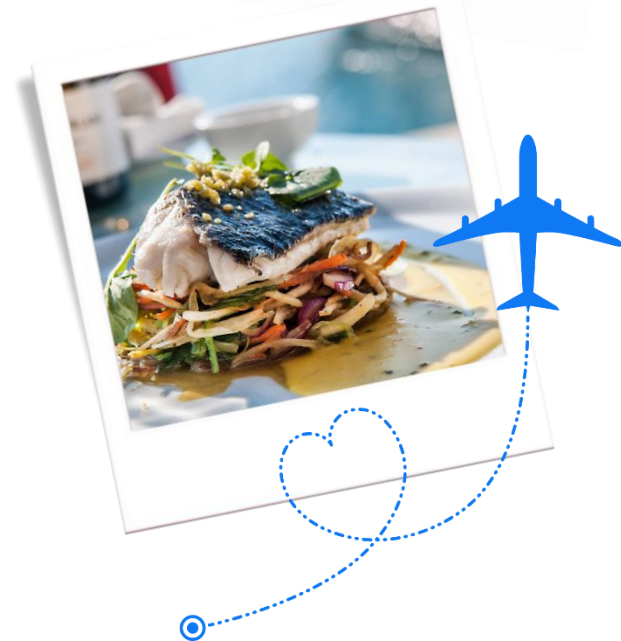
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TOURINN-ACT

# D.5.1 TourINN-Open Call for Innovation of Tourism SMEs

March, 2023



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# 1 EXECUTIVE SUMMARY

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## 1.1 TourINN-act project overview

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TourINN-act project is funded by the European Union's COSME programme. Its main aim is to enhance and promote the uptake of digitalisation and innovation by tourism SMEs through transnational cooperation and capacity building and through the provision of financial support to the tourism SMEs after the publication of an Open Call for Proposal.

Under these premises, the specific objectives to be achieved by the tourism SMEs that will benefit from financial support are the following:

**SO1:** take advantage of the TourINN-act support scheme based on the provision of vouchers aimed at financing innovative intersectoral projects that provide for the adoption of digital, sustainable and smart solutions by SMEs in the tourism ecosystem;

**SO2:** get a broader vision on the new competitiveness factors deriving from the use of digital technologies and sustainable practices thanks to the TourINN-Roadmap on innovative and sustainable practices and to the Catalogue of digital solutions for tourism sector recovery;

**SO3:** improve tourism SMEs' use of new digital technologies and sustainable practices - resulting in new business models in tourism - through dedicated e-courses, mentoring sessions and webinars;

**SO4:** reinforce transnational and cross-border cooperation, in particular among tourism SMEs, businesses and public stakeholders in the innovation ecosystems, to enable smart and sustainable growth of tourism and new market opportunities for all parties by facilitating their participation in peer-learning sessions, matchmaking schemes and participation processes for sharing knowledge.

The four objectives of TourINN-act are linked to the necessity of identifying competitive survival strategies in the business tourism market to face Covid-19 crisis. To survive, tourism businesses need to make efficient use of all reserves. Ensuring survival through competitiveness is a dynamic process aimed at long-term gain. The main goal of managing firm competitiveness in the tourism industry is to create sustainable competitive advantages that can recover the position of tourism SMEs and enable their financial performance in the post-pandemic environment.



Among the competitiveness factors in the tourism industry, digitalization, innovation, new technologies, smart infrastructures and support services for environmental sustainability are highlighted, as well as the education of ethical behaviour by tourists.

To achieve the above-mentioned objectives and impacts the Consortium has identified the following activities:

**A1:** development of a Roadmap of innovative and sustainable practices and a Catalogue of digital solutions for tourism sector recovery in order to mitigate the massive impacts of Covid-19 and better face the post-pandemic period. In order to structure the Catalogue, the Consortium will organise a capacity building activity targeted to tourism SMEs, using a design thinking methodology to define tourism sector digital needs.

**A2:** involvement of minimum 60 tourism SMEs from Spain, Italy, Greece, Romania, Cyprus in experimental cross-sectorial projects for the implementation of innovative solutions, by launching a specific call for proposal which regulates the provision of financial support to the selected tourism SMEs. The provision will take the form of a voucher of maximum € 10.000 to invest in digitalization, sustainable innovation and new technologies. The actions to be implemented by the selected tourism SMEs are included in the Catalogue, available in the TourINN-Platform.

**A3:** improvement of the mutual cooperation among the tourism SMEs involved, the technological providers, the value chain actors and the public authorities through capacity building actions and the organisation of activities such as webinars, peer-learning sessions, matchmaking and knowledge sharing participation processes with the aim to build a Community of Practice around digital innovation, sustainability & tourism in a long-term perspective. The purpose of the community is to create consortia for innovative projects under TourINN-act funding scheme aimed at improving the tourism sector and at providing/implementing technical support activities related to incubation, acceleration and scaling-up of tourism SMEs.

**A4:** provision of support to beneficiary tourism SMEs, such as guidelines, e-learning modules and mentoring sections to help them in the implementation and management of the innovative solutions and to boost skills and knowledge transfer activities.

These steps will lead targeted tourism SMEs to navigate these complex COVID-19 changes.

Funding tourism SMEs through a voucher system for the implementation of innovative, digital and sustainable practices, represents a small but important step in support of the recovery of the tourism industry and also a way to facilitate the development of intersectoral projects



through the participation in workshops and activities of matchmaking among tourism entities, supply chain actors, ICT providers and public authorities. Cross-sectoral collaborations benefit various actors and meet the needs of various industries. TourINN-act's general objective is to try to shake up the recovery of the tourism sector by facilitating the creation of digital and sustainable innovation ecosystems for the survival of tourism SMEs.

The Roadmap and the Catalogue include the description of different innovation options based on some economic, social and technical variables, supported by guidelines for their implementation and management. The resources are available on the TourINN-act Platform (<https://tourinnpicuss.ceroone.dev/>) and therefore accessible by all those interested in discovering digital tourism practices. This will enable knowledge transfer to different tourism and cultural contexts in the EU, which will benefit from a potential increase in competitiveness, profitability and long-term sustainability.

