

CEF TELECOM – 2020-1 CALLS FOR PROPOSALS

FREQUENTLY ASKED QUESTIONS

Automated Translation – 12 June 2020 version

All information in blue has been added or updated since the previous version.

Commonly used abbreviations in this FAQ

AT	Automated Translation
API	Application Programming Interface
DSI	Digital Service Infrastructure
ELRC	European Language Resource Coordination
ELRC-SHARE	European Language Resource Coordination Repository
eTranslation	European Commission Machine Translation Service

A. General questions

1. What is the main difference between this call and the previous CEF Automated Translation/eTranslation calls?

The two main differences with previous calls are:

- 1) Language coverage: Language resources and language tools proposals may cover Arabic, Chinese, Japanese, Russian or Turkish.**
- 2) User base: integration projects may address services run by SMEs.**

There are further differences in the wording of the call text, therefore applicants should read it attentively. Please refer to section 2.1 of the call text for more information.

2. Which type of collaborative projects is more important?

No preference is given to any of the three objectives 1, 2 or 3, which are considered equally important.

3. Can a proposal cover more than one type of project?

Applicants should apply for one type of projects and clearly indicate their choice in the proposal. Applicants may also cover, to a lesser extent, topics related to one or more of the other types of projects, but applicants need to clearly indicate which type of project is the main focus of their proposal.

4. Is there room for research and development actions?

CEF Telecom **does not cover research and development** activities. CEF focuses on providing operational services which are ready to be deployed and which will be sustainable and maintained over time.

5. Where can we find information about activities of the projects which are already funded from the previous calls in order to avoid overlaps?

Please see the webpage <https://ec.europa.eu/inea/connecting-europe-facility/cef-telecom/projects-by-dsi>.

6. Are the proposals expected to integrate the eDelivery Building Block?

Where justified and appropriate for the use case, the CEF eDelivery Building Block supporting secure and reliable exchange of data and documents may be part of the proposals. See <https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/eDelivery>.

7. Is the Ministry Approval a mandatory document for the submission of the proposal?

Yes, it is. Please take into account sufficient time for any applicant (except if the applicant is a Member State/EEA government entity) to obtain the required approval of the concerned EU Member State for the proposal to be eligible (form A2.3). Any applicant that does not provide the agreement will not be eligible.

The list of Member State Contact points is available at the following link: https://ec.europa.eu/digital-single-market/sites/digital-agenda/files/cef_telecom-contact_points_agreement_of_applicants_1.pdf.

Please refer to the CEF Telecom General FAQs document on the call FAQs webpage for further information: <https://ec.europa.eu/inea/en/connecting-europe-facility/cef-telecom/2020-cef-telecom-frequently-asked-questions>.

8. What is the expected budget of the Actions to be funded under this call?

Proposals requesting an EU contribution of **between €200,000 and €800,000** are expected. Please see section 4 of the call text.

The requested CEF Telecom funding must in any case be commensurate with the activities and objectives of the proposed Action.

The total budget earmarked for the co-financing of projects under this call for proposals is estimated at €4 million.

9. What activities may be sub-contracted?

As stated in Article II.10.2 of the model grant agreement, beneficiaries may subcontract tasks forming part of the Action provided that:

- (a) subcontracting does not cover core tasks of the Action
- (b) recourse to subcontracting is justified having regard to the nature of the Action and what is necessary for its implementation
- (c) the estimated costs of the subcontracting are clearly identifiable in the estimated budget

Please see Section 13 of the CEF Telecom General FAQs on the call FAQs webpage for more information on subcontracting.

10. What are the official languages of the EU Member States, Iceland and Norway?

The official languages of the EU Member States, Iceland and Norway are: Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Icelandic, Irish, Italian, Latvian, Lithuanian, Maltese, Norwegian (Bokmål and Nynorsk), Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish.

