



CHERRIES
RESPONSIBLE HEALTHCARE ECOSYSTEMS

Cyprus Call for Solutions

Application Manual

February, 2021



Table of Contents

1.	About Cherries.....	1
2.	Cherries approach for co-creation.....	1
3.	Cherries Open Call for Solutions.....	2
3.1	The need to tackle.....	2
	Why eHealth solutions for health and medical professionals?.....	2
3.2	Who can apply? Application requirements.....	3
3.3	Evaluation Process.....	3
3.3.1	Evaluation Criteria.....	4
3.4	Awarded solution: Administrative duties.....	5
3.4.1	Sub-Grant Agreement Preparation Process.....	5
3.4.2	Obligations of Beneficiaries.....	5
3.4.3	Tentative Calendar.....	6
3.5	Funding Scheme.....	6
3.6	Language.....	7
3.7	Monitoring and reporting.....	7
3.8	IPR.....	7
3.9	Useful Documents.....	7
3.10	Questions.....	7
4.	Ethics.....	8
	CHERRIES Partners.....	9





1. About Cherries

The main aim of CHERRIES project is to support healthcare research and innovation policy and pilot actions by interlinking Responsible Research and Innovation (RRI), demand-side policy and territorial innovation models. This pilot innovation process is being implemented and tested in the territories of Murcia (ES), Örebro (SW) and the Republic of Cyprus (CY). Subsequently, three additional Mirror territories will be supported in adopting the CHERRIES model. The model applies RRI methods in the innovation process, not only contributing to more innovative territorial environments but also to more suitable single innovations that therefore have a higher chance of being widely adopted and establish them successfully on the market. With this innovative design processes, the project contributes to more open, transparent and democratic R&I systems in the engaged territories and beyond, creating societal, democratic, environmental, economic and scientific impacts as well as tackling transformation processes of the organizations involved.

This call is part of the pilot actions to be developed in each of the participant territories and aims to give solution to a need that has been previously selected in an open process in each region with the final objective of stimulating institutional reflection processes on how to innovate products and services in the healthcare sector through participatory approaches.

2. Cherries approach for co-creation

In order to guarantee that the developed solutions are aligned with the values, needs and expectations of the society, CHERRIES foster the engagement of societal actors, professionals and patients, therefore the development of the solution needs to include interactions with all the actors (healthcare, professionals and patients) including mainly those involved in the definition of the need.

In each participant region a “co-creation team” will be established which will include the solution provider, the stakeholder(s) who identified the need(s), healthcare organization personnel (e.g., innovation unit, IT, legal, etc.) as well as representatives of the civil society (e.g., patient groups). The co-creation teams will arrange an initial number of meetings over the 10 months implementation period to exchange technical information and monitor the development of the pilot.

The whole co-creation Program will last a maximum of 10th months, from June 2021 to April 2022 and a Grant Agreement will be signed among the funding partner of project CHERRIES, the solution provider and a representative of the team that defined the need to be solved.

The solution provider will also receive business support by the CHERRIES consortium. The project will consult in questions of business modelling, access to private investors and commercialization. At pilot end, each solution provider will deliver the solution and deliverables as defined in the Grant Agreement. A local “review committee” - again consisting of a broad customer, potential users and civil society will then reviews the solution.



3. Cherries Open Call for Solutions

3.1 The need to tackle

We are looking for eHealth solutions that provide: **"Provision of medical services to the Cypriot citizens that live in rural and remote areas and do not have easy access to healthcare services and prescribed medicines"**

The aim is to provide accessibility and quality of medical services to the population of our villages (or anybody else with no easy access to medical centers and health professionals) without them having to travel long distances or cross checkpoint borders to gain access to healthcare services.

The selected solution will receive €50.000 funding through the CHERRIES project and will be required under contract agreement; to deploy a 10-month pilot of the proposed solution in collaboration with CyRIC and Aretaeio Hospital which is the pilot partner of the solution.