## Project Partners

P.1 ICEBERG (RO - [www.iceberg.ro](http://www.iceberg.ro))

P.2 KINNO (GR – <http://www.kinno.eu>)

P.3 UP PROJECT (ES - [www.upproject.es](http://www.upproject.es))

P.4 JO CONSULTING (IT - [www.joconsulting.eu](http://www.joconsulting.eu))

P.5 Eurosuccess Consulting (CY- [www.eurosc.eu](http://www.eurosc.eu))

P.6 City of Brasov (RO - [www.brasovcity.ro](http://www.brasovcity.ro))

## Project Duration

10/11/2021 - 09/11/2024 (36 months)



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## 1.2 The purpose and scope of the Call

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The **TourINN-act partnership** is publishing the present **Open Call for tourism SMEs** registered in **Italy, Romania, Greece, Spain and Cyprus** (accommodation and travel intermediaries) for the assignment of at least 60 vouchers to be spent on **innovations activities, digital tools and sustainable solutions**. Winning SMEs will be awarded with a minimum 5.000 EUR and maximum 10.000 EUR (VAT excluded) voucher to purchase innovative, digital and sustainable solutions from the Catalogue of innovative solutions for tourism SMEs, available on the Project Platform - <https://tourinnpicuss.ceroone.dev/catalogo/> (accessible upon registration). The financial support for each tourism SME **covers up to 10.000EUR (VAT excluded)**; any extra costs will be co-financed by the winning SMEs.

The **Catalogue** comprises a wide range of innovative solutions, from providers based in Italy, Romania, Greece, Spain & Cyprus, which were carefully evaluated and selected from the Partnership through the Open call for providers procedure. SMEs are able to explore a wide range of solutions and select the best matches based on their needs.

Voucher provision will support tourism SMEs to get more advanced and competitive in terms of digitalisation, sustainability and innovation, while dealing with Covid-19 challenges, through:

- Development of innovative solutions for improving tourism management and the tourism offer via cooperation within the tourism ecosystem;
- Promotion of smart tourism practices contributing to the greening of the industry;
- Increasing SMEs' capacity and skills to improve their use of new digital technologies, resulting in new business models in tourism.

In addition, TourINN-act project envisages the provision of an **online training programme**, accessible free of charge to all interested tourism SMEs, useful for managers and employees who wish to enhance their strategic knowledge about the digital innovations and sustainable practices promoted by the project. In fact, the training programme includes e-learning modules dedicated to digital strategies and innovative business models, marketing and communication actions, and deepens the role of professionals responsible for implementing such practices.

An **Open Innovation Seminar** with the purpose of introducing the TourINN-act project and the present Open Call will be held on 30th March 2023. Through the Seminar participants will:

- get a broader vision on the new competitiveness factors deriving from the use of digital technologies and sustainable practices thanks to the **TourINN-Roadmap on innovative and sustainable practices** and **Catalogue of digital solutions for tourism sector recovery**;
- understand the main functionalities of the **TourINN-Platform** in order to easily navigate it and take advantage of project results and activities;
- gain acquaintance on the functioning of the **bilateral matchmaking meetings** among participants;



- receive guidance on **how to apply** for the **Open Call**, clarify any doubts and learn how to implement a successful open innovation plan;
- be told about the possible **expected impacts** on SMEs, providers and the entire tourism industry.

In order to get access to the Open Innovation Seminar, aspirant participants must be **registered in the TourINN-Platform**.



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## 2 ELIGIBILITY CRITERIA

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### 2.1 Eligibility Criteria

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Eligible applicants for the Call for solutions must:

- Be located in **Italy, Spain, Greece, Romania** or **Cyprus**.
- Be a **SME** as defined in the EU recommendation 2003/361 (<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32003H0361&from=EN> ).

Company category	Staff headcount	Turnover or	Balance sheet total
Medium-sized	< 250	≤ € 50 m	≤ € 43 m
Small	< 50	≤ € 10 m	≤ € 10 m
Micro	< 10	≤ € 2 m	≤ € 2 m

- Be registered as a company for at least **one year** in the appropriate register.
- Be registered in the following sector of activities:
  - **Accommodation** (hotels, motels, B&Bs, camping, guest houses, hostels, ...)
    - Hotels and similar accommodation (NACE code: I55.10)
    - Holiday and other short-stay accommodation (NACE code: I55.20)
    - Camping grounds, recreational vehicle parks and trailer parks (NACE code: I55.30)
  - **Travel agency and tour operator activities** (travel agents, tour operators...)
    - Travel agency activities (NACE code: N79.11)
    - Tour operator activities (NACE code: N79.12)

#### 2.1.1 Restrictions on participation

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Entities without independent legal status are not eligible within this Open Call.



## 2.2 Eligible Budget

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The overall budget available under the present **Open call for proposal** via voucher is 600.000 EUR.

- The **maximum** value per voucher is 10.000EUR (VAT excluded)
- The **minimum** value per voucher is 5.000EUR (VAT excluded).

In case of residual funds, more than 60 SMEs will be awarded, by taking into consideration the reserved (ranked) list.

Only one Voucher request is allowed for each SME but vouchers can be spent for more than one digital solution and innovation practice. The Catalogue includes solutions in a cost range up to €15.000 which means that **if the voucher does not cover the whole cost, the difference between the maximum voucher amount (10.000 EUR) and the cost of the solution is intended to be co-financed by the SME**. Up to 10.000 EUR vouchers are fully funded by the EU's COSME Program, any extra costs will be co-financed by the winning SMEs.

The voucher that the tourism SMEs will receive can be spent without particular restrictions, provided that the costs are attributable to the services and solutions the provider can directly implement.

Details of eligible costs are available in ANNEX IV (IPA).

### 2.2.1 Term & Conditions

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- The financial support for each tourism SME **covers up to 10.000EUR (VAT excluded)**; any extra costs will be co-financed by the winning SMEs;
- Winning SMEs must sign the Implementation Plan Agreement (IPA - see Annex IV);
- **Solutions** have to be implemented in a timeframe of 12 months. In particular:
  - **The implementation period of solutions is from 1 SEPTEMBER 2023 until 1 SEPTEMBER 2024.**
- The awarded SME must report the financial expenditures, via the **Final and Financial report** (see Annex V) attaching proof of payment, within **10 calendar days** after the end of the implementation period, thus by **11 SEPTEMBER 2024**;
- Only one voucher request is allowed for each SME;
- One voucher can be spent to more than one innovative, digital and sustainable solution from the same or different providers;
- **VAT is not included in the vouchers**; thus, VAT must be supported by beneficiaries.



