TOURINN-ACT

Open call for providers

Technical specification

Table of Contents

PREAMBLE

The TourINN-act consortium, within the framework of the COSME program Innovation uptake and digitalisation in the tourism sector (COS-TOURINN-2020-3-04), has provided financial support for the procurement of digital, innovative and sustainable solutions by tourism SMEs residing in the territories of the partner countries (Romania, Greece, Spain, Italy and Cyprus). To this end, this Open Call aims to identify qualified service providers based on the criteria set out in the present notice.

Following the collection of self-applications, the service providers that have passed the preliminary and selective phase will be included in a special Catalogue, accessible and consultable by European small and medium-sized tourism enterprises.

For the sole purpose of facilitating the construction of the catalogue, applicants (service providers) will be asked to position their candidacy along two main lines:

- the type of services offered, chosen from a wide range of predefined options and with the possibility of identifying new ones;

- the feasibility analysis of the proposed solution(s);

The Catalogue in question will be made available to tourism SMEs through online tools, so sending the application automatically implies authorization for the processing and eventual publication of all personal data contained therein.

Inclusion in the catalogue is preparatory and functional to the activation, by the consortium, of an aid scheme for tourism SMEs based on the voucher mechanism for the purchase of qualified services. One of the conditions for obtaining vouchers will be the choice, by applicant SMEs, of one or more solutions included in the catalogue. Net of any additions, the services that can be co-financed through the aforementioned aid scheme will only be those included in the catalogue.

It is understood that the positive outcome of the selection does not constitute any right or privilege in the hands of the proposers or beneficiaries of the voucher.

EXECUTIVE SUMMARY

1. TourINN-act project overview

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 behavior 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 min. 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 will regulate the provision of financial support to the selected tourism SMEs. The provision will take the form of a voucher of max € 10.000 to invest in digitalization, sustainable innovation and new technologies. The actions to be implemented by the selected tourism SMEs will be 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: guidelines, e-learning modules and mentoring sections to support 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 will 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 will be available online on the website 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 ICEBERGO (RO - www.iceberg.ro)

P.2 KINNO (GR – http://www.kinno.eu)

P.3 UP PROJECT (ES -www.upproject.es)

P.4 JO CONSULTING (IT - www.joconsulting.eu)

P.5 Eurosuccess Consulting (CY- www.eurosc.eu)

P.6 City of Brasov (RO - www.brasovcity.ro)

Project Duration:

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

2. The purpose and scope of the call

Based on the knowledge obtained through desk research, interviews and focus groups regarding the needs of tourism SMEs for digital and sustainable practices in their sector, an open call for solution providers is made in order to find and bring together the most suitable and feasible solution for tourism SMEs and include them in an online catalogue that will allow beneficiary tourism SMEs to purchase them through vouchers.

These solutions will be selected directly on the project platform by future beneficiaries based on several criteria that will be further illustrated.

The call for providers includes the challenges identified, as well as a set of requirements for the solutions, based on the TourINN Roadmap on innovative and sustainable practices. The scope of the call is to bridge the digitalisation gap between the current state and the one defined as

innovative and sustainable. The Roadmap on innovative and sustainable practices will serve as a framework of choices to guide the Tourism SMEs in planning cross-sector business strategies in the post pandemic tourism market. Appropriate solutions, evaluated by the designated consortium experts, and based on specific criteria, will be included in the **Catalogue of innovative solutions for tourism SMEs,** available on the platform for consultation by SMEs participating in the funding scheme. Providers from different European countries will make their services available within the online catalogue purchasable through the vouchers obtained by the beneficiary companies.

3. Opportunities

The open call is carried out in order to select at least 25 providers from Romania, Italy, Greece, Cyprus and Spain and gather in a single online catalogue, the **TouriNN- Catalogue of innovative solutions for tourism SMEs,** the most suitable and viable solutions for tourism SMEs, purchasable through the vouchers obtained by the 60 beneficiary tourism SMEs.

