

Internet Mobile ConTent

Grant agreement N°: No. 632828

Start date: 01/07/2014 Duration: 24 months



Guide for Applicants (GfA)

IMPACT 1st OPEN CALL (2014 edition)

Closing date for proposals: Friday, 7th November 2014 at 15:00 p.m. (CET)

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Guide for Applicants



Content

1	Introd	uction	
2		T Open Call	
3		T Types of Applicants	
		Definition of SMEs	
	3.2	Definition of Web Entrepreneurs	∠
		Eligible countries	
4		T Eligibility Criteria	
		FIWARE technologies	
	4.2 N	Mobile Domain	5
5	IMPAC	T categories	6
6	Prepa	ration and submission of the proposals	6
7	Select	ion Process	7
	7.1 F	Phase 1 'FundingBox Platform':	8
	7.1.1	Eligibility Check	8
	7.1.2	Pre-scoring	
	7.2 F	Phase 2 'Experts Panel':	
	7.3 F	Phase 3 'Selection Committee':	1(
8	Indepe	endent Experts Evaluation	10
	8.1 E	Evaluation Criteria	1(
	8.2	Scoring	11
9	Applic	ants Communication Flow	11
10	Sub G	rant Agreement' set up	12
11	Projec	ts Duration	13
12	Benefi	iciaries obligations	13
13	IMPAC	T Accelerator Pack for Beneficiaries	13
14	. IMPAC	T Funding	14
	14.1	Payments Milestones	14
	14.2	Progress of the project execution	14
15	IMPAC	T Acceleration Suite	15
16	IMPAC	T Extended Investment Phase	16
17	' Intelle	ctual property rights	17
	17.1	Originality of the sub-granted projects	17
	17.2	Ownership of the sub-granted projects results	17
	17.3	IPR obligations of the Beneficiaries towards the EC	17
	17.4	Obligations of the Beneficiaries towards FIWARE	17
18	Suppo	ort to Applicants	18
19	ANNE	X I: Open Call Timeline	19







Guide for Applicants



1 Introduction

IMPACT is one of the sixteen projects funded by the 7th Framework Programme under the Future Internet Public-Private Partnership (FI-PPP) [http://www.fi-ppp.eu/] umbrella. FI-PPP aims to accelerate the development and adoption of Future Internet technologies in Europe, advance the European market for smart infrastructures, and increase the effectiveness of business processes through the Internet.

The FI-PPP phase 3 projects will promote the creation of innovative products and services spreading the use of **FIWARE technology** [http://www.fi-ware.org/] among the European Web Entrepreneurs [WEs] and SMEs.

In particular, IMPACT will contribute to the promotion and early adoption of **FIWARE Technology**, i.e. FIWARE generic enablers, specific enablers and/or domain specific platforms, by providing **premium acceleration services** and distributing a total **grant support** of 6,4 M€ to around 64 European SMEs operating in **INTERNET MOBILE**.

The IMPACT consortium brings together <u>Buongiorno</u>, a world class Global Corporation in the mobile commerce ecosystem; <u>ISDI</u>, the world's first "internet only" business school providing an internet business master's degree integrated with a full start-ups support ecosystem; <u>SEAYA</u>, a venture capital company led by the business angel investor *Michael Kleindl*, and <u>Teknologiudviking ApS</u>,, a consultancy firm specialized in funding and management of competitions..

2 IMPACT Open Call

This document summarizes the main characteristics of the first Open Call under the IMPACT project, launched on September 29th, 2014 with deadline November 7th, 2014 at 15:00 p.m (CET).

Further information is available in the 'Frequently Asked Questions' (FAQs) section on the IMPACT Website [http://www.impact-accelerator.com/].

3 IMPACT Types of Applicants

The first Open Call is opened for two different types of applicants:

- SMEs (legal persons) participating on their own (only one SME) (see Section 3.1).
- Web Entrepreneurs (physical persons), participating in groups of at least two individual members (see Section 3.2).

All applicants (legal or physical persons) shall be located in Eligible countries (see Section 3.3).







Guide for Applicants



3.1 Definition of SMEs

A SME will be considered as such if accomplishing with the *Commission Recommendation* 2003/361/EC^{1.} As a summary, the criteria which define a SME are:

- Headcount in Annual Work Unit (AWU) less than 250.
- Annual turnover less or equal to €50 million OR annual balance sheet total less or equal to €43 million.