## 2.3 Eligible project activities

The SMEs have to apply for a voucher to implement innovative, digital and sustainable solutions that fall into the **TourINN-act Catalogue of innovative solutions** for tourism SMEs. The Catalogue is digitally available on the TouriNN-Act Platform. The financial support for each tourism SME **covers up to 10.000EUR (VAT excluded)**; any extra costs will be co-financed by the winning SMEs.

Each SME should select one or more solutions from the TouriNN-act Catalogue, which fall under the following categories:

01. **Digital architecture.** Digital infrastructure, services and solutions that provide the foundation for an organisation's information technology to improve and connect operations along tourism value chains and ecosystems.
02. **Digital technologies and innovations.** Digital and innovative solutions to improve the quality of services provided to guests.
03. **Technology for marketing and promotion.** Services that enhance or improve the online sales channel.
04. **Technology for smart governance and e-business.** Services to perform key business functions, services for business intelligence.
05. **Technology for prevention and mitigation of COVID.** Solutions to prevent and mitigate the risk of COVID spread.
06. **Smart and sustainable tourism products, services and activities.** Solutions and practices with a sustainable impact, respecting the environment.
07. **eCommerce services,** both for B2B and B2C.
08. **Advisory services, coaching and technical support.** Advisory services, body rental support services / mentoring services.
09. **Training services for employees.** Training to enhance their digital, innovative and sustainable skills.
10. **Technology for regional cooperation.** Solutions for knowledge and experience sharing, cooperation with travel and tourism ecosystem.

A full list of the solutions can be found at this link <https://tourinnact.eu/providers/> or upon registration a more detailed version at this link <https://tourinnpicuss.ceroone.dev/catalogo/>. Selected solution(s) must be specified during the application phase, as indicated in Annex I. Each project must have a technological output.



## 3 SUBMISSION

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### 3.1 Before the Submission

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Applicants are required to participate in the **matchmaking process** carried within the TourINN-Platform, by making use of all the platform tools available for this aim.

**Before applying to the open call participants shall:**

1. Register on TourINN-Platform (<https://tourinnpicuss.ceroone.dev/>);
2. Consult the Step-by-Step Guide for the implementation of innovative services available on the Virtual Storage;
3. Access to the TourINN-Catalogue of Innovative Solutions on the platform <https://tourinnpicuss.ceroone.dev/catalogo/>;
4. Explore the services and its conditions (range of price, provider, category, duration of the implementation, etc.);
5. Select one or more services to acquire and save it in the “wishlist”;
6. Get in contact with the provider to negotiate the conditions (final price, purchase order, etc.) by:
  - a. Direct message to the provider from its profile;
  - b. Booking 1 to 1 meeting through the tool available on the Provider’s profile. Applicants shall meet with the provider or providers as many times as needed before applying to the open call;
  - c. It is recommended that applicants keep a direct communication with the provider or providers through TourINN-Platform in order to assure that services to acquire are offered in the TourINN-act Catalogue of Innovative Solutions. Applications with services that are not included in the Catalogue will not be eligible;
  - d. TourINN-act partners can act as moderator in the matchmaking process should the applicant or the provider consider it appropriate. In this case, both applicant or provider only need to get in contact to [partners@tourinnact.eu](mailto:partners@tourinnact.eu) with a request to the consortium to join/mediate a meeting.
7. Additional information of the process and FAQs of the process will be available on the Capacity Building section of the platform. Partners shall consult this section any time and send queries to the consortium as well.
8. Once the negotiation process is over, applicants shall purchase the service(s). This purchase **will not** generate any charge to the applicant.
9. Purchased services will be registered in the virtual wallet of the applicant. Applicants can revert these purchases any time before the open call ends.
10. **Purchased services will generate a quotation that applicants must attach when applying to the Open Call to get the voucher.**



### 3.2 Submission Process

Applications can be submitted on the TourINN-act platform through this link: <https://tourinnupicuss.ceroone.dev/> starting from the 15th of March 2023 at 9:00 CET and no later than the 15th of May 2023, 17:00 Brussels time. Late submissions will not be possible, unless an extension of the closing of the call is officially communicated by the Consortium. (At the convenience of the applicant a template of the online form is provided in ANNEX I). Before submitting - and if selected, also after the end of the implementation period - applicants must fulfil a survey, Digital Maturity assessment tool for European Digital Innovation Hub customers, with the purpose of verifying the impact of the action.

**Submission opening date: 15 March 2023, 09:00 CET**

**Submission deadline: 15 May 2023, 17:00 CET**

In order to submit an eligible proposal, applicants shall:

- Be already registered on TourINN-Platform (<https://tourinnupicuss.ceroone.dev/>)
- Submit one (1) application through the TourINN-Platform (link to the online form), compiled in **English**. In the online Proposal submission form (ANNEX I):
  1. indicate which solution(s) they intend to spend the voucher for (check the solutions here: Catalogue link);
  2. describe the challenge/problem the SME would like to address with the implementation of the solution(s) and the implementation plan;
  3. report the characteristics of the intervention by describing the following points:
    - a. Impact
    - b. Viability
    - c. Innovation Excellence
    - d. Sustainability
  4. Only applications with solutions selected from TourINN-act Catalogue are eligible.
- Attachments required for the submission of the solution:
  - A. Budget (ANNEX II);
  - B. Fill, sign and upload in the online form the Declaration of Honour (ANNEX II). DoH can be signed digitally or manually with a stamp of the company and attached as a scanned document;
  - C. Company register showing at least 1 year activity & the NACE code(s) of the company;
  - D. Platform-generated quotation to be downloaded and signed;
  - E. ID of the legal representative of the SME;



- F. Additional documents (*optional*) such as images, complementary texts, or graphs to the attachment section of the application.

Please note that all information provided will be treated confidentially and stored only for the purpose of this call.

Applicants are obliged to use the templates, if provided as annex of the present Open Call or as downloadable file within the submission process.

Once submitted, an acknowledgment of receipt will be sent to the Applicant, including a time stamp (day & time) of the submission and an automatic submission code to save accurately because it will identify the applicant in the list of approved SMEs.