The value of a single voucher is up to €10.000 (VAT excluded) and will be offered to tourism SMEs from Romania, Greece, Spain, Italy and Cyprus to purchase solutions from the selected service providers of the project. Grants are fully funded by EU's COSME Program. Only one Voucher request is allowed for each SME but vouchers can be spent for more than one digital solution and innovation practice.

It is advisable to offer solutions in a cost range up to €15,000 (VAT excluded) to increase the chance of being selected as a service provider.

Benefits for the service providers:

- Promotion, visibility and accessibility of services

- Expansion to new markets and engaging of new customers

- Networking

- Free of charge participation to the TouriNN-ACT online seminar for higher visibility of the service provider

- Free of charge Participation to a European Project.

4. Impact and target audience

This deliverable addresses particularly to providers that are able to offer one or more of the digital and sustainable solutions, presented in the ANNEX-1 of the present of open call, to tourism SMEs Indicative services and solutions: IT services, digital tools for sustainable tourism, sustainable facilities using renewable resources, green solutions, eco-solutions, e-mobility. The impact of these solutions is:

- Protecting the environment, natural resources, and wildlife

- Providing socio-economic benefits for communities who live in tourist destinations

- Conserving cultural heritage and creating authentic tourist experiences

- Bringing tourists and local communities together for mutual benefit

- Creating inclusive and accessible tourist opportunities

- Training and educating operators about new digital and sustainable practises

- Promoting awareness and behavioural changes

5. Document structure

This deliverable includes the basic information for the TourINN ACT open call for providers, namely:

1. Open call objectives: an initial overview of the open call, describing the main goal and the approach;

2. Eligibility criteria and submission process: this chapter describes the requirements that a proposer has to meet to be considered for the open call and also how the submission process is done;

3. Evaluation: this chapter details the criteria that will be used to evaluate the proposals, as well as the procedure used;

4. Proposal template: this chapter presents the document that proposers will have to fill in to submit a proposal.

OPEN CALL OBJECTIVE

The TourINN ACT approach consists of two Open Calls, one for digital service and innovations providers, one for tourism SMEs to get up to 10.000€ (VAT excluded) voucher to be spent on providers solutions listed in the TourINN ACT Catalogue thanks to this first call. This document refers to the open call for providers.

The objective of this call is to attract digital services and innovation providers giving them the opportunity to reach more visibility and to offer their services and capabilities to the tourism network. The digital solutions offered by companies should provide a demonstrable positive impact on tourism SMEs, as for example improving employees' digital, innovative and sustainable skills, developing basic digital infrastructure, empowering business digitization, online marketing, fostering e-business and green solutions, developing smart and sustainable tourism activities and smart governance.

The general objective is to contribute at fostering tourism SME's resilience thanks to the implementation of innovative products or services for supporting the companies to recover from the COVID-19 crisis by improving their business/product development processes by means of digital technology.

ELIGIBILITY CRITERIA

1. Eligibility Criteria

Eligible applicants for the Call for solutions must:

- Be a legal entity **with valid VAT number registered in the relevant Registry of Romania, Greece, Spain, Italy or Cyprus,** such as:

    - individual professionals with VAT numbers;

    - start-up;

    - SMEs;

    - associated professional firms;

    - partnerships or corporations;

    - service centers with legal personality;

    - other private entities, with the sole exclusion of individuals and non-profit associations.

- Be able to provide one or more services listed in ANNEX-1: Table I (see 2. Eligible services).

- Be registered as a company from at least one year in the appropriate register.

2. Eligible Services

Providers must demonstrate that they have already provided a solution to one of the 5 pillar challenges. The solution must be functional and easily implemented in the marketplace and must be aligned with the best practices outlined in the TourINN-Roadmap.

Specifically, the provider must offer at least one of the solutions listed below:

01. **Digital infrastructure** Services and solutions 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, Digital innovations.

