

FREQUENTLY ASKED QUESTIONS

.....
Assessment Voucher

1ST OPEN CALL

.....

SUBMISSION

Starts on the 28th of January 2021 - 09:00 CET (Brussels time)

DEADLINE

29th of March 2021 - 17:00 CEST (Brussels time)



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¹ Integers correspond to submitted versions

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1 CAN I SUBMIT MY APPLICATION IF MY COMPANY IS NOT YET ESTABLISHED?

No, you can't. To be eligible, your SME or mid-cap should be legally established in one of the territories mentioned in section 3.1 of the Guide for Applicants, before you submit an application.

2 WHAT COULD BE A PERFECT CANDIDATE FOR CHANGE2TWIN?

The Assessment voucher is oriented to legal entities meeting the following requirements:

- Operate in the **manufacturing sector**;²
- Have an **SME**³ or **mid-cap**⁴ status;
- Have achieved at least **level 2 of digitization** according to the acatech *Industrie 4.0 Maturity Index*;⁵
- Have an interest to develop and implement **digital twin technology**;
- Are located in [the Member States of the European Union and its Overseas Countries and Territories \(OCT\)](#), in [Associated Countries to H2020](#), or the UK.

3 WHAT IS THE MINIMUM LEVEL OF DIGITIZATION FOR COMPANIES THAT APPLY TO CHANGE2TWIN?

To assess the digitalization level of the applicants, Change2Twin follows the [Acatech Industrie 4.0 Maturity Index](#).⁶ This index identifies 6 stages of digitalization:

1. **Computerisation:** this stage provides the basis for digitalisation; different information technologies are used in isolation from each other within the company and are used to perform repetitive tasks more efficiently.
2. **Connectivity:** digital systems in the organisation are largely connected to each other and exchange data to provide business application and software with relevant information.

²Manufacturing companies refers to SMEs or mid-Caps registered, under national law, to perform business activities under a Code related with the manufacturing sectors.

³An **SME** will be considered as such if it complies with the European Commission's [Recommendation 2003/361/EC](#). As a summary, the criteria defining an 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 partners and linked enterprises should also be considered as stated in the SME user guide.

⁴**'Middle-capitalization company' or 'mid-cap'** means an enterprise that is not a SME and that has up to 3 000 employees, knowing that the staff headcount is calculated in accordance with [Articles 3 to 6 of the Annex to Commission Recommendation 2003/361/EC](#).

⁵ <https://en.acatech.de/publication/industrie-4-0-maturity-index-update-2020/>

⁶ <https://en.acatech.de/publication/industrie-4-0-maturity-index-update-2020/>

3. **Monitoring:** sensors enable processes to be captured from beginning to end with large numbers of data points. Events and states can now be recorded in real-time throughout the entire company and beyond rather than just in individual areas like manufacturing cells.
4. **Understanding:** this stage involves creating a digital shadow of the company’s current situation to understand why something is happening and use this understanding to produce knowledge by means of root cause analyses.
5. **Predictive capacity:** the company is able to simulate different future scenarios and identify the most likely ones by projecting the digital shadow into the future. As a result, companies are able to anticipate future developments so that they can take decisions and implement the appropriate measures in good time.
6. **Adaptability:** a company is able to use the data from the digital shadow to make decisions that have the best possible results in the shortest possible time and to implement the corresponding measures automatically, i.e. without human assistance.