During this period, questions on the application process can be addressed at: [PARTNERS@TOURINNACT.EU](mailto:PARTNERS@TOURINNACT.EU). All submitted proposals received after the submission deadline will not be considered.

The Evaluation Committee will assess the quality of the submitted applications from 16th May 2023 to 26th June 2023 and applicants will be informed about the outcome of their application by the 30th of June 2023. Activities are planned to start at the beginning of September 2023 and last for a maximum of 12 months after the signature of the award agreement (Annex IV\_IPA).

### 3.3 Obligations of applicants

By applying to this Call, applicants formally accept the following conditions that will be reported also on the Agreement in case they are qualified and selected:

- A. Selected SMEs must take all steps to avoid any situation in which the impartial and objective implementation of the action is compromised for reasons involving economic interest, political or national affinity, family or emotional ties or any other shared interest ('conflict of interests').
- B. Parties shall keep confidential any data, documents, or other materials (in any form) that are identified as confidential at the time of disclosure ("Confidential Information").
- C. Beneficiaries accept their responsibility for the accuracy and truthfulness of the data and documents submitted to demonstrate compliance with the eligibility criteria at the time of application. They will fully support the client organisation, the TourINN-act coordinator, the EC and other monitoring bodies by providing information and documents to verify the legality of the actions carried out.
- D. Beneficiaries are obliged to keep all documents for external audit purposes for 5 years, both in paper and electronic version.
- E. The beneficiaries must promote the project TourINN-act and its results, by providing public evidence of reached results, explaining the positive effects of innovative practices on their visibility, sustainability and, if it occurs, on their economic performance.



- F. The Coordinator cannot be held responsible for any damage caused to third parties involved in the action as a result of the implementation of the Agreement, including gross negligence. Except in cases of force majeure, grantees shall indemnify the Coordinator for any damages suffered as a result of the implementation of the action or because the action was not implemented in full compliance with the Agreement.

Legal representative of interested SMEs should declare the following:

- to be in full and free exercise of their rights;
- to not be in voluntary liquidation or subject to bankruptcy proceedings;
- to be in possession of every licence, permit, authorization, qualification and whatever else is required by the regulations in force for the regular performance of the activity;
- to be in compliance with the provisions in force regarding building and urban planning regulations, labour, accident prevention and environmental protection;
- to keep regular accounting records.



## 4 EVALUATION

Evaluation of voucher requests and related plans for the implementation of innovative practices will be carried out by internal TourINN-act Consortium evaluators based on specific evaluation criteria. The Consortium partners reserve the right to invite the selected SME for a fact-finding interview and/or to request more evidence about the qualifications declared. Once selected, the winning SMEs will be awarded with the voucher.

The applications will be evaluated in 6 weeks according to a set of 4 award criteria, as mentioned in the following paragraph.

The projects will stand to standards with respect to transparency, equal treatment, conflict of interest and confidentiality.

### 4.1 Evaluation Criteria

Only eligible applicants' proposals will be evaluated. The Consortium will verify the possession of all the requirements set out in point "ELIGIBILITY CRITERIA" of this Call for Proposals and the correct submission of the documentation provided for under point "SUBMISSION".

Eligible proposals will be evaluated according to the following criteria:

CRITERION	DESCRIPTION	SCORE (0-5)
a) The impact of the implementation plan on the SME	<p>The implementation plan brings a relevant positive impact to the growth of the tourism SME, including process optimisation, securitization, and increase of income.</p> <p>–</p> <p>Does the implementation plan clearly demonstrate to add value to the SME (economic, financially and on processes)?</p> <p>i.e business expansion, downsizing of costs, increasing of clients, increasing of customer loyalty, increase in income</p>	Minimum threshold 3/5



	process optimisation (digitisation, integration, flow prediction, monitoring, automation); cyber security	
b) Viability of the SME	<p>The applying SME must demonstrate its technical and financial capacity to implement the plan - in accordance with the provider(s) - within 12 months.</p> <p>—</p> <p>Is the implementation plan in line with the SME's vision and future goals?</p> <p>Does the SME possess the necessary resources to be deployed in order to implement the plan in the 12 months time frame? (Technical skills, expertise, financial resources)</p>	Minimum threshold 3/5
c) Digital solution and innovation excellence	<p>The implementation plan includes:</p> <ul style="list-style-type: none"> <li>● Innovation capacity;</li> <li>● Level of digitalization.</li> </ul> <p>—</p> <p>Does the implementation plan offer any innovative approach? Does it demonstrate which technical features or digital aspects can be considered a novelty?</p>	Minimum threshold 3/5
d) Sustainability	<p>The implementation plan demonstrates to provide a positive <b>socioeconomic, cultural and environmental</b> impact.</p> <p>—</p> <p>Does the implementation plan demonstrate the impact in developing sustainable tourism (alignment with SDGs), including local development and environmental protection?</p> <p>I.e. CO2 emission reduction, spill-over of benefits at local level, sourcing raw materials locally , waste</p>	Minimum threshold 3/5



	reduction, recycling processes, circular economy and reuse, change in mindset and lifestyle	
	<b>Total score</b>	Up to 20
	<b>Minimum threshold</b>	13/20

Each criterion will carry a score ranging from 0 to 5:

0. The proposal fails to address the criterion or cannot be judged due to missing or incomplete information
1. (Poor): The criterion is addressed in an inadequate manner, or there are serious inherent weaknesses
2. (Fair): 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

Only applications that will have achieved a minimum threshold of 13/20 will be considered eligible for the voucher contribution, over having previously passed the formal admissibility phase. In case there are proposals with equal scores, there will be an evaluation based on which of the two has achieved the greatest impact.

Trans-border cooperation between SMEs and provider(s) is strongly encouraged, and will be taken into account during the evaluation process.

At least the highest 60 top ranking proposals will be selected and awarded with a maximum of €10.000 voucher. A reserve list will be drawn and taken into consideration in case of residual funds.

## 4.2 Evaluation procedure

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Each request will be evaluated by an evaluator from the same country of the winning SME and subsequently validated by at least one representative per Consortium.

The entire evaluation process will be done remotely, supported by an evaluation management system and online meetings.

In the first phase of the evaluation process, the evaluators will evaluate the eligibility criteria.