Note that the figures of partner and linked enterprises should also be considered as stated in the <u>SME user guide</u>.

3.2 Definition of Web Entrepreneurs

For Web Entrepreneurs, IMPACT refers to individuals participating in groups of at least two individual members. An individual is a physical person and not a legal person (e.g. registered SME).

In the case of a group of individuals, one must be appointed as COORDINATOR. The coordinator will be the main contact point for the IMPACT consortium.

3.3 Eligible countries

Only applicants legally established in any of the following countries will be eligible:

- EU-28 countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and United Kingdom.
- FP7 Associated countries: Albania, Bosnia and Herzegovina, Faroe Islands, FYR Macedonia, Iceland, Israel, Liechtenstein, Moldova, Montenegro, Norway, Serbia, Switzerland and Turkey.

4 IMPACT Eligibility Criteria

Applicants shall consider the following eligibility criteria when applying for the IMPACT project:

- Use of FIWARE technologies. Any project submitted is obliged to make use of FIWARE technologies. Unclear situations will make the proposal not eligible (see Section 4.1).
- Scope of the proposal in **Mobile domain** (see Section 4.2).









Guide for Applicants



4.1 FIWARE technologies

The main source of information about FIWARE is http://www.fi-ware.org/.

All the information, documentation and tools needed to start using a FIWARE Enablers is in http://catalogue.fi-ware.org/

Additionally, practical info to understand which type of questions the evaluators of the proposals are going to take into account when evaluating the application forms with respect to FIWARE Enablers are in http://www.fi-ware.org/fiware-usage-questionnaire/

Finally, IMPACT project has produced a series of Webinars to help Applicants understanding FIWARE technologies available in http://www.impact-accelerator.com/

IMPACT promotes the use of all enablers, although in this first Open Call is going to prioritize the following ones:

- 1. Data and Context management
 - Orion Context Broker
 - Complex Event Processing (CEP)
 - BigData Analysis Cosmos
 - Stream-oriented Kurento
- 2. Cloud Hosting
 - Object Storage
 - PaaS Manager Pegasus
- 3. Applications Ecosystems and Delivery Frameworks
 - Application Mashup Wirecloud
- 4. Internet of Things Services Enablement
 - Backend Device Management IDAS
- 5. Security
 - Identity Management KeyRock
 - Access Control THA Implementation

4.2 Mobile Domain

IMPACT will consider as Mobile domain, mobile apps or business models based on mobility in the communications areas, social, video, media & advertising; design, education, entertainment, ecommerce, peripheral devices, content, connected TV, infrastructure, security, productivity, finance, smart cities and social networks, among others.





Guide for Applicants



5 IMPACT categories

Applicants should choose one of the categories described in the following table:

N.	Category	Description
1.	Start-up Phase	Market deployment to break-even.
2.	Growth Phase	Business scalability after proven profitability.

The type of projects that IMPACT consortium is looking for in each category is:

• Start-up stage:

Projects with a working prototype available, valued at less than a million Euros and at least two founders who work full time for the project and with a target market launch date that is set in six months away, after the submission deadline of the call .

Growth Stage:

Companies already present in the market for less than seven years with turnover below two million Euros, where the founders still own 51% of Shareholders' Equity and provide indicators proving an exponential growth potential. The objective is its globalization or the consolidation of a change of business focus.

6 Preparation and submission of the proposals

The submission of proposals will happen through the FundingBox Platform ² [http://www.fundingbox.com/impact/apply/] which is linked from the IMPACT website and from the FIWARE website.

Only online application is possible.

Proposals will be submitted in a single stage, by submitting an **on line application** which will include:

- 1. **Administrative data form**: including basic information about the Applicants and their contact information.
- 2. **Project proposal**: several questions divided in six main sections:
 - Market opportunity
 - Technology
 - Competition/Differentiation
 - Commercial Strategy and Scalability
 - Financials and Metrics
 - Team

² FundingBox is an On-line platform aimed to properly manage start-ups' competitions, which will be used in the IMPACT's Open Calls