03. **Online marketing and promotion** Services and technologies 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, business digitalization solutions.

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 services can be found in table I and the corresponding nomenclature must be indicated during application phase.

a) Term & Conditions

- solutions have to be realised in a timeframe of 12 months;

- solutions must cost no more than EUR 15,000 (VAT excluded) in order for tourism SMEs to be able to purchase them through vouchers;

- VAT is not included in the 10,000 EURO voucher of tourism SMEs.

SUBMISSION

1. Submission process

Applications can be submitted on the website starting from the 1st of September 2022 at 12.00 Brussels time and no later than the 15th of October 2022, 17.00 Brussels time. Late submissions will not be possible, unless an extension of the closing of the call is officially communicated by the Coordinator. Applicants will receive a "Call Closed" notification directly to the email address provided during registration.

In order to submit an eligible proposal, applicants shall:

- Submit one (1) application per company provider directly online on the website www.tourinnact.eu, compiled in English. In the online Proposal submission form (ANNEX-3)

    a. indicate which solution (s) they intend to provide by selecting the macro-category (ANNEX-1: Table I);

    b. describe the service offered (they can choose among the ones listed in Table I or add additional solutions within the macro categories fields);

    c. report an analysis of feasibility for each proposed solution to be validated during the contract negotiation phase, by describing the following points:

        i. Expected outcome & impact of the solution

        ii. Time horizon of service implementation

        iii. Cost of service

        iv. Complementarity coefficient (how many products/services can be produced simultaneously within the time frame of the call, i.e. 12 months)

        v. Post implementation assistance and maintenance services guaranteed

        vi. Cross border capacity and language(s) of the service provided

- Attachments required for the submission of the solution:

    a. Fill, sign and upload in the online form the Declaration of Honour (ANNEX-2) indicating the service they provide, a brief description of the solution already

developed and the period of experience in developing such product/service. DoH can be signed digitally or manually with a stamp of the company and attached as a scanned document.

  b. Company register showing at least 1 year activity

  c. ID of the legal representative of the company provider

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

The consortium partners reserve the right, in a manner and at a time to be established, to interview the selected supplier and/or to request further evidence of the references declared by the latter.

Applicants are obliged to use templates available on the website.

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 providers.

2. Obligation 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 providers must take all steps to avoid any situation in which the impartial and objective delivery of the service or the impartial and objective realisation of the product is compromised for reasons of economic interest, political or national affinity, family or emotional ties, or any other shared interest ("conflict of interest").

  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. Selected providers 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. Providers are obliged to keep all documents for external audit purposes for 5 years, both in paper and electronic version.

E. 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.

Interested providers should declare the following:

As natural persons:

● to enjoy civil and political rights in their state of origin or nationality;

● not to have criminal convictions;

● not to be subject to preventive measures, civil decisions and administrative measures entered in the criminal record;

● not to be subject to criminal proceedings.

As legal persons:

● 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 license, 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, labor, accident prevention and environmental protection;

● to keep regular accounting records.

EVALUATION

Evaluation of innovative, digital and technology solution proposals 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 supplier for a fact-finding interview and/or to request more evidence about the qualifications declared. Once identified, the appropriate solutions will be included in the TourINN-Catalogue of Innovative Solutions for Tourism SMEs.

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:

a) "Impact"; which aspects of the solution can bring an added value for the SME, expected outcome of the solution on SMEs business model.

b) "Argumentation"; demonstrate the experience of the eligible applicant in the development of a solution for one of the challenges mentioned in Table I (see 1.1 eligible services). Demonstrate that the solution is functional and in line with the best practices outlined in the Roadmap.

c) "Viability": The solutions can be implemented in a realistic timeframe and within a compatible budget range. Ease of implementation, resilience, durability and cost efficiency are the sub-criteria of the evaluation process.

d) "Digital solution and innovation excellence"; demonstrate the innovation capacity of the solution and the level of digitalization of the services offered

e) "Sustainability"; ability to provide smart & sustainable solutions balancing socioeconomic, cultural and environmental impact.

f) "Cross border capacity"; Capacity of a solution to be used in cross border scenarios.