Subsequently, proposals found to be eligible will be evaluated according to the 4 evaluation criteria. The Evaluation Form follows the example of the Guidelines for awarding Financial Support to Third Parties of COSME Call, available at this link: <https://eisma.ec.europa.eu/system/files/2021->



[12/Guide\\_Financial%20Support.pdf](#).

The applications will be evaluated during the next 6 weeks after the closing of the open call; using the overall scores for each application, the evaluators will generate a ranked list. The projects will stand to standards with respect to transparency, equal treatment, conflict of interest and confidentiality.

After the scoring and comments by evaluators, **each application's evaluation report will undergo an ethics review** by the TourINN-Act Project Ethics Committee, whose task will be to assess the transparency and fairness of each evaluation. If these conditions are not met, the Ethics Committee will recommend the application for a new evaluation by external examiners, nominated by the project partners. Ethical validation is a means to **ensure a fair evaluation of applications**, validating fair evaluations or proposing re-evaluation for those that raise ethical issues.

The Consortium partners reserve the right, in ways and times to be determined, to invite the selected SME for an online fact-finding interview and/or to request more evidence about the qualifications declared.

### 4.3 Obligations of applicants

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The applications will be evaluated within 6 weeks from the close of the Call, so within 21 June 2023 by Consortium members that will sign a Confidentiality and conflict of interest Declaration.

Each awarded applicant will be notified individually about its results and an explanation of next steps to do.

After evaluation and review, the official list of awarded SMEs will be published on the project website within **30 JUNE 2023**. The list will contain the submission code instead of the name of the company, for privacy reasons.



## 5 INTELLECTUAL PROPERTY RIGHTS

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The ownership of the data provided by the SMEs or any other data source or provider will always belong to the Party providing the data.

The Consortium shall not, in case of technical mistake, disseminate the collected data for any reason outside the project and open call purposes. Providers will allow TouriINN-act Consortium partners to access the results, for the pursuance of the objectives of the Project and the exploitation of the Project results.

If the Project results in the generation of data, the ownership of the generated data will always be from the Party generating the data, unless the Consortium and the SMEs agree to any particular specification. The Consortium agrees on not to commercialise those results during the duration of the Project.



## 6 PROJECT IMPLEMENTATION AND PAYMENT OF SERVICES

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### 6.1 Project implementation

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After the evaluation process is concluded (10 MAY 2023 - 21 JUNE 2023) and the list of the selected SMEs to be awarded with the financial support will be published (30 JUNE 2023), the TourINN-act Consortium will start the preparation of the Implementation Agreement (ANNEX IV\_Implementation Plan Agreement (IPA) ) in collaboration with the awarded SME.

The objective of the Implementation Agreement preparation is fulfilling the legal requirements between the country-based representative Partner of the TourINN-act Consortium and every beneficiary of the Call.

The beneficiary SMEs will have 7 calendar days to sign the Implementation Agreement. Therefore, the following scenarios might happen:

- 1) The SME accepts and sends the signed Agreement in time: the execution of the action plan is allowed to start from September
- 2) The SME does not sign the Agreement: the following SME in the reserve list is contacted

Each winning SMEs will have 12 months, from the 1st of September 2023 until the 1st of September 2024 to implement the activities, plus 10 calendar days to report all related costs to the responsible partners.

#### Financial process

Any grant requested under this call for proposals must fall between the following amounts:

- Minimum amount: € 5.000
- Maximum amount: € 10.000

The financial support shall take the form of a voucher. The financial support for each tourism SME **covers up to 10.000EUR (VAT excluded)**; any extra costs will be co-financed by the winning SMEs. The exact voucher amount will depend on the budget presented in the Application form (see Annex I) by the SME and clearly agreed with TouriNN-act Consortium in the Implementation Plan Agreement, which will be provided once awarded.

Any remaining funds will be allocated to SMEs in the reserve list, as per ranking list (highest scored proposals first). Since it involves residual funds, the grant disbursed may differ from the budget requested in the submission, and be less than the minimum amount requestable.



## 6.2 Reporting and payment

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Awarded SMEs will be requested to submit a **Final and Financial report**, ensuring a comprehensive understanding of the use of funds and monitoring of the different claiming of costs, any supporting documents (proof of payment, copy of invoices, etc) and transfer of payment to the providers (see Article 4 in Annex IV). Only paid expenses (invoices from the providers) by 1st SEPTEMBER 2023 and up to the amount of the voucher awarded will be reimbursed.

**The submission of a financial and final report from the SME for the implemented activities should not exceed the 11th SEPTEMBER 2024.**

The contribution will be paid at the end of the implementation phase, within 60 days after the submission of the report from the awarded SMEs and once the coherence with the expenses considered eligible according to the present open call is assessed. In any case the contribution will be paid no later than the 9th of October 2024.

This means that participating SME will have to pay the full amount of the selected solution/s to the provider prior to the Project financial reimbursement. Upon completion of Project activities, after evaluation by the members of the Consortium, SMEs will have access to the voucher that will cover the expenditures, in the limit of the voucher amount.



## 7 CONTACTS

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For any further information please contact TourINN-act Consortium at [PARTNERS@TOURINNACT.EU](mailto:PARTNERS@TOURINNACT.EU). If you want to contact us for a technical problem in relation to the online application form, please ensure that you contact the Coordinator at least 5 days before the deadline for submission.



Funded by  
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## ANNEXES

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ANNEX I: Application form

ANNEX II: Budget

ANNEX III: Declaration on Honour (DoH)

ANNEX IV: Implementation Plan Agreement (IPA)

ANNEX V: Final and Financial report

ANNEX VI: Calendar



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## ANNEX I - Application form

<p><b>1. INFORMATION ABOUT THE APPLICANT</b></p> <p>The information in this questionnaire will be shared with the members of the Evaluation Committee only for the purpose of assessing the application.</p>
Name of the SME *
VAT number *
Address of the registered legal office *
Country *
<ul style="list-style-type: none"> <li>● Romania</li> <li>● Greece</li> <li>● Italy</li> <li>● Cyprus</li> <li>● Spain</li> </ul>
Telephone number *
Website *
Email *
Email contact regard to the application form*:
Sector(s) of activity *
<ul style="list-style-type: none"> <li>● Accommodation (hotels, motels, B&amp;Bs, camping, guest houses, hostels, ...)           <ul style="list-style-type: none"> <li>○ Hotels and similar accommodation (NACE code: I55.10)</li> <li>○ Holiday and other short-stay accommodation (NACE code: I55.20)</li> </ul> </li> <li>● Travel agency and tour operator activities (travel agents, tour operators...)           <ul style="list-style-type: none"> <li>○ Travel agency activities (NACE code: N79.11)</li> </ul> </li> </ul>



- Tour operator activities (NACE code: N79.12)

**Provide contact information for the legal representative of the company**

First name \*

Last name \*

Fiscal code \*

Birth date \*

Telephone number \*

Email \*

**Contact person**

First name

Last name

Phone number

E-mail

1.1 Brief presentation of the SME (milestones in the history of the company, mission and vision, main goals for the future).