⊘ FIWARE



3. Attached documents:

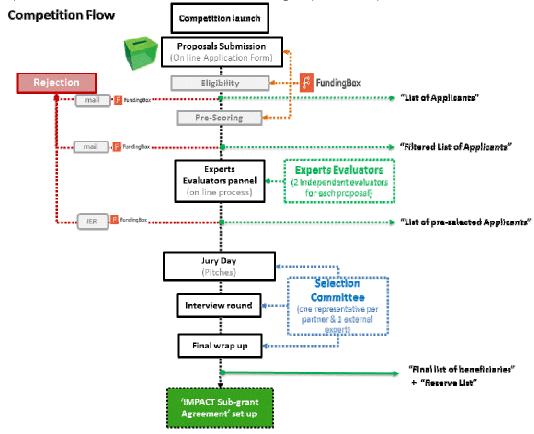
- Technology Map (including FIWARE Technologies Use Plan)
- Business Plan of the service/software to be developed
- 4. **Honour declaration on exclusion criteria and absence of conflict of interest**: accepted by the SME or by the individuals being part of the project team.

Evaluators will be instructed not to consider additional material which hasn't been specifically requested in the online evaluation form.

Applicants are strongly recommended not to wait until the last minute to submit proposals. Failure of the proposal to arrive in time for any reason won't be acceptable as an extenuating circumstance.

7 Selection Process

The procedure of evaluation includes the following sequential steps:







Guide for Applicants



7.1 Phase 1 'FundingBox Platform':

7.1.1 Eligibility Check

First, all applications will be checked for compliance according to **ELIGIBILITY CRITERIA**, which are widely explained in Section 4.

Additionally, applications will be checked for compliance according with **ADMISSIBILITY CRITERIA** which are:

- Be submitted through the Open Call management tool [www.fundingbox.com/impact/apply]. Proposals submitted by any other means, will not be evaluated.
- Be submitted before Deadline. Applications must be submitted by the closing time and date of the contest round. The time recorded by the FundingBox Platform, as submission time of the proposal, will be the official one. Late proposals will not be evaluated.
- **Be submitted in English**. The proposal must be in English to be eligible. Proposals submitted in any other language will not be evaluated.

Additionally, EXCLUSION CRITERIA will be checked:

- The same proposal cannot be funded by more than one FIWARE Accelerator. If another accelerator has already approved the same proposal, or a very similar one by (nearly) the same proposers, the proposal will be excluded from the IMPACT process. In order to check it, Applicants will be asked to declare in the Honour declaration to be accepted before submitting the Application Form: (1). that they haven't already been funded by some other FIWARE Accelerator, and (2). that they will inform about it, if it would happen as long as they are in the IMPACT evaluation process. If FIWARE Accelerator consortia find that applicants have been double funded, the beneficiaries will be automatically excluded from the program, and requested to return funds.
- Only one proposal per SME or individual can be submitted. In order to check it, Applicants will be asked to
 confirm that 'they are not submitting any other proposal to this same Open Call' in the Honour declaration
 to be accepted before submitting the Application Form. If more than one proposal per SME or individual is
 identified by the IMPACT team, the proposal will be automatically excluded from the process.

Proposals which do not comply with all eligibility criteria listed or which incurred in any of the exclusion situations indicated, will be declared not selected and will be eliminated from all further evaluation. The output of this stage will be a "List of Applicants".

Specific communication will be sent to the applicants eliminated from the process.





Guide for Applicants



7.1.2 Pre-scoring

Applications included in the open call categories will be automatically **scored** , by the System, on the following items:

Start-up Phase:

- Level of usage of Mobility concept as a core of the business model
- Level of integration of FI-WARE technology and level of innovation
- Functional prototype available before investing (or previous product success)
- Founders full time dedicated to the project
- Years since constitution
- Company value
- Objective: to be shortly in the market
- Established Metrics in terms of Users, Sales and Profit.

Growth Phase:

- Level of usage of Mobility concept as a core of the business model
- Level of integration of FI-WARE technology and level of innovation
- Functional prototype available before investing (or previous product success)
- Founders full time dedicated to the project
- Years since constitution
- Turnover
- Founders equity
- Established Metrics in terms of Users, Sales and Profit

For each item different levels will be defined (See detail in the <u>Application Form</u>). Each applicant will select the option more adequate according with the characteristic of its project. The 250 applications best ranked, will be part of the *"Filtered List of Applicants"* to be proposed for external evaluation.

An individual communication will be sent to all participants in the "List of Applicants" including the pre-scoring and the threshold. Those included in the "Filtered List of Applicants", which will pass to the next phase, will receive specific information about next steps.