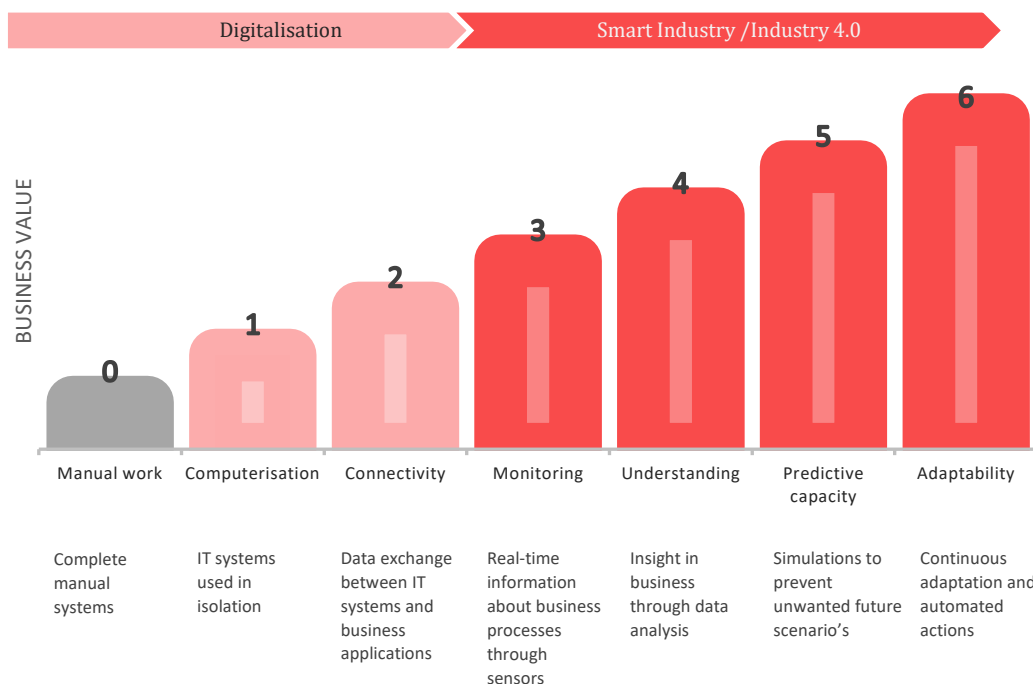


Figure 1: Stages in the Industrie 4.0 development path (source: FIR e. V. at RWTH Aachen University)

The **minimum level of digitization for companies that apply to the open call is 2.**

We invite you to read carefully the description of each stage before applying to Change2Twin. You will be asked to provide an explanation of why you believe your company is at the chosen digitalization level in the application form.

4 WHAT INFORMATION DO I NEED TO INCLUDE IN THE BUDGET?

In the application form, you will need to submit a budget with the following information:

- **Country of the DIH to be hired:** Please indicate the country of the certified DIH that you have chosen.
- **Country Correction Coefficient:** Please use the country correction coefficient (CCC) available in the answer to the following question “What is the Country Correction Coefficient?”
- **Time dedicated to the project (Full Time Equivalent):** Please indicate the expected effort in Full Time Equivalent (FTE) to dedicate to the project for 1 month (e.g. 1 means 1 person working full time or 2 people dedicating 50% of their time during 1 month). This should include the estimated effort of the selected certified Digital Innovation Hub.
- **Total personnel costs:** Multiply the CCC by the amount of estimated FTE by 4 880 Euro (CCC x FTE x 4880). This should include the estimated costs of the selected certified Digital Innovation Hub.
- **Mobility costs:** Include estimated mobility costs up to a maximum amount of 600 Euro.
- **Consumables:** Include estimated costs for consumables up to a maximum amount of 500 Euro.
- **Subcontracting:** Include estimated costs for subcontracting up to a maximum amount of 500 Euro.
- **Total direct costs:** Sum of the costs for personnel, mobility, consumables and subcontracting.
- **Overheads:** 25% of total direct costs.
- **Total budget:** Total direct costs + Overheads (**The maximum amount for the total cost is 14 285 Euro**).
- The maximum amount of financial support to be provided is 70% of the total budget up to a maximum amount of 10 000 Euro.

5 WHAT IS THE COUNTRY CORRECTION COEFFICIENT?

The Country Correction Coefficient (CCC) is used in [Marie Skłodowska-Curie actions](#) to adjust living allowances to the costs of living of different countries. In Change2Twin the CCC is applied to adjust personnel costs to the costs of the country of the selected DIH. The monthly cost of 1 Full Time Equivalent for each country is obtained by multiplying the CCC by 4 880 Euro.