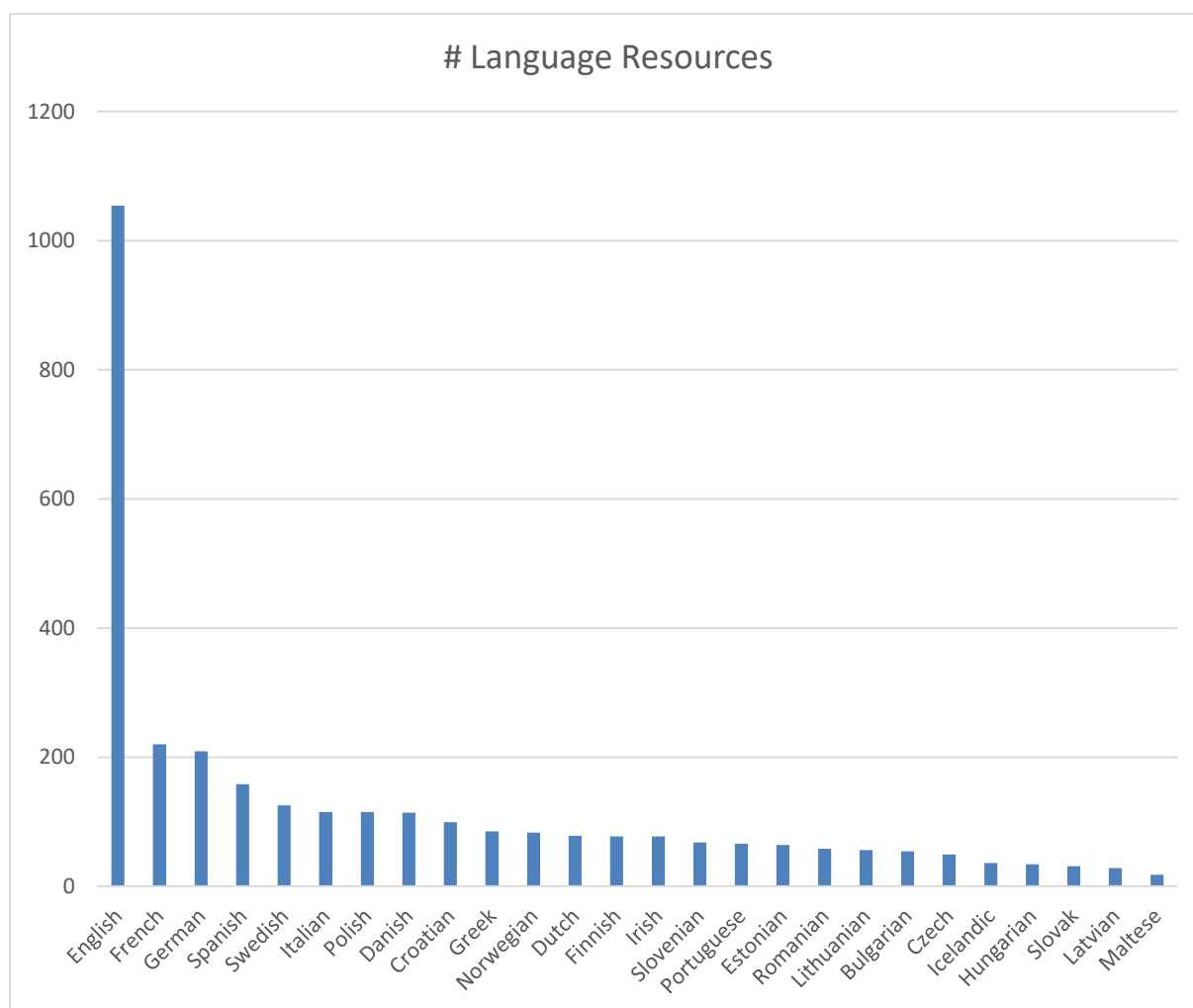
11. Are other European languages eligible?

The 2020 Work Programme does not explicitly restrict the eligible languages for this call beyond the fact that at least two different languages spoken in the Member States and/or EEA countries participating in the CEF Telecom programme (currently Iceland and Norway) should be covered.

For each type of projects the call text gives further information related to language coverage.

12. Which are the under-resourced official languages in the EU Member States, Iceland and Norway?

The following graphic provide the latest (as of 22 January 2020) statistics on the language coverage of the available language resources in the ELRC-SHARE.



13. What is meant in the call text by "Key Performance Indicators"?

All proposals are required to provide a set of Key Performance Indicators (KPIs) that are quantifiable measurements to evaluate the progress and success of the project, should it be funded.