7.2 Phase 2 'Experts Panel':

All applications that have not been excluded till the moment will be assessed and scored by two **INDEPENDENT EXPERTS** included in the **Experts Panel** articulated by the IMPACT consortium. A proposal admitted to this phase will be given scores on the basis of the following criteria:

- 1. Market opportunity
- **2.** Technology (Integration of FIWARE technology)
- **3.** Competition/Differentiation
- **4.** Commercial Strategy and Scalability
- **5.** Financials and Metrics
- 6. Team

Each evaluator will rank the application assigning scores for each criterion and will produce an **Individual Evaluation Report (IER).** The final score to be given to each proposal will be calculated as an average of the individual assessments provided by Evaluators.

Individual communication will be sent to all proposals evaluated, including their final score in the **Evaluation Summary Reports** (ESR). To the 50 best scored proposals, additional info will be included to inform them that they are in the "List of pre-selected Applicants" and explaining the following steps.







Guide for Applicants



7.3 Phase 3 'Selection Committee':

The 50 best-evaluated proposals will pass to the final stage. The **SELECTION COMMITTEE** composed of 4 IMPACT consortium partners' representatives (1 representative per partner) and 2 external experts (at least 1 FIWARE expert), will articulate the final evaluation in three steps:

- JURY DAY: firstly, all projects will have the opportunity to pitch their project to the Selection Committee
- INTERVIEW ROUND: secondly, the Selection Committee will interview some of the applicants and will evaluate them according with the "Funding Criteria" formerly agreed
- FINAL WRAP UP: finally the Selection Committee will put in common their evaluation in order to give the "Final list of beneficiaries" (around 20 start-ups per call). A "Reserve List" will be built with the excluded applications.

A communication will be sent to all proposals participating in this final phase, indicating if they have been selected or if they are on the reserve list.

8 Independent Experts Evaluation

8.1 Evaluation Criteria

The eligible proposals will be evaluated by an external set of independent experts who will consider the following criteria for the evaluation:

- Market opportunity: The applicants have to demonstrate a clear idea of what they want to do and whether the product has market potential, e.g. because it solves a problem for a specific target customer. The opportunity has to be global with high growth rates. The product/service should be scalable with internet-based distribution (search, social, mobile) or with proven ability to scale sales
- **Technology**: The applicants have to demonstrate the consistence of the technology applied and their current use or integration of FIWARE technologies
- Competition/Differentiation: The applicants have to provide information about the degree of competition and if the idea is disruptive and breaks the market. i.e. the products/services to be brought to market are clearly differentiated from competition
- Commercial Strategy and Scalability: The applicants have to demonstrate the prospect of sales and profit to make all the risk generated by their idea worth taking. It can be demonstrated by measurable traction related to engaged users, revenues, and attractive unit economic or by Simple revenue model (transactions, subscriptions, affiliate)
- **Financial and Metrics**: The applicants should provide information about their break even and potential of growth in the short time
- Team: The entrepreneur and his/her team have to demonstrate their management and leadership qualities, how to take a concept from ideas to market, their capability to carry through their ideas and sustain their efforts and understand(s) the dynamics of the market they are trying to tap into. The team should be balanced, a cross functional team, fully dedicated to the project and with good background and skills.







8.2 Scoring

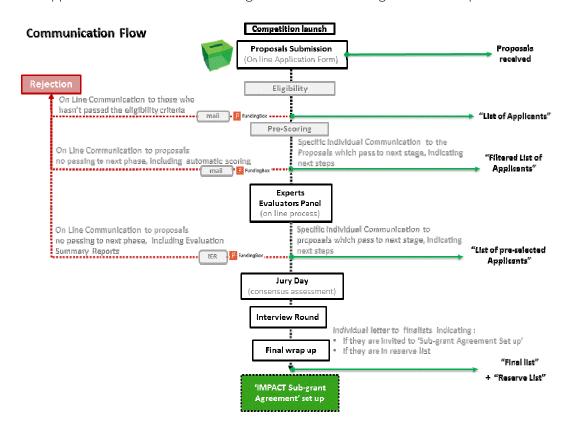
Reviewers will evaluate the proposals considering the criteria above. Each criterion will be scored 0 to 5. For each criterion under examination, score values will indicate the following assessments:

- **O Fail**. The proposal fails to address the criterion under examination or cannot be judged due to missing or incomplete information
- 1 Very poor. The criterion is addressed in an unsatisfactory manner.
- 2 Poor. There are serious inherent weaknesses.
- **3 Fair**. While the proposal broadly addresses the criterion, there are significant weaknesses that would need correcting.
- 4 Good. The proposal addresses the criterion well, although certain improvements are possible.
- **5 Excellent**. The proposal successfully addresses all relevant aspects of the criterion in question. Any shortcomings are minor.