The proposals will be ranked by the following criteria, with scores ranging from 0 to 5. Decimal scores are also accepted. The evaluation scores and priorities are described more in detail in the following sections.

CRITERION	DESCRIPTION	SCORE (0-5)
a) Impact	● Specific contribution of the proposed solution and the impacts expected from the SME that will adopt it (i.e., ability to improve employees' digital skills and knowledge of sustainability principles, ability to support the implementation of smart governance actions, business digitization, online marketing, etc.).	
b) Argumentation	● Provider capability and proven track record. ● Reliability of the solution that is functional and aligned with the TourINN-Roadmap best practices.	

c) Viability	● The solutions can be implemented in a realistic timeframe and within a compatible budget range. Sub-criteria:
	
	  - Degree of ease of implementation
	
	  - Ability to provide solutions that are easily adaptable to change and cope with adversity (resiliency)
	
	  - Ability to endure expected conditions over time (durability)
	
	  - Cost-efficiency	

d) Sustainability	● Ability to provide smart & sustainable solutions balancing socioeconomic, cultural and environmental impact.	
e) Digital solution and innovation excellence	● Innovation capacity of the solution ● Level of digitalization of the services offered	

	● Soundness of the proposed solution, including novelty of the concepts and approaches, technical features, cross-sector application.	
f) Cross border capacity	Capacity of a solution to be used in cross border scenarios ● Multilingual development of standards, documents, IT infrastructure and interfaces	
Total score		Up to 30
Min. threshold		18

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

The minimum threshold to qualify as an eligible provider is 18/30.

2. Evaluation procedure

Each solution proposal will be evaluated by an Evaluation Committee.

Co-funded by the COSME programme of the European Union

The application will be evaluated firstly at National level by at least two members of the same partner Country as the provider's and subsequently the evaluation will be cross-checked by at least one representative of another partner Country. The scoring will take into account the average score of the members of the Evaluation Committee.

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 read the solutions and compile an individual evaluation report, assigning a score for the defined criteria and completing the comments section for each of the 6 criteria. The comments will be:

- Specific to the evaluation criterion

- Clear and substantial

- Facts, not opinions

- Consistent with the evaluation score of the criterion

Subsequently, proposals found to be eligible and already catalogued according to the chosen pillars, will be given a final score according to the Evaluation Committee.

Solutions proposed which are not among the ones listed under macro category in Table I will be evaluated by Consortium case by case in order to establish the effective coherence and pertinence with the purpose of the Call.

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

3. Evaluation results

The applications will be evaluated from the close of the Call, within the 9th of November 2022 by consortium members that will sign a Confidentiality and conflict of interest Declaration.

Each awarded applicant will be notified individually by email about its results and an explanation of next steps to do. Likewise, non-awarded applicants will be individually notified by email with reasons for administrative rejection. After evaluation and review, the official list of service providers SMEs awarded will be published on the project website within 9 NOVEMBER 2022. The list will contain the submission code instead of the name of the company, for privacy reasons.

Upon publication of selected applicants, providers will be required to enter the platform: https://tourinnact.eu/platform/

a) register their company profile

b) add within the personal page all the services provided following the pre-set templates

Awarded solutions will be included in the **Catalogue of innovative solutions for tourism SMEs,** available on the platform for consultation by SMEs participating in the funding scheme. Selected providers from different European countries will make their services available within the online catalogue purchasable through the 10.000 € (VAT excluded) vouchers obtained by the beneficiary companies.

INTELLECTUAL PROPERTY RIGHTS

1. Evaluation of innovative Intellectual property rights

The IP of the solutions results generated by the providers will be owned by them. Providers will allow TouriINN ACT consortium partners access the results, for the pursuance of the objectives of the Project and the exploitation of the Project results.