Ideas and potential challenges to be solved

- 1 Remote visits to the doctor - where the doctor will interact with the patient via video call and with the assistance of the local nurse will get the information and data needed for a diagnosis to be made. He will then give (written) instructions to the nurse and patient about the next actions to be made. He will prescribe any necessary medication. The prescription will be forwarded to the Government Office responsible to provide the medication to the patients.
- 2 Chronic patients (e.g diabetics, cardiovascular) who need monitoring based on daily measurements can provide, with the assistance of the local nurse, the measurements that will allow the doctor to monitor their progress and status.
- 3 Physiotherapy - patients who need to exercise for a specific problem can attend sessions with a physio via Videocalls.
- 4 Guidelines on how to approach crises and follow protocols such as the Covid-19 pandemic.
- 5 Guidance to the professional care staff on how to deal with emergencies and accidents until further support arrives.
- 6 Collecting the needs and managing logistics of supplies e.g vaccines, prescribed medicine .
- 7 Any potential solution that fulfils the requirements of the challenge of providing access and high quality services to citizens in healthcare services.

Why eHealth solutions for health and medical professionals?

Cyprus, an island in the Mediterranean boasts of a plethora of rural and remote idyllic landscapes with villages and communities spread in mountainous areas and seashores. A significant amount of the population of the island lives in these areas whilst the majority of them are adults or elderly. Their healthcare needs are growing over time and the commute for even simple diagnostics or basic medical treatment is becoming increasingly demanding and difficult, especially in the pandemic era where restriction measures and social distancing are strict and inevitable.

Health care in the Republic of Cyprus has been improving substantially with the recent long-anticipated implementation of a comprehensive National Health -care System, which is set to make the sector more streamlined and cost effective.

Major challenges face today's health care system for which health professionals including public and private hospitals and clinics, must be prepared. There is an immense need for better coordination, communication,



and more efficient processes within the hospital but also with the patient experience as well as other key stakeholders of the health care ecosystem. In addition, we have both a culture and organization of care that separate our care into distinct systems such as hospitals, home care, skilled nursing facilities, with little formal communication, relationships, or collaboration between and among those settings.



3.2 Who can apply? Application requirements

In order for an applicant to be eligible to apply, the applicant should be

- A registered legal entity in Cyprus or any other EU or EU Horizon 2020 associated country
- Being located in any EU country or any other EU Horizon 2020 associated country
- Being able to communicate in the local language during the co-creation

Applications must be submitted in the online form no later than the 15th of April of 2021, 17:00 CET time, [here](#)

Applications will consist of the following items:

- The Proposal must follow the templates of the **Application Form** provided for this purpose in the CHERRIES website.
- **Declaration of honour duly consent through the form.** The beneficiaries must certify that all information provided is correct. They must also be completely committed to participate in the project that they are submitting and comply with the eligibility criteria. The declaration of honour states also that this very same project proposal does not receive funds elsewhere.

3.3 Evaluation Process

The selection and evaluation process initiates after the application submission and consists of the Eligibility Check done by CyRIC and Aretaieio Hospital and the qualitative Evaluation performed by a Selection Committee for the eligible proposals.

The Call evaluation process is structured as follows:

1. **Eligibility Check.** A first review will be performed by the Funder, prior to send it to the Committee for evaluation who will check the eligibility criteria.
2. **Proposal evaluation.** A Selection Committee will evaluate all eligible proposals. Members of a Selection Committee will evaluate and mark each of the submitted proposals by filling the Evaluation Template. They are not allowed to contact the applicants at any stage of the evaluation.



3. **Oral presentations.** The three best evaluated applications of the challenge will be selected for oral presentations. Each oral presentation will be evaluated by the Selection Committee, using the same evaluation template as the one used for written proposals.
4. **Proposal selection.** All the applicants will be informed by Email on the results of the evaluation process which will also be published in the CHERRIES website.

3.3.1 Evaluation Criteria

Each eligible proposal will be evaluated by a Selection Committee. Evaluators will score and rank each proposal according to a grid consisting of a quantitative score for each evaluation criteria. Each criterion is subdivided into several sub-criteria as described in the table below.