Proposals can earn a maximum of 5 points for each criterion.

9 Applicants Communication Flow

The applicants will receive the following communication along the selection process:









Guide for Applicants



10 Sub Grant Agreement' set up

The objective of this phase is fulfilling the legal requirements between the IMPACT consortium and every beneficiary of the call. The items covered will be:

- I. Status information of the beneficiaries:
 - o SMEs. the following documents will be required to prove that SMEs are SMEs according to the EU Directive.
 - 1. SMEs check list: signed and stamped. Available at ftp.cordis.europa.eu/pub/fp7/docs/sme-check-list.doc. In the event they declare being non-autonomous: the balance sheet and profit and loss account (with annexes) for the last period for upstream and downstream organizations must be included
 - 2. **Status Information Form**. It includes headcount (AWU), balance sum and profit & loss accounts of the latest closed financial year and the relation, upstream and downstream, of any linked or partner company.
 - 3. **Legal existence**. Company register or any official journal showing the name of the organisation, the legal address and registration number and, if applicable, a copy of a document proving VAT registration (in case the VAT number does not show on the registration extract or its equivalent)
 - 4. In cases where either the number of employees or the ownership is not clearly identified: any other supporting documents which demonstrate headcount and ownership such as payroll details, annual reports, association records, etc.
 - o **Individuals**. A copy of the ID-card or passport of every participant in the project team will be required.
- II. Confirming the following aspects included in the Honour declaration accepted by proposed beneficiaries before submitting the Application Form
 - o Beneficiaries are not submitting any other proposal to this same Open Call (internal checking)
 - o The same Beneficiaries/Proposal has not been approved and therefore received funds from any other FIWARE Accelerator Program (checking with 15 Accelerators)
 - o Beneficiaries won't be in another Acceleration Process while participating in IMPACT (Applicants declaration)
- III. Bank account information: The account where the funds will be transferred will be indicated via form signed by the SME, individuals and the bank. The holder of the account will be the SME or all the individuals (the coordinator of the group on its own if allowed by the other team members).

The request of the documentation will state deadlines. In case the requested information is not provided without strong justification, this will directly end the 'Sub-grant Agreement' set up process and projects under the 'reserve list' will substitute the failing applicants.

Once all these formalities are covered the Consortium (represented by its coordinator Boungiorno) will sign the 'IMPACT Sub-grant Agreement' with the final beneficiaries







11 Projects Duration

The duration of the projects selected in the call will be up to 6 months.

12 Beneficiaries obligations

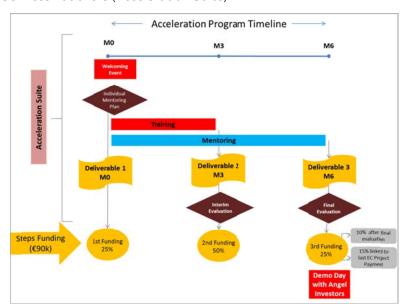
Any selected beneficiary will sign the 'IMPACT Sub-Grant Agreement' with the consortium (as indicated in Section 10). The funds attached to the Sub-Grant Agreement are provided directly from the funds of the European Project IMPACT, and are, therefore, funds owned by the European Commission: Management of the IMPACT funds has been transferred to the project partners in IMPACT via European Commission Grant Agreement Number 632828.

The 'IMPACT Sub-Grant Agreement' will include a set of obligations to the beneficiaries towards the European Commission. It is the task of the Beneficiaries to accomplish them, and of the IMPACT consortium partners to inform about them.

13 IMPACT Accelerator Pack for Beneficiaries

The applicants selected will participate in a **6 months Acceleration Program** with the following features:

- 90.000€ Funding (non-refundable) to be sequentially delivered
- 10.000€ Services vouchers (Acceleration Suite)









14 IMPACT Funding

14.1 Payments Milestones

IMPACT funding scheme is based on the projects' deliverables. Each deliverable will be associated with a payment time.