14. What is meant in the call text by "Communication and dissemination plan"?

Proposals are required to provide a clear communication and dissemination plan adapted to stakeholders and the general public, in order to acknowledge, promote, and maximise the impact of EU funding.

B. Collaborative language resource projects

15. What is the definition of "language resources" in this call?

For the purposes of this call for proposals, language resources are defined in a broad sense, meaning language data or audio files. The term language resources refers to sets of language data and descriptions in machine-readable form, including written and spoken corpora, grammars, and terminology databases. Language resources can be used to build, improve, or evaluate natural language systems such as machine translation engines¹.

Language resources are different from language tools. The term language tools refers to natural language processing (NLP) software, suites of libraries, frameworks, and applications to perform NLP tasks with regard to syntax, semantics, discourse, and speech. For some examples of language tools, see Q24 below.

16. What kind of language resources are you looking for in this call?

We are looking for digital language resources (text or audio) which will be used to build, improve, and evaluate natural language applications pertinent to CEF Automated Translation.

The most valuable resources in this context are large, aligned, bilingual or multilingual corpora.

The proposals must clearly describe/convincingly demonstrate the **EU added value** of the resulting language resources as well as its alignment with the requested funding.

You can browse the resources already available in ELRC-SHARE through this link: <https://www.elrc-share.eu/repository/search/>.

17. How will the language resource projects be validated?

All projects will need to demonstrate and prove that the results they produced are useful for the CEF Automated Translation Core Service platform.

For successful proposals, validation milestones will be agreed during the grant agreement preparation phase specifying the exact scope of the milestone and means of verification.

A validation milestone for a language resource project could be an upload of a defined quantity of language resource datasets to ELRC-SHARE and a confirmation that they comply with the ELRC

¹ Source: <http://lr-coordination.eu/resources>

Validation Guidelines. The accomplishment of the milestone would be verified by the Commission services on the basis of a report provided by the consortium on the upload/transmission and details on the language resources supplied.

18. Can you give examples of specific domains of interest under the language resource projects?

CEF DSIs domains are **social media, social security, consumer protection, culture, education, legal matters, eHealth, public sector information, cyber security.**

Examples of the areas of public interest are **scientific research, health, tax and customs, financial, cultural heritage.**

19. Would the setting up and exploitation of a language resource production factory fall under the scope of the call for language resource projects?

For the purpose of this call, a platform which "produces" new language resources for the CEF Automated Translation DSI may be an eligible activity provided that the proposal details the measurable outcome in terms of language resources supplied to ELRC-SHARE (not yet available in ELRC-SHARE).

20. Must the size of the language resources be indicated in the "language resource" proposals?

Yes. The proposals should clearly describe/convincingly demonstrate the size of resources that will result from the action. Please refer to Q13 on KPIs.

21. The call text relating to Collaborative Language Resource Projects (section 2.1 on page 2) specifies that "the collected resources should be freely and openly available by and beyond the end of the project, in order to enable sharing of language resources". Would it be sufficient to make the deliverables, documents, and source code related to the language resources of Collaborative Language Resource Projects available with open licences, such as the European Union Public Licence (EUPL) or Creative Commons?

Making the language resources of Collaborative Language Resource Projects available with open licences could be one approach to complying with the call text provision mentioned in the question. The applicants should provide in their proposal clear information on any conditions that may be attached to the free and open access of the collected resources. It will be for the expert evaluators to judge whether the measures proposed are sufficient to meet this requirement of the call text.

22. Can a proposal requesting an EU contribution of less than EUR 50,000 be funded under this call, if successful?

Yes, proposals requesting less than EUR 50,000 funding can be funded under this call. According to the call text, "Proposals requesting an EU contribution of between €200,000 and €800,000 are expected." This is however only indicative and proposals requesting less or more EU funding than the indicative range can be funded, if selected. The budget of the submitted proposal should be proportionate to the tasks foreseen.

23. Will it be possible for an eligible applicant without composing a consortium to submit a proposal by a governmental institution under the Ministry of Finance and with its agreement?

No, it is not possible. As specified in the call text, "In order to be eligible, a proposal must be submitted by a consortium composed of at least two public or private entities, based in two or more Member States and/or EEA countries participating in the CEF Telecom programme."