The CCC for each country is listed in the table below:

Eu countries	Country Correction Coefficient	Horizon 2020 Associated Countries	Country Correction Coefficient
AT	106.70%	AL	65.30%
BE	100.00%	AM	75.40%
BG	62.00%	BA	69.00%
CY	82.60%	CH	121.20%

CZ	81.78%	FO	135.00%
DE	97.00%	GE	75.30%
DK	135.00%	IL	106.10%
EE	79.40%	IS	115.30%
EL	88.70%	MD	62.01%
ES	95.40%	ME	64.80%
FI	120.80%	MK	60.00%
FR	115.70%	NO	130.60%
HR	83.90%	RS	67.30%
HU	77.40%	TN	67.50%
IE	115.60%	TR	82.10%
IT	104.40%	UA	70.80%
LT	72.50%		
LU	100.00%		
LV	77.70%		
MT	84.40%		
NL	107.90%		
PL	75.50%		
PT	84.20%		
RO	68.80%		
SE	121.80%		
SI	86.10%		
SK	80.40%		
UK	139.80%		

6 WHAT HAPPENS IF I DO NOT SUBMIT MY APPLICATION WITHIN THE DEADLINE?

We do not accept applications after the deadline. We strongly encourage you not to wait until the last minute to submit your proposal. Failure of meeting the submission deadline for any reason, including extenuating circumstances, will result in the rejection of the proposal.

7 HOW LONG DOES IT TAKE TO FILL IN THE APPLICATION?

It will probably take around 3 or 4 hours of writing to produce a good application, but you'll be able to add contributors, so that work can be split among team members. You can at any time save your application as a draft and continue later.

Take into account that specific character limits have been established in each field of the online application form, so we encourage you to keep your proposal focused on the requested information.

8 CAN A COMPANY SUBMIT TWO PROJECT IDEAS?

No, you can't. In case that more than one application from the same applicant is submitted, only the one submitted first will be considered and any other will be rejected.

9 WHAT ARE THE CRITERIA TO ASSESS THE PROPOSALS?

There will be 3 main criteria that will be considered by evaluators when assessing the proposals:

- Excellence (analysing Ambition and Innovation).
- Impact (evaluating Business Impact and Time-criticality of information needs).
- Implementation (we will evaluate the team).

Complete information about this is in Section 4 of the Guide for Applicants for this call.

10 WHAT TYPE OF SUPPORT IS AVAILABLE FOR PREPARING THE PROPOSAL?

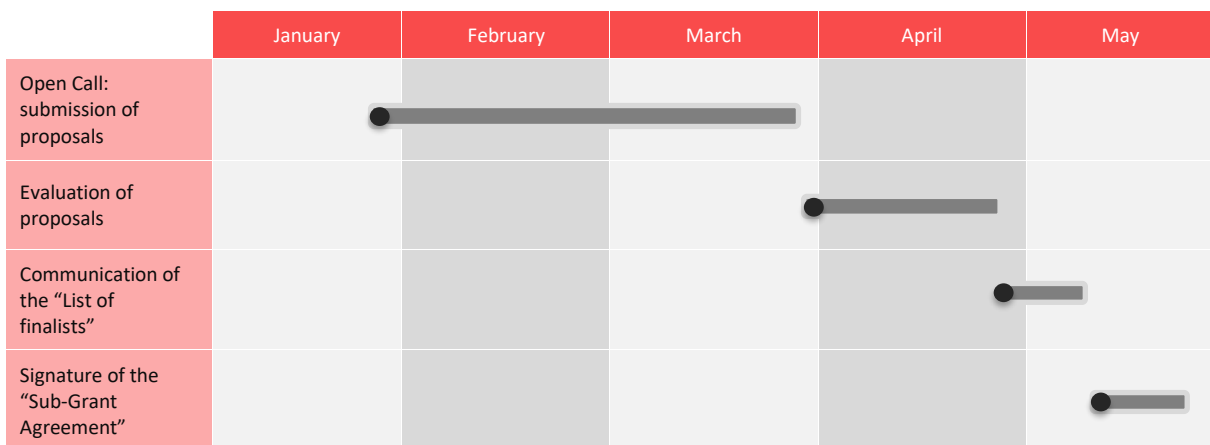
The '**Guide for Applicants**' is the main reference document. It provides detailed information about the requirements of the evaluation and selection process, and the financial support offered by Change2Twin.