Providers shall respect the intellectual property rights, including copyright, and abide by data protection legislation, that apply to software and data available or part of the platform.

PROJECT IMPLEMENTATION AND PAYMENT OF SERVICES

Starting from the date of publication of the Catalogue of tourism digital solutions and sustainable practices (09 January 2023), matching activities between Tourism SMEs and providers will follow (10 February 2023- 9 April 2023). After the matching activities, the consortium will publish an open call for the assignment of min. 60 vouchers for Italian, Romanian, Greek, Spanish and Cypriot tourism SMEs to be spent on innovations activities, digital tools and sustainable practices.

Within the beginning of July 2023, the selected SMEs will be notified with the voucher assignment. Each winning SMEs will have 12 months to implement the activities and to report all related costs to the responsible partner at their own National level.

The voucher will be redeemed at the end of the implementation phase, once assessed the coherence with the foreseen activities and expenses considered eligible at the beginning. This means that participating SME will have access to the voucher upon completion of the solution, only after the positive evaluation of Consortium members.

The providers will be paid from the beneficiary SMEs that will be selected from the "open call for SMEs" of the project, and not from the TourINN-Act partnership.

Agreements among providers and beneficiaries' SMEs are contracted by the parties autonomously and independently of the consortium and do not fall under the responsibility of the project.

FINAL CONSIDERATIONS

This document presents the overall approach for the Open Call for Providers of the TourINN-Act with the objective of adding at least 25 digital solutions and innovations to the project Catalogue.

The Consortium intends to launch this first open call on the 1st of September 2022 and to publish the list of accepted providers within the 9th of November 2022.

Considering the current post- pandemic context, proposals should clearly elaborate how the solutions and services offered can contribute to the recovery of the European tourism sector.

The contents of this Open Call for providers will be publicly made available in the TourINN ACT website through different documents, targeting specific audiences. TouriINN ACT is elaborating a list of Frequently Asked Questions with detailed information about the Open Call in a format of questions and answers, which will be made available on the website.

CONTACTS

For any further information please contact TourINN ACT consortium at partners@tourinnact.eu

ANNEXES

ANNEX-1: Table I

Pillars	Products and services to be provided for tourism SMEs eligible for TourINN-act voucher
2 **Competitiveness and resilience**	**Digital infrastructure** Services and solutions to improve and connect operations along tourism value chains and ecosystems. *Digital supply chain technology solutions aimed at optimising supply chain management* *Development of the basic digital infrastructure (e.g. high-speed Internet access, Internet connectivity, internet services accessibility, security services, ICT devices and application);*
3 **Innovation and digitalization**	**Digital technologies and innovations** Digital and innovative solutions to improve the quality of services provided to guests, Digital innovations. *Technology solutions for immersive, interactive and participatory navigation* Technologies for augmented and virtual reality (i.e., virtual receptionist) 3D solutions (3D elements: standing alone or for virtual environment integration ex. virtual tours, 3D prototypes, 3D metrics, 3D Visualisations), Simulations *Internet of things - IoT for tourist interaction solutions* *Solutions and projects concerning the application and implementation of Artificial Intelligence technology* (chatbots, voice technology / voice assistants, digital check-in, smart rooms, flight forecasting, facial recognition, …) Artificial Intelligence applications in tourism

	Solutions and projects concerning the application and implementation of Blockchain technology
	Web Development (portals, websites, weblabs, e-learning platforms etc...), App, Web App development, Back-end development, Content Management System - CMS softwares
	E-invoicing tools
	Physical Web and Beacon dispositives (Beacon - Geofencing - QR Code)
	Interactive mapping - personalised tourist itineraries
	Drone based services
	Advanced Robotic Solutions
2 **Competitiveness and resilience** **3** **Innovation and digitalization**	**Online marketing and promotion** Services or technologies that enhance or improve the online sales channel *Online reputation management tools (i.e sensitivity analysis)* *Marketing automation tools* *Packaging and labelling* *Campaign and Social Media Management, Social Media Advertising, Advertising* *SEO and Search Engine Marketing - SEM Strategies* *Digital Marketing strategies* *Video production solutions*
2 **Competitiveness and resilience** **3**	**Technology for smart governance and e-business** Services to perform key business functions, services for business intelligence, business digitalization solutions