Criteria	Explanation (only internal, not be published)	Marks
Solution excellence: Fit with the particular challenge		
1. Soundness and consistency of concept	Extent that proposed work is ambitious, has innovation potential, and is beyond the state of the art, enhancing the innovation capacity and the integration of new knowledge & the implementation of such innovations to the market	1 to 10
2. Solution fit to challenge in an innovative approach and Compliance	Alignment of the solution with the proposed challenge	1 to 10
3. Excellence	Viability and cost-effectiveness of the technological solution	1 to 10
Potential Impact		
4. Solution expected Impact	Clarity and pertinence of objectives and indicators	1 to 10
Work Plan viability		
5. Credibility of the proposed Work Plan	It fits with the CHERRIES calendar	1 to 10
6. Co-creation intensity	Importance given to the co-creation work (objectives and means employed)	1 to 10
Team experience		
7. Experience and skillset of the team	Appropriateness of the team	1 to 10
Business sustainability		
8. Market description and commercialisation strategy	Expected market and go-to market strategy	1 to 10
9. Commercialisation potential: Likelihood of future market exploitation	Effectiveness of eventual implementation plan of the project's results (including explanation of IPR management, if applicable)	1 to 10
10. Business commitment	Interest of the company in the solution	1 to 10
Responsible Research and Innovation¹		
12. Gender Issues	Does the organization have a gender equality plan?	1 to 10
13. Public Engagement	Does the solution contribute to Public engagement?	1 to 10
14. Open Science /Access	Does the solution contribute to Open Science?	1 to 10
15. Science Education	Does the solution contribute to Science Education?	1 to 10

¹ CHERRIES model applies Responsible Research and Innovation methods in the innovation process, not only contributing to more innovative territorial environments but also to more suitable single innovations that therefore have a higher chance of being widely adopted and establish them successfully on the market. With these innovative design processes, the project contributes to more open, transparent, and democratic R&I systems in the engaged territories and beyond, creating societal, democratic, environmental, economic and scientific impacts as well as tackling transformation processes of the organisations involved.



Applicants will be asked how their organizations implement RRI measures (in case they do). In the application form, there will be questions related to RRI: gender, public engagement, Open Science, Science Education and Governance. The punctuation obtained in this section will only be taken into account in case two or more solutions get the same score. In that case, the punctuation received in this section will be used as tiebreaker.

3.4 Awarded solution: Administrative duties

The administrative tasks for the selected Solution, including activity reporting obligations and related documents will be provided during the negotiation and contracting phase.

3.4.1 Sub-Grant Agreement Preparation Process

As stated before, awarded Solution Providers will be requested to sign a Grant Agreement. Before the signature of the Grant Agreement, the financial operational capacity of the solution provider will be assessed. The Solution Provider will be asked to provide the following, by mail to CyRIC, the funding partner:

- **Legal existence:** Deed or Articles of Association (corporate statutes)
- **Legal representative:** Copy of Power of attorney document (if applicable), National Identity Card
- **Tax Agency Documentation** to evidence the fulfilment of tax obligations
- **Certificate of up-to-date Social Security payments** to evidence the fulfilment of obligations.
- **Financial statements:** P&L, Balance sheets (from previous year). In the case that it is the first year of activity, it will not be asked any further information.
- **Bank Account information:** IBAN & SWIFT code (if applicable)

The provision of the sub-grant agreement duly signed and listed documents to the Funder duly constitutes proof of acceptance of the Grant by the Solution Provider.

If negotiation with the first candidate of the list eventually fails, negotiation will be initiated with the second candidate (or ulterior candidates, just in case).

A Kick-off meeting with beneficiary solution provider will be scheduled in order to define the detailed planning and workplan of the co-creation phase. The day of this meeting will formally open the co-creation phase that will last for maximum 10 months.

During Co-creation, it is possible to amend the Sub-Grant Agreement upon the request of the Beneficiary and due to justified reasons. CHERRIES will evaluate if the requested amendments are still in line with the objectives of the Call and the evaluation criteria and all other requirements, without a change of the overall score of the project. If the application of amendments is considered as not fulfilling all requirements and evaluation criteria, it will be rejected and the Funder who will notify the beneficiary by email, will give the reasons of refusal. In case of acceptance, an annex to the Sub-Grant Agreement will have to be signed by following the same procedure stated before. Claiming against this decision will not be processed.