An **Open Call Helpdesk** service is on hand to clear up any doubts you may have relating to the application process (eligibility rules, application form information requests, etc). It will be available through the Open Call community spaces available for such a purpose at <https://spaces.fundingbox.com/spaces/i4ms-change2twin-open-call-help-desk>.

Finally, a **Technical Helpdesk** service (opencalls@change2twin.eu) is also available if you encounter any technical problem when filling in the application form.

11 WHAT IS THE EXPECTED SCHEDULE?

The estimated schedule for the Assessment voucher 1st open call is the following:



Please consider that this timeline may change at any time.

12 WHAT ARE SMEs AND MID-CAPS?

An **SME** will be considered as such if it complies with the European Commission's Recommendation 2003/361/EC. As a summary, the criteria defining an 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 partners and linked enterprises should also be considered as stated in the SME user guide. For detailed information check EU recommendation: https://ec.europa.eu/growth/smes/business-friendly-environment/sme-definition_en.

A **Middle-capitalization company or mid-cap** means an enterprise that is not a SME and that has up to 3 000 employees, knowing that the staff headcount is calculated in accordance with [Articles 3 to 6 of the Annex to Commission Recommendation 2003/361/EC](#).

13 HOW WILL WE CHECK YOUR SME OR MID-CAP STATUS?

Before signing the Sub-Grant Agreement, we are going to verify your SME or mid-cap status. More specifically, we will request you to provide the following documentation:

- Status information of the beneficiaries.
- SMEs/mid-caps checklist. 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.
- Financial information. It includes the headcount (AWU), balance, profit & loss accounts of the latest closed financial year and the relation, upstream and downstream, of any linked or partner company.
- Legal existence. Company Register, Official Journal or similar, 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).
- 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, national regional, association records, etc.
- Bank identification form.
- Information about participation in other acceleration programmes and another H2020 grants received.

14 WHAT ARE THE PAYMENT CONDITIONS?

In order to receive the financial support, we will proceed with the following validations:

1 - You will need to provide the **first draft of the assessment** performed by the certified DIH of choice, within the deadline specified in the Sub-Grant Agreement (applicants will have 1 month from the signature of the Sub-Grant Agreement to present the deliverable).

2 - The **Mentoring Committee**, composed by the Technical Mentors, will **verify that the assessment meets the quality standards** and that it has been submitted within the required deadline.

3 - The **AE Management Board**, consisting of 10 core partners of Change2Twin (i.e. SINTEF, TTTECH-IND, Jotne, FBA, TNO, BOC, UNIBO, CLOUDBROKER, IR and PSNC), will review and validate the Mentoring Committee's proposal and proceed with the **final validation of the assessment**.

4^o. You will receive the **total lump sum** as defined in the Sub-Grant Agreement.

15 WHAT WILL I GET IF MY APPLICATION IS SELECTED?

You will receive **up to 10 000 Euro as a lump sum** to cover the costs of the services provided by a certified DIH of your choice.

The certified DIH will conduct a thorough analysis of the digitalization potential of your business, and provide 3 ready-to-use recipes for implementation, containing the list of different technologies fitting the use case and details of an integrator willing to implement them.

16 CAN I CHANGE THE DIH SELECTED IN MY APPLICATION?

If you are selected as a beneficiary of the Change2Twin Assessment Voucher and the DIH selected in the application cannot perform the assessment, we can help you to select an alternative DIH. If the new DIH to be selected is from a different country than the original DIH, you will be allowed to modify your initial budget.

17 IS ANY ACCOUNTABILITY REQUIRED ON THE WAY THE FUNDS HAVE BEEN USED, E. G. INVOICES AND OTHER FINANCIAL DOCUMENTS? ARE THERE ANY SPECIFIC RESTRICTIONS ON HOW THE FUNDS ARE UTILIZED?