## 2 IMPLEMENTATION PLAN

### IMPLEMENTATION PLAN INTERVENTION N.1

2.1 Please select the solution/service(s) you would like to purchase with the voucher.  
LIST FROM CATALOGUE

2.2. Brief description on the challenge/problem the SME would like to address with the implementation of the solution(s) listed in the Catalogue.

2.3 Describe your implementation plan aimed at answering the challenge/problem in synthesis.



### 3. CHARACTERISTICS OF THE INTERVENTION CARRIED OUT (maximum 1 page, according to the solution list in the catalogue) \*

#### 3.1 IMPACT

*Please describe the impact of the plan on SME's processes and the related financial or economic benefits. i.e business expansion, downsizing of costs, increasing of clients, increasing of customer loyalty, increase in income; process optimisation: digitisation, integration, flow prediction, monitoring, automation; cyber security*

#### 3.2 VIABILITY

*Please describe the quality of the implementation plan: resources deployment (hr and expertise, financial resources) and time horizon of implementation.*

#### 3.3 INNOVATION EXCELLENCE



*Please describe the soundness of the plan, including novelty of the concepts and approaches, and technical features. Describe the integration of the solution in the SME process for digitalization and innovation.*

### 3.4 SUSTAINABILITY

*Please describe the impact in developing sustainable tourism (alignment with SDGs), including local development and environmental protection*

*I.e. CO2 emission reduction, involvement of local actors and spill-over of benefits at local level (socioeconomic, cultural), sourcing raw materials locally, waste reduction, recycling processes, circular economy and reuse, change in mindset and lifestyle*

## 4. BUDGET

Indicate the total budget for each intervention carried out. Please, consider that for each service, a detailed quotation should be agreed and signed by the legal representative of the SME and the provider. Download template

UPLOAD BUDGET



### UPLOAD THE PLATFORM-GENERATED QUOTATION

Indicate the amount requested by voucher for the service. Please, remind that the maximum budget financed is €10.000.

+ IMPLEMENTATION PLAN INTERVENTION N.2

### 5. Other Documents (optional)

Please, include any other relevant document that you consider relevant.

UPLOAD DOCUMENTS

### 6. IDENTITY CARD of the legal representative of the company

UPLOAD ID

### 7. ANNEX-II\_DECLARATION-ON-HONOR

UPLOAD DOH

### 8. SME REGISTRATION CERTIFICATE

UPLOAD





## ANNEX III - Declaration on Honor (DoH)

### Applicant's Declaration on eligible requirements

#### *(To be signed by legal representative)*

The undersigned \_\_\_\_\_ born in \_\_\_\_\_, on \_\_\_\_\_, as legal representative of the company \_\_\_\_\_, VAT number /fiscal code \_\_\_\_\_, with registered office in \_\_\_\_\_, address \_\_\_\_\_, aware of the criminal liability provided for the cases of falsehood in false documents and declarations, as well as the forfeiture of the benefits consequent to the provision issued on the basis of the untruthful declaration, as established in Articles 75 and 76 of Presidential Decree no. 445 of 28/12/2000,

#### DECLARE

As a legal representative of the SME listed above, that the company is regularly registered in \_\_\_\_\_ (city and country), tax code/VAT number \_\_\_\_\_ from \_\_\_\_\_, registration number \_\_\_\_\_, description of the sector of activity (NACE Code) \_\_\_\_\_, established on \_\_\_\_\_ expiring on \_\_\_\_\_ registered office in \_\_\_\_\_, address \_\_\_\_\_, telephone \_\_\_\_\_, e-mail \_\_\_\_\_, PEC (if applicable) \_\_\_\_\_;

- I enjoy civil and political rights in the State of my nationality or origin;
- I have not been convicted of any criminal offence (even if an amnesty, pardon or judicial pardon);
- I am not subject to provisions concerning the application of preventive measures, civil decisions and administrative measures entered in the judicial record pursuant to current legislation;
- I am not the subject of criminal proceedings;
- I am in full and free exercise of rights;
- SME is not bankrupt, in voluntary liquidation, subject to insolvency or winding up procedures; its assets are not being administered by a liquidator or by a court, it is not in an arrangement





with

creditors, its business activities are not suspended or it is not in any analogous situation arising from a similar procedure provided under national legislation or regulations.

- SME and its legal representative are in possession of every licence, permit, authorisation, qualification and anything else that is provided for by the regulations in force for the regular performance of the activity;
- SME is in compliance with the provisions in force on building and town planning regulations, labour, accident prevention and environmental protection regulations;
- SME keeps regular accounting records.
- That all the information required as a condition for participating in the Call for SMEs is correct to the best of my/our knowledge;
- That no essential information was hidden about the SME or the implementation plan whose knowledge could influence the evaluation of the application;
- The authorisation to process personal data for the purposes of the call as it is set out in Article 13 of the GDPR (EU Regulation 2016/679).

### **I FURTHER DECLARE**

That the company has legal or operational headquarters in Romania, Spain, Italy, Greece or Cyprus and have been registered in the Register of Companies in National appropriate registers for at least one year.

To implement one or more solutions from the Catalogue of innovative solutions for tourism SMEs, aligned with the good practices outlined in the TourINN-Roadmap.

To avoid any potential conflict of interest with the selection process and during the implementation of the project.



To promote the action and give visibility to the EU funding as well as the reached results, explaining the positive effects of the innovative practices on their visibility, sustainability and, if it occurs, on their academic performance.