Innovation and digitalization	*Cloud platforms* (Smart Communication Platforms / Smarter Customer Conversations, Cloud backup service, Cloud workspaces, Cloud secure data storage) *Big Data e Analytics*, Data flow monitoring tools, Open Data exploitation *Software, platforms and digital applications for the management and coordination of business processes with high service integration* features including activities related to information and management systems - e.g. ERP, MES, PLM, SCM, CRM, etc. - and design and use of tracking technologies (RFID, barcode, etc.))
1 **Socio-economic measures**	**Technology for prevention and mitigation of COVID** Solutions to prevent and mitigate the risk of COVID spread *Air treatment and distribution systems* *Contactless technologies*
4 **Sustainability and Green Growth**	**Smart and sustainable tourism products, services and activities** Solutions and practices with a sustainable impact, respecting the environment. *Green services for energy resources saving and efficiency* (Photovoltaic water heater, *Low* energy consumption heaters, Installation of water filtered bottle systems / water stations, Remote thermoregulation systems, Water purifier systems, water-saving mechanisms) *Sensors and IoT for energy efficiency* *Green energy solutions* (Photovoltaic installations, different Kw, Photovoltaic charging stations, Solar trackers, Inverter, Accessories for photovoltaic installations, Solar water heating panels, Heating and Hot Water System by Geothermal Energy) *Solutions for green mobility* (E-bikes rental or purchase, E-mobility such as e-monopax, e-cars and e-scooters, Charging stations for electric vehicles, Charging stations)

	Waste management systems (Waste sorting bins, Technologies for recycling, reuse and renovation, composting solutions) *Solutions for green building* (Natural materials for coatings and/or construction, Paints and glues with low VOCs (volatile organic compounds) or natural materials, Building Energy Management System (BMS)) *Farm to fork policy solutions* *Activities for the promotion of sustainability to clients* (beach cleaning initiatives, training on sustainability, environmental and awareness-raising actions and activities in the hotels for both employees and customers, environmental exhibitions for biodiversity)
2 **Competitiveness and resilience** **3** **Innovation and digitalization**	**eCommerce** E commerce services, both for B2B and B2C. *Online booking and online payment services (*Online direct payment tools), *Software, platforms and digital applications for the management and coordination of business processes with high service integration* features including activities related to online booking and management systems (with CRS, PMS, Booking engine, Channel management) *PMS, Channel Management tools, Central Reservation System - CRS* *Dynamic Packaging services*
1 **Socio-economic measures** **2** **Competitiveness and resilience**	**Advisory services, coaching and technical support** Advisory services, body rental support services / mentoring services *Business planning* *Marketing* Digital marketing, Brand identity *Legal advice*

	Data protection, Privacy service design, Safety in the workplace, Trademark registration, Certification processes consulting *Business modelling* Agile working, Market research, Digital transformation *Graphic design* User experience *Risk analysis and cyber security consultancy* *Grants and funding consulting* *Sustainability /environmental impact consultancy*
1 **Socio-economic measures** **2** **Competitiveness and resilience**	**Training services for employees** Training to enhance their digital, innovative and sustainable skills *Language training* *Capacity building training on sustainable practices and ecotourism* *Capacity building training on sector related skills and digital skills* *Digital selling techniques and product promotion*
5 **Coordination and partnership** **2** **Competitiveness and resilience**	**Technology for regional cooperation** Solutions for knowledge and experience sharing, cooperation with travel and tourism ecosystem *Platforms for knowledge and experience sharing*