3.4.2 Obligations of Beneficiaries

Successful applicants formally accept the following conditions in case of being awarded as Beneficiary Solution Providers:

- Beneficiaries accept their responsibility on accuracy and veracity of data and documents submitted for proving the fulfilment of the eligibility criteria when submitting their applications.
- Beneficiaries will provide the documentary evidence proving the co-creation and provision of services.
- Beneficiaries are obliged to store the documents for external audit purposes until January 2028 either



on paper or electronic version.

- Beneficiaries are in general bound to art. 35 (Conflict of interest), art. 36 (Confidentiality and Data Protection), art. 38 (Visibility of EC funding) and art. 46 (Liability) of the Annotated Model Grant Agreement - AGA of the H2020 Programme, without prejudice to the provisions set out in this Call and in the Sub-Grant Agreement. With regards to art. 38 (Visibility of EC funding), beneficiaries will make references to public funding from EU, including suitable logos, and EU flag. Beneficiaries will include references to CHERRIES project and specifically show that funding is 100% under European Union's Horizon 2020 Research and Innovation Programme - Grant Agreement No. 872873.
- Beneficiaries must ensure that the recipients of the financial support allow the EC, the European Anti-fraud Office (OLAF) and the Court of Auditors to exercise their powers of control, audit and monitoring on documents, information, even stored on electronic media, or on the final recipient's premises, and shall comply with the Regulation for the Protection of the financial interests of the Union.
- Beneficiaries shall implement the Services in compliance with all the conditions and obligations set out in [Regulation \(EU\) 1290/2013](#), the Call and the Sub-Grant Agreement. Beneficiaries shall make no commitments which are incompatible with the Regulation or the Sub-Grant Agreement.
- Beneficiaries shall implement the Services and shall take all necessary and reasonable measures to that end. They shall have the appropriate resources as and when needed for carrying out the Services.

3.4.3 Tentative Calendar

- | | |
|---------------------------------------------------------|--------------------------------|
| • Launch the call | 15 th February 2021 |
| • Deadline for applications | 15 th April 2021 |
| • Communication of SMEs selected for Oral presentations | 15 May 2021 |
| • Oral presentations | 20 May 2021 |
| • Notification to awarded firms | May 2021 |
| • Signature of the grant agreement | May 2021 |
| • Kick off meeting | June 2021 |
| • Co-creation process | June 2021 – April 2022 |

3.5 Funding Scheme

The awarded solution provider will receive a lump sum of 50.000€. The grant is intended to cover all the costs required to develop the pilot project such as actual personnel costs, as well as travel and accommodation.

First payment: Once the signature of the Sub-Grant Agreement is completed and the Funder has sent one copy back to the Solution Provider, the Solution Provider may request for an advanced payment of the amount agreed (%) during the negotiation of the grant agreement. Such an advanced financial support will incentive Solution Providers to technically interact with Challengers within the co-creation phase.

Second payment: The second payment of the agreed amount (%) will be made after a mid-review report is delivered and validated (M5 of the co-creation)

Final payment: The final payment will be made after deliverance of the final report and subject to



the validation after Co-creation.

3.6 Language

Although **the working language will be the local language**, any Deliverables shall be in English. Any other internal report to be shared with the professionals from the challenger could either be in English or in local language.

3.7 Monitoring and reporting

As briefly explained in section 2, the awarded solution will have to take part of a co-creation process where different stakeholders will be involved. In this sense a minimum of 4 meetings including the kickoff will have to be organized with the rest of the co-creation team in order to assess the development of the pilot and plan the consequent steps to follow.