Place and date

Signature of legal representative

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*Please, attach the declarant's identity card and the official legal certificate of the company.*



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## ANNEX IV - Implementation Plan Agreement (IPA)

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Agreement number: \_\_\_\_\_ (hereinafter referred as the “Agreement”)

[THE BUSINESS SUPPORT ORGANISATION] or The TouriNN-Act Consortium  
(hereafter referred as the “Awarder”),

Name of the Partner providing the financial support:	
Registered office:	
Company Reg. No:	
Name of the authorised representative:	

AND [THE Third-party Beneficiary]  
(hereafter referred as the “third-party beneficiary”)

Name of the Third-party Beneficiary awarded:	
Registered office:	
Address:	
Company Reg. No:	
NACE Code:	
Name of the authorised representative:	
Name of the bank:	
IBAN:	
Tel.:	
E-mail:	



## General provisions

The funds received by the third-party beneficiary are owned by the EC. The Awarder is a mere holder and manager of the funds.

CONSIDERING THAT the third-party beneficiary has been successfully selected, pursuant the European Union's COSME programme "TourINN-Act" project, Grant Agreement number: **101038173** (hereinafter referred as the "the Project") terms and conditions, to receive financial support under the conditions set out in this Agreement,

the third-party beneficiary HAS AGREED all details and conditions of the TourINN-Open Call for Innovation of Tourism SMEs published on to the Project website <https://tourinnact.eu/resources/tourism-smes/> (Hereinafter referred as the "Open Call for Tourism SMEs") and its annexes

### WITH THE FOLLOWING CONDITIONS

#### Article 1 - Entry into force of the contract and termination

1.1 This Agreement shall enter into force on the day of its signature by all the parties.

1.2 The Awarder may terminate this Agreement if the third-party beneficiary has inadequately discharged or failed to discharge any of the contractual obligations, insofar as this is not due to force majeure, after notification to the third-party beneficiary, who discharged or failed to discharge any of his contractual obligations, by registered letter has remained without effect for one month. The notice period is 1 (one) month, which begins on the 1st calendar day of the month following the month in which the notice was delivered to the third-party beneficiary.

#### Article 2 - Aim and use of financial contribution

2.1 The TourINN-act project aims to support tourism SMEs through financial support for covering their costs as detailed in the Application form as submitted so far.

2.2 The financial support will have to be used for covering specific costs as below-mentioned.

2.3 Financial support can be used solely for the following objectives:

- Development of innovative solutions from TourINN-act "Catalogue of tourism digital solutions & sustainable practices" for improving tourism management and the tourism offer through cooperation within the tourism ecosystem;
- Promote smart tourism practices contributing to the greening of the industry;
- Increasing SMEs' capacity and skills to improve their use of new digital technologies, resulting in new business models in tourism.



### Article 3 - Amount of the financial support

3.1 The maximum amount of financial support cannot exceed 10.000€ (ten thousand euros).

3.2 This amount is deemed to support the third-party beneficiary in the execution of the Implementation Plan as mentioned in the Article 2 of this Agreement.

3.3 The final amount of financial support granted to the present third-party beneficiary under the conditions set out in this Agreement is equal to \_\_\_\_\_.

### Article 4 – Reporting

4.1 The third-party beneficiary will be requested to submit a Final and Financial report, ensuring a comprehensive understanding of the use of funds and monitoring of the different claiming of costs, supporting documents and transfer of payment to the beneficiaries. The third-party beneficiary will have 12 months to implement the solution starting from September 2023, after the signing of this agreement and to submit the financial report to the Awarder.

4.2 Check of the eligible costs.

Eligible costs against the budget included in the Application form will be reported via the **Final and Financial report** supporting documents, consisting of **invoices/receipts** and **proof of payments**

All the related documents, filled in by the beneficiaries, must be sent to the Consortium email address [partners@tourinnact.eu](mailto:partners@tourinnact.eu), with the email subject following the structure below:

FINAL REPORT\_NAME OF THE SME\_COUNTRY.

The documents will be stored by the Consortium Partners for the period of the 5 years and will be available for any EU Commission check, if requested.

All costs to be reimbursed must:

- Be linked to the Project activities as stated in the Application form;
- Proved by adequate records and traceable;
- All invoices and accounting documents must be in the name of the Third-Party Beneficiary;
- Have been incurred during the implementation period of the solution, thus, within 12 months starting from September 2023;
- Not be covered by another EU grant.

In case reports are incomplete in any part and documents, the Consortium can ask for additional information; participants must provide within 10 calendar days from the request, otherwise, the report will be rejected and the final rank revoked.



## Article 5 – Payment schedule

5.1 The disbursement will take place in a single solution at the end of the implementation phase of the practices, once received the **Final and Financial report** and assessed the consistency of the adopted solutions with the budget and the quotation presented in the application form (ANNEX I), by 09 October 2024. The SME has 10 calendar days after the end of the implementation phase to send the Final and Financial report, no later than **11 September 2024**.

If the required information and documents on the development of the implementation plan, such as final financial reporting, are not provided in time or incomplete (e.g. receipts missing, etc.), the funding cannot and will not be transferred.

## Article 6 – Checks and audits

6.1 At any moment of implementation of the action and up to five years later, the Consortium, the EISMEA Agency and the Commission have the right to carry out checks, reviews and audits, to ascertain:

- the proper use of funds concerning the eligible costs;
- compliance with the obligations laid down in the Call;
- the truthfulness of the declarations and information produced by the Third-Party Beneficiary.

Occurring the above situations or in case of impossibility of carrying out the checks, reviews and audits for reasons attributable to the Third Party Beneficiary, the contribution may be reduced, rejected or revoked and may lead to criminal prosecution under national law. The contribution will be revoked in case of express renunciation of the contribution by the Third Party Beneficiary. In case of revocation, any up-front instalment/pre-financing received by the Third Party Beneficiary must be reimbursed, legal interests included, to the Consortium within 15 calendar days from the official communication.

6.2 By signing of this Agreement, the third-party beneficiary declares, that in the case that, as a result of the paying the financial support mentioned in the Article 3.3. of this Agreement, the third-party beneficiary incurs any obligation under the rules of their tax law, the third-party beneficiary will fulfil this obligation himself/herself.