- 1st Stage (Month 0): 25% once the 'IMPACT sub-grant Agreement' has been signed and the program deliverables for the 1st stage, indicated in section 15.2, validated..
- 2nd Stage (Month 3): 50% once the criteria for this second stage have been completed and the deliverables, indicated in section 15.2, validated.
- 3rd Stage (Month 6): 25% delivered in 2 batches. First batch of 10% at the end of the acceleration program, if all the objectives are met. The remaining 15% will be approved but the payment will be done when the IMPACT consortia will receive the last payment from the European Commission.

14.2 Progress of the project execution

Each beneficiary will have their specific deliverables/objectives included in their 'Individual Mentor Plan' which will be developed in the 'Welcoming Week' and will be attached, as a formal requirement for beneficiaries, within the 'IMPACT Sub-grant Agreements'.

In general, those specific deliverables/objectives will be aligned with the followings:

	Month	Deliverable	Criteria to continue receiving the Support	Support
1		 Business Plan of the service/software to be developed FIWARE Technology' Use Plan 	 Quality of the deliverable Product/Market fit Technological excellence Enablers use Quality of the Team Degree of project execution (technical and financial) 	 M0 to M3 25% of Funding Mentoring and/or training Voucher
2		 Advanced prototype & Enablers' Use Case Commercial and Marketing Plan Any other specifically included in the Individual Mentoring Plan of each Beneficiary 	 Quality of the deliverable Marketing/Commercial Strategy Team Fit Time to market opportunity Measurable traction: users & potential revenue Enablers use benefits Degree of project execution (technical and financial) Any other considered specifically to the B° by the mentors 	M3 to M6 • 50% of Funding • Mentoring Voucher





Guide for Applicants



	Month	Deliverable	Criteria to continue receiving the Support	Support
3	se • M Pl • Ar in M	nal application or ervice developed larket Implementation lan and Metrics ny other specifically icluded in the Individual lentoring Plan of each eneficiary	 Quality of the deliverable Marketing/Commercial Implementation Team Maturity and/or Growth Potential Exits strategies Enablers use sustainability Degree of project execution (technical and financial) Time to market opportunity Measurable traction: users&potential revenue Any other considered specifically to the B° by the mentors 	 Up to M6 10% of Funding (after the final evaluation of the acceleration program) 15% of Funding (linked to the last EC payment to Project Coordinator, foreseen between July'16 and December'16)

The beneficiaries who don't fulfil the staged conditions and deliverables included in their 'Sub-grant Agreements', will receive a written notice requiring that such breach have to be remedied within 30 days. In case the beneficiaries do not implement remedies from the notice, a formal communication will be sent informing that its participation in the program is terminated.

15 IMPACT Acceleration Suite

The Acceleration Suite includes the following Services:

- (1.) Welcoming week. A welcome event, of compulsory attendance, will be organized in Barcelona the first week of the acceleration Program to gather all beneficiaries and to develop an **Individual** Mentoring Plan for each beneficiary.
- **(2.)** Training Voucher: beneficiaries will receive 2 months training according with their needs included in the Individual Mentoring Plan. This training aims to accelerate the beneficiaries' experience to the next level in their professional status providing tools and knowledge to manage theirs startups with larger chance of success. The two main elements of this training program are:
 - Training modules: from concept to model, Internet technology (including FIWARE technology), digital marketing & sales, company building, Fundraising and investors pitch.
 - Entrepreneurs talks: Exchange of success cases and best practices with successful entrepreneurs

Under the guidance of mentors, beneficiaries will implement learning from the training process, converting knowledge (or know-how) into real business experience.

(3.) Mentoring Vouchers. Mentors will be proposed to each beneficiary on the basis of the Individual Mentoring Plan. The mentors will be proposed based on a tailored assessment on specific needs







Guide for Applicants



of each beneficiary depending on their project, stage of development, and capacities of the team and market strategies IMPACT will offer to each beneficiary:

- A Follow Up Individual Mentor: A multidisciplinary profile mentor with experience in setting
 up and running start-ups. This mentor will guide and coach the beneficiary throughout the
 whole acceleration process helping them to meet deliverables and make its most at Investors
 Demo Day.
- On Demand Specialist Mentor Group: These mentors are top professionals, specialists in a
 particular area that will have a number of available mentoring hours on demand. The predefined Mentorship areas are: Business, Marketing, Finance, Funding, Legal and Technology
 (including FIWARE technology). Beneficiaries will contact them on demand to consult
 particular technical issues through the acceleration program.
- (4.) Support in complementary funding opportunities identification. This support will consist of:
 - Access to information about funding programs, venture capital sources and overall funding sources which may contribute to the future viability of beneficiaries supported
 - Tailored Funding workshops on European Funding Programs matching the beneficiaries' interests with the European Funding Programs, such as Horizon 2020, and including specific sessions for ideas brainstorming.
 - **Networking activities** in order to promote collaborative projects, which are fundable under Horizon 2020 and other similar programs.
 - Individual Reports on Funding including tailored funding opportunities and tips for maximizing their potential for receiving support from external funding sources (public and private investment).
- (5.) Finally, a Demo Day will take place where beneficiaries will have the opportunity to meet a group of investors, providing them the opportunity for reaching further investment for implementing their projects and scaling towards self-sustainability.

16 IMPACT Extended Investment Phase

Once the EC support program has been completed, the "Extended Investments Phase" is the possibility to access to consortium partners' high renowned programs of investment. Concretely, the consortium as a whole, an individual partner of the consortium or any investment entity/ vehicle/ participated by the Project Partners (BGO, TU, ISDI or SEAYA), could provide to Beneficiaries, up to 250.000 €, on top of the EU funding, against 10% of equity with a discount of 25% to be applied at market value.

The "Extended Investments" will be offered only to those projects, which have successfully passed all the stages of the IMPACT Acceleration Program and match consortium investment strategies.

The criteria and conditions to access to this 'Extended Investment Phase' are:







Guide for Applicants



Stage	Criteria to access	Extended Investment's
Stage	to Extended Investment	conditions
Extended Stage	Scalability	• 10% of equity
_	Capital – efficient business	Discount of 25% to be applied
(beyond European	Existing Investment opportunities	at market value.
program)	Any other considered specifically to the start-up by	
	the individual partners	

The consortium can offer this possibility to the beneficiaries from the time the IMPACT Acceleration Program commences and until 2 years after the Acceleration Program finishes.

17 Intellectual property rights

17.1 Originality of the sub-granted projects

The applicants base the proposals submitted on original works and their foreseen developments are free from third party rights, or they are clearly stated.

The IMPACT consortium is not obliged to verify the authenticity of the ownership of the foreseen products and services and any issues derived from third party claims that arise as a result of the subgranted projects are the solely responsibility of the sub-granted parties.

17.2 Ownership of the sub-granted projects results

All IPR created by the Beneficiaries, via the IMPACT funding, will remain to the beneficiaries, who will be the unique owners of the technologies created within the framework of their sub-granted projects.

17.3 IPR obligations of the Beneficiaries towards the EC

There are no IPR obligations towards EC. Yet, any communication or publication of the Beneficiaries shall clearly indicate that the project has received funding from the European Union, the FI-PPP and IMPACT accelerator displaying the EU, FIWARE and IMPACT logo on all printed and digital material, including websites and press releases. Moreover, parts of the projects selected for funding, will be requested to be public for IMPACT dissemination purposes.

17.4 Obligations of the Beneficiaries towards FIWARE

FIWARE technology is open source software. No access rights or license fees will be requested for utilising the FIWARE technology throughout the duration of the project. Yet, the use of FIWARE technologies may implicitly bring the acceptation of different open source licensing agreements which will be the sole responsibility of the sub-grantees to be aware of.







Guide for Applicants



18 Support to Applicants

For more information about the IMPACT Open Call, please check the FAQs section included in IMPACT website http://www.impact-accelerator.com/

For further information on the call, doubts related to the eligibility rules or the info to be provided into the different sections of the Application Form, please contact the **Open Call Helpdesk** email: opencall@IMPACT-accelerator.com

If you are encounter technical issues or problems with the Application Form, please contact the **Technical Helpdesk**

email: info@fundingbox.com

When contacting the Technical Helpdesk, please include the following information it in your email message:

- Your telephone number and your email address;
- Details of the specific problem (error messages you encountered, if there is a concrete bug in the form, if a dropdown list isn't working, etc)
- Screenshots of the problem









19ANNEX I: Open Call Timeline