ANNEX-2: Declaration on Honour

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 /codice fiscale _____, 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 legal entity listed above, that the company is regularly registered in _____ tax code / VAT number _____from _____ registration number _____ ,description of the main activity _____ 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 have not been the subject of measures concerning the application of measures, civil judgments and administrative measures entered in the judicial record;

- I am not the subject of criminal proceedings;

- I am in full and free exercise of rights

- I am not in voluntary liquidation or subject to insolvency proceedings

- I am 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;

- I am in compliance with the provisions in force on building and town planning regulations, labour, accident prevention and environmental protection regulations;

- I keep regular accounting records.

- That all the information required as a condition for participating in the Call for Providers is correct to the best of my/our knowledge;

- That no essential information was hidden about the company or the solution(s) whose knowledge could influence the evaluation of the project;

- 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.

That the company has already developed a solution to one of the following challenges:

- · SOCIO-ECONOMIC MEASURES

- · COMPETITIVENESS AND RESILIENCE

- · INNOVATION AND DIGITALIZATION

- · SUSTAINABILITY AND GREEN GROWTH

- · COORDINATION AND PARTNERSHIP

Service /Solution (Macro category of the solution)	Brief description of the solution already developed.	Period of experience (from__to__)
☐ Digital infrastructure ☐ Digital technologies and innovations		

☐ Online marketing and promotion		
☐ Technology for smart governance and e-business		
☐ Technology for prevention and mitigation of COVID		
☐ Smart and sustainable tourism products, services and activities		
☐ eCommerce		
☐ Advisory services, coaching and technical support		
☐ Training services for employees		
☐ Technology for regional cooperation		

To provide a solution functional and readily implemented in the market and 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.

Place and date   Signature of legal representative

_____   _____

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

ANNEX-3: Proposal Submission Form

Proposal submission form

Submit one-page proposal using this preset official template for the TourINN Opel Call. Please complete it in its entirety and fill it out in English.

INFORMATION ABOUT THE PROVIDER (COMPANY)	
Name of the company	
Company legal status	
VAT number	
Company start date (according to the register document)	
Website	
Email	
Legal Registered office ● Address ● Country	

● Postal code ● City/town/village	
Operative Registered office (fill in if different from legal office) ● Address ● Country ● Postal code ● City/town/village	
Phone number	
INFORMATION ABOUT LEGAL REPRESENTATIVE	
First name	
Last name	
Phone number	
E-mail	
CONTACT PERSON	

First name	
Last name	
Phone number	
E-mail	

GDPR form

☐ I am aware of the Personal Data Processing and Intellectual Property Rights as described in the call and I give the permission to the TourINN-ACT Project Partners to process the data given only for management, communication and statistic purposes (including publishing of general information) even through digital devices with respect of the security and privacy in accordance with the provisions of Regulation (EU)2016/679 and the subsequent transposing laws (jointly, the ''GDPR''), law n4624/2019, law n. 2472/1997, law n. 3471/2006 in the field of electronic communications and Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights

SOLUTION 1	(+ add solution sheet)
TITLE	
CATEGORY ● **Digital infrastructure** Services and solutions to improve and connect operations along tourism value chains and ecosystems. ● **Digital technologies and innovations** Digital and innovative solutions to improve the quality of services provided to guests, Digital innovations. ● **Online marketing and promotion** Services or technologies that enhance or improve the online sales channel ● **Technology for smart governance and e-business** Services to perform key business functions, services for business intelligence, business digitalization solutions ● **Technology for prevention and mitigation of COVID** Solutions to prevent and mitigate the risk of COVID spread ● **Smart and sustainable tourism products, services and activities** Solutions and practices with a sustainable impact, respecting the environment. ● **eCommerce** services, both for B2B and B2C ● **Advisory services, coaching and technical support** Advisory services, body rental support services / mentoring services ● **Training services for employees;** Training to enhance their digital, innovative and sustainable skills ● **Technology for regional cooperation;** Solutions for knowledge and experience sharing, cooperation with travel and tourism ecosystem	

Solution Description (max. 2000 characters)

Optional: for further explanation, you are free to include additional materials in the following forms: word, ppt, pdf, external links (other the company website).