6.3 State Aid “De minimis regime”. The Guidance Notice of the European Commission on the notion of “State aid” clarifies that direct funding from the European Union, including from an Executive Agency, is not considered as a State Aid. As a consequence, the financial distribution to third parties as an integral part of the funding granted under the TourINN-Act Project by the European Union’s COSME Programme, in application of the EU Financial Regulation does not constitute “State aid” and is not to be taken into account for the calculation of the “de minimis” rule.

This is based on the EU perspective; thus, it would still be appropriate to check with the relevant national/regional authorities whether the same context is applicable.



## Article 7 - Confidentiality

### 7.1 General obligation to maintain confidentiality

During the implementation of the action and for five years after the payment of the balance from the EISMEA to the Consortium, all parties must keep confidential any data, documents or other material (in any form) that is identified as confidential at the time it is disclosed ('confidential information'). The confidentiality obligations no longer apply if (a) the disclosing party agrees to release the other party; (b) the information becomes generally and publicly available, without breaching any confidentiality obligation; (c) the disclosure of the confidential information is required by EU or national law.

### 7.2 Consequences of non-compliance

If a Third Party Beneficiary breaches any of its obligations under this Call, the grant may be reduced. Such breaches may also lead to any of the other measures such as rejection of ineligible costs, reduction of the grant, recovery of undue amounts and potential administrative and financial penalties.

## Article 8 - Promoting the action — visibility of EU funding

### 8.1 Communication activities by the Third Party Beneficiaries.

The awarded SMEs are obliged to promote the action and its results. The Consortium of partners, and/or one of the organisations belonging to it, may provide guidelines or share dissemination materials with the awarded SMEs.

### 8.2 Information on EU funding — Obligation and right to use the EU emblem graphic purpose.

Unless the EISMEA requests or agrees otherwise, any communication activity related to the action (including at conferences, seminars, in information material, such as brochures, leaflets, posters, presentations, etc., in electronic form, via social media, etc.) and any infrastructure, equipment or major result funded by the grant must:

- display the EU emblem;
- include the following text: "This [insert appropriate description, e.g. report, publication, conference, infrastructure, equipment, insert type of result, etc.] was co-funded by the European Union's COSME Programme.". When displayed in association with another logo, the EU emblem must have appropriate prominence. For their obligations under the Call, Third Party Beneficiaries may use the EU emblem without first obtaining approval from the EISMEA. This does not, however, give them the right to exclusive use. Moreover, they may not appropriate the EU emblem or any similar trademark or logo, either by registration or by any other means.



## Article 9 – Bank account

9.1 Payment of the financial support will be made as follows:

Name of the third-party beneficiary bank account holder	
Name of the bank	
Registered office	
IBAN	
BIC/SWIFT	

## Article 10 – Applicable law and competent jurisdiction

10.1 This Agreement shall be construed in accordance with and governed by the laws of Belgium.

## Article 11 - Amendment

11.1 Any amendment to this Agreement must be the subject of a written supplementary agreement. No oral agreement may bind the parties to this effect.

11.2 This Agreement shall come into force on the day when it has been signed by all parties. Specific country rules and regulations are detailed as follow:

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11.3 Done in 2 copies, one for each party.

City, Country, Date

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Signature of the Business Support Organisation's authorised representative

City, Country, Date

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Signature of third-party beneficiary authorised representative



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## ANNEX V - Final and Financial report

*(To sign by legal representative)*

Programme:	<b>COS-TOURINN-2020-3-04</b>
Title of the action:	<b>TourINN-act</b>
Agreement n.:	
Coordinator:	<b>ICEBERG</b>
<b>INFORMATION ABOUT THE BENEFICIARY</b>	
Name of the beneficiary organization	
Legal form	
VAT number	
Legal Registered office	
Country	
Region	
Address	
Postal code	
City/town/village	
Phone number	
e-mail	
web page address	
<b>INFORMATION ABOUT LEGAL REPRESENTATIVE</b>	
First name	



Last name	
Position	
Institution	
Phone number	
e-mail	
Country	
Region	
Address	
Postal code	
City/town/village	
<b>CHARACTERISTICS OF THE INTERVENTION CARRIED OUT</b>	
<i>Describe the activities carried out with particular reference to the business processes that benefited from the facilities subject to the intervention.</i>	
<b>Minimum 4.000 characters including spaces</b>	
<i>Describe the effects in terms of workplace innovation for the beneficiaries, highlighting the changes obtained with respect to the conditions prior to the adoption of these practices.</i>	
<b>Minimum 3.000 characters including spaces</b>	
<i>Describe the development potential of the results achieved following the implementation of the intervention.</i>	
<b>Minimum 4.000 characters including spaces</b>	
<i>Describe and justify any change occurred during the implementation to the initial action plan foreseen, if any. Eventually, clarify why the implemented project is still valid and coherent with the scope of TourINN-act and the Open call for SMEs.</i>	
<b>If applicable, minimum 4.000 characters including spaces</b>	



Type of payment claim:	<b>Payment of the Voucher for the implemented workplace innovation actions</b>
Amount of Payment (VAT excluded):	€

Please transfer the above-mentioned amount to the following bank account:

Precise name of the account holder:	
Address:	
Telephone:	
Name of the bank:	
Address of the bank:	
Account number:	
Swift code:	
IBAN code:	

**Please, attach proof of payment to the provider(s).**

Place and date

\_\_\_\_\_

Stamp and signature  
Of the legal representative

\_\_\_\_\_



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## ANNEX VI - CALENDAR

Deadline for application is 17.00 Brussel time

Announcement	15 MARCH 2023
Open Innovation Seminar	30 MARCH 2023
TourINN-Match sessions	15 MARCH 2023 - 15 MAY 2023
Opening of the call to submit applications	15 MARCH 2023
Closing of the call	15 MAY 2023
Evaluation of application form received and Interview process (if necessary)	16 MAY 2023 - 26 JUNE 2023
Official publication of the awarded SMEs	30 JUNE 2023
IPA agreement to be signed by the SME	30 JUNE - 7 JULY 2023
IPA agreement signed by the awarder	07 - 15 JULY 2023
Implementation of Project activities	From 1 SEPTEMBER 2023, after the signature of the agreement by both Parties, until 01 SEPTEMBER 2024.
Deadline for Final and Financial report	11 SEPTEMBER 2024
Financial reimbursement of the voucher	BY 09 OCTOBER 2024