The beneficiaries will receive a lump sum of up to 10 000 Euro.

The lump sum is a simplified method that means that the FSTP recipient is not required to present accounting documents like invoices, timesheets, etc, to prove that the cost was actually incurred. However, Change2Twin will assess the quality and deadline compliance of the submitted deliverable, not your accountancy. In any case, the lump sum methodology does not release you from the obligation to collect documentation to confirm the costs under fiscal regulation.

18 HOW MANY KEY PERFORMANCE INDICATORS DO I HAVE TO SELECT IN THE APPLICATION FORM AND WHAT DO THEY MEAN?

You will need to select up to 5 Key Performance Indicators (KPIs) in the application form. A brief explanation for each KPI is provided in the following table:

Key Performance Indicator	Explanation
Financial	
Revenue	How much money the company makes in sales during a period (turnover).
Profitability (e.g. Gross profit margin)	Company's profit in relation to the size of the business. Gross profit margin = revenue (sales) - cost of goods sold (COGS) (Gross income).
Operating profit	Profit that is generated from a business' core operations. Operating profit = Gross Profit - Operating Expenses - Depreciation - Amortization (Operating income or EBIT)
Return of investment	Approximate measure of an investment's profitability used to evaluate the efficiency of an investment or compare investments.
Total costs of ownership (TCO) (own assets)	Purchase price of a company asset (or all assets combined) plus the costs of operation.
Inventory value	(Average) total value of inventory.
Market	
Product / service portfolio diversity	Number of variations of products and services that are offered to clients.
Market share	Percent of total sales in an industry generated by this particular company (in comparison to all sales in this industry).
Total costs of ownership (TCO) (at customer)	Purchase price of the produced goods plus the costs of operation for the customer .
Customer satisfaction	Average level of satisfaction by customers on a predefined scale.
Sales forecast	Estimation of future sales for a particular period.

Operational	
Delivery times	The time from the moment when the goods are produced until they are delivered to the customer.
Delivery reliability	Percentage of delivery times that is estimated (and communicated to the customer) correctly.
Rate of returns / rejects	Percentage of products that do not pass the quality check and/or are returned by customers.
Throughput	Number of products/services that are produced (and delivered) within a specified period of time. Lead time : time between initiation and completion of a production process.
Employee satisfaction	Average level of satisfaction by employees on a predefined scale.
Waste	Absolute value of waste generated in a period of time by the company by performing its core business (tonnes, €, m ³ , ..).
CO2 emissions	Amount of emissions generated by the company during a period of time by performing its core business.
Changeover time	Time from the moment the last good part of the previous process is produced to the moment the first good part of the subsequent process is produced.
First Time Yield (FTY)	The number of good units produced divided by the number of total units going into the (production) process.
Overall equipment effectiveness (OEE)	Measure of how well a manufacturing operation is utilized (facilities, time and material) compared to its full potential, during the periods when it is scheduled to run.
Downtime due to Maintenance (MTBF/MTTR/MDT)	Time that the core business processes cannot run due to maintenance. Related to Mean Time Between Failures, Mean Time To Repair and Mean Down Time.
Supply reliability	Average ability of suppliers to consistently supply an acceptable resource at the required time.
Response time	Response to a failure in the company's own production process . Related to Mean Time To Repair.

19 WHAT DOES IT MEAN THAT THE GRANT OBTAINED WILL EQUAL TO 70% OF THE COSTS?

The beneficiaries of this Open Call may receive a lump sum of up to 10 000 Euro. This means that if the budget that you present in the application includes a total cost of over 14 285 Euros you will not receive more than the maximum amount of 10 000 Euro.

20 WHAT HAPPENS IF MY BUDGET IS OVER 14 285 EURO?

Taking into account the financial support limit of 10 000 Euro any budget that is over 14 285 Euro will only receive 10 000 Euro in financial support. This means that your application will still be accepted but in case you are selected to receive financial support, the amount that you will receive will be less than 70% of the total costs of the budget that you have submitted.