Expected outcome and impact of the solution (max. 2000 characters)

Explain the expected results that the solution intends to achieve and the potential benefits for the adopting SMEs

Time horizon of service implementation Select...

- 0-3 months

- 3-6 months

- 6-9 months

- 9-12 months

- + 12 month

Cost of service (in € (EURO) - VAT excluded)Select...

- €0-3.000
- €3.000-6.000
- €6.000-9.000
- €9.000-12.000
- €12.000-15.000
- + €15.000

Durability, resilience and sustainability (max 5000 characters)

1. *Which aspects ensure the durability of the solution over time (i.e. warranty, updates over time, licence renewal, material endurance,...)?*

2. *What are the functional/structural aspects of your solution that help companies to cope with market change and adversity? (i.e. innovations, predictive analysis, collaboration, autonomy, security and process monitoring,...)?*

3. *In what terms is the solution able to generate sustainable change in business processes? (i.e. environmental protection, improving the wellbeing of the local community, changing mindsets and lifestyles)*

Post implementation assistance and maintenance services guaranteed (max 1500 characters).

Which support do you provide to customers after the product or service has already been purchased?

Cross border dimension

Are you able to provide services to other countries? (Specifically in Romania, Greece, Spain, Cyprus or Italy?)

- YES
- NO

IF YES, please select the languages you can cover (for service provision and post implementation assistance)

- English
- Romanian
- Greek
- Spanish
- Italian
- Other

(+ add another solution)

+ **SOLUTION 2**

+ **SOLUTION 3**
+ **SOLUTION 4**

When you have listed all the solutions, please provide the following information

Coefficient of complementarity	Solution n.1: #TITLE
How many products can be realised simultaneously within the time frame of the open call, i.e 12 months?	N.
	Solution n.2: #TITLE
	N.
	…..

ANNEX-4: Calendar

Deadline for application is 17.00 Brussel time

Announcement	31 AUGUST 2022
Opening of the call to submit applications	1 SEPTEMBER 2022
Closing of the call	15 OCTOBER 2022
Evaluation of application form received and Interview process (if necessary)	16 OCTOBER - 9 NOVEMBER 2022
Official publication of the selected providers	9 NOVEMBER 2022
Selected providers profile platform registration	10 NOVEMBER 2022 – 09 JANUARY
TourINN-Match sessions	10 FEBRUARY 2023- 9 APRIL 2023
Publication of the Catalogue of innovative solutions for tourism SMEs	09 JANUARY 2023
Open call for SMEs	10 MARCH 2023 - 9 MAY 2023
Publication of awarded SMEs	30 JUNE 2023
Financial reimbursement of the voucher	09 OCTOBER 2024

ANNEX-5: Notification flow

OPEN CALL FOR PROVIDERS

TOURINN-ACT

SUBMISSION
OPENING : 1 SEPTEMBER 2022
① CLOSING : 15 OCTOBER 2022

② ELEGIBILITY CHECK

③ INTERNAL EVALUATION

RESULTS IN EACH STEP WILL BE EMAILED

④ CONSENSUS MEETING

RESULT: AT LEAST 25 SELECTED PROVIDERS TO ENTER THE CATALOGUE OF DIGITAL AND SUSTAINABLE SOLUTIONS.

⑤ EVALUATION OF APPLICATION FORM RECEIVED AND INTERVIEW PROCESS (IF NECESSARY)

16 OCTOBER - 9 NOVEMBER 2022

TOURINN-ACT WEBSITE

9 NOVEMBER 2022

⑥ **PUBLICATION OF LIST OF FINALIST**