Templates and specific indications for reporting & payment will be delivered by CyRIC and Aretaieio to the Solution provider during the implementation of co-creation and reporting. More precisely, templates are intended to enable Solution Providers to accreditate their activities and interaction with both Challenge Owners & stakeholders during co-creation, as well as to report on the eligible costs incurred. The solution provider must keep track of their expenditures and provide records in case an auditor asks them to provide information. These records must be kept for at least 4 years after the end of CHERRIES.

Two reporting periods are foreseen:

- Progress report in month 5 of the co-creation process. In month 5 of the co-creation process, the Solution Provider will send a first report on the status of the activities to CyRIC, once this report is approved the second payment will be made.
- Final report: 30 days after the end of the co-creation process, the Solution Provider will send to CyRIC the final report including all the required technical and financial information.

3.8 IPR

Intellectual Property Rights will remain with the solution provider unless the agreement for the co-creation requires otherwise or a different settlement.

3.9 Useful Documents

All the Open Call Templates can be download as a package in the website <https://www.cherries2020.eu/>

The Open Call documents contains:

- Call for solutions Cyprus flyer
- Application Form Link [here](#)
- Healthtech Innovation Readiness Level reference matrix (Q18 of the form)

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3.10 Questions

Mr. Moyses Moyses (EUBIC CyRIC): m.moyseos@cyric.eu 22282895

Mr. Stylianos Yiallourous (Aretaieion Private Hospital): s.yiallourous@aretaeio.com 22200602

Please notice that all questions and related answers will be published in the CHERRIES website.



4. Ethics

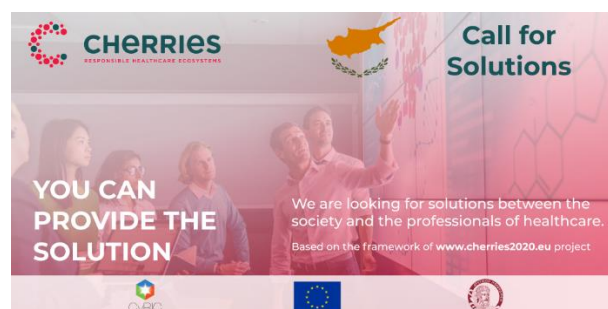
All data collected within this project will be carefully protected in compliance with relevant national data protection legislation of the EU member states implementing the General Data Protection Regulation (GDPR), which replaces the European directive 95/46/EC. All research is designed and undertaken to ensure *"the right to privacy, the right to protection of personal data, the right to the physical and mental integrity of a person, the right to non-discrimination"*, following article 19 of the Regulation 1291/2013 of the European Parliament and of the Council. Personal data will be of qualitative and quantitative nature encompassing also audio-visual formats. Personal data will be stored in a way to not allow the identification of the subjects. CHERRIES will not publish any personal data unless participants have explicitly given their permission. Publications based on personal data will only report aggregated data and shall not contain information that may permit the identification of individual participants unless otherwise agreed.

As it is one of the project's core concerns, CHERRIES ensures transparency and accountability for data collection processes, data ownership, and data storage, by upholding the right for participants' informed consent and their right to withdraw their participation in the studies overtaken at any time.

All the actions carried out within CHERRIES project must follow these ethic rules:

- Participants will be ensured with full protection for their personal data unless they agree otherwise. Moreover, participants will be informed that researchers shall protect them when desired. Personal data will be anonymized and not be shared with third parties. Data will be collected and stored securely.
- Participants will sign an informed consent that will provide as much information as possible about the project so that they can take an informed decision about their possible involvement and the continuation of their involvement. The purpose of the project will be explained both orally and through an information sheet. The consent form and information sheet which will be prepared shall be in the participant language and will use terms fully understandable to the potential participants. Participants will be asked to read, fill in, date and sign it in written declaring that they have read and understood the information.
- If participants inform the researchers of their decision to withdraw the consent which they may have given previously to participate in the action, either in the light of their experience of participating in the study, or as a result of the debriefing which takes place after data collection is complete, the researchers will proceed to permanently destroy the data provided.
- No minors will be involved in any of the activities carried out within CHERRIES project.

The mere fact of participating in this Open Call means that the participants know and fully accepts the present rules.



CHERRIES Partners



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