24. Is it possible to use Eastern Partnership (Ukraine, Belarusian, Moldova, Georgia, Armenia and Azerbaijan) countries languages in this Automated Translation call?

The languages themselves are the purpose of this call, not specific countries. The non-EU languages mentioned in the call are Arabic, Chinese, Japanese, Russian and Turkish. So, for example, Russian which is one of the languages spoken in these countries and it is a language targeted in the call, can be addressed by the proposal.

25. We would like to submit a proposal under objective 1 Language resource projects of the 2020 Automated Translation call. The eProcurement domain is not mentioned in FAQ number 18, even though it is a CEF DSI. Would Norwegian and Icelandic language resources within the eProcurement domain be in scope with the requirements of the call?

Yes, Norwegian and Icelandic language resources within the eProcurement domain fall in scope with the requirements of the call. For language resource projects under objective 1, the call text clearly specifies that proposals must address one or more of the aspects listed under the bullet points. Amongst these points, reference is made to the DSIs (only examples are listed) and to the specific languages, including e.g. Icelandic and Norwegian. Please note that the domains listed under Q.18 above represent a non-exhaustive list.

26. Are actions that work on monolingual resources or bilingual but not aligned ones acceptable?

Yes, actions which would provide to ELRC-SHARE monolingual resources or bilingual but not aligned language resources would be in scope of the call. Such resources would have to be freely and openly available and fulfil other conditions listed in the call. Moreover, the added value of such resources for the purposes of the CEF Automated Translation platform would have to be demonstrated.

27. In ELRC-SHARE there is a list of different open access licences but there is also the "Non-Standard/Other Licence/Terms" category. What does the latter include?

The ELRC-SHARE repository contains Language Resources that are collected through the [European Language Resource Coordination](#) initiative. The tag "Non-standard/Other Licence/Terms" is used for resources that:

- a) have not been shared under one of the standard open licences, e.g. creative commons and
- b) do not fall under the regime of the Public Sector Information (PSI) directive and
- c) are not in the Public Domain.

Resources with the "Non-standard/Other Licence/Terms" tag are not downloadable by the general public through ELRC-SHARE, but they are reserved exclusively for use by the European Commission.

However, the call text clearly stipulates that language resources resulting from the actions supported under this call should be freely and openly available.

28. Can a proposal focusing on translation of International medical classification from English into an under-resourced official EU language be considered as a collaborative language resource project? Are there any restrictions regarding the translation tool used?

The definition of "language resources" in this call is explained in Q.15 above together with examples of language resources in Q.16 above. International medical classification could be a language resource as defined in the call text. The overall objective of language resource actions is to facilitate the provision of language resources to CEF Automated Translation platform. This involves necessary tasks such as identification, collection and processing to make such resources suitable for use in language technology applications.

There are no specific restrictions in the call text regarding the tools that must be used when processing the resources.

C. Collaborative language tools projects

29. What are the requirements for the language tools projects?

This call addresses existing language tools. The projects must deliver freely and openly available language tools through the ELRC-SHARE repository. Therefore, also the usage of such tools must not be dependent on specific third party tools or services.

30. How will language tools projects be validated?

All language tools projects will need to demonstrate and prove that the results they produced are useful for the CEF Automated Translation Core Service Platform. Validation milestones will be agreed during the grant agreement preparation phase specifying the exact scope of the milestone and means of verification.

A validation milestone for a language tools project could be the submission of tools or the source code with documentation to the language tools repository (currently ELRC-SHARE). The accomplishment of the milestone will be verified by the Commission services or external evaluators. Key element of the validation is demonstration of the tools' usefulness for the targeted users.

31. What kind of language tools are you looking for in this call? Can you give some examples?

We are looking for existing language specific tools which will be freely and openly available so as to enable straightforward reuse in digital public services. Currently, the coverage of existing language tools is often limited to English.

Aspects such as security, code transparency, usability, scalability, sustainability, stability, adaptability and standard compliancy of the tools are expected to be demonstrated within the proposal.

The proposals should clearly describe and convincingly demonstrate the EU added value (impact at an EU level) of the resulting language tools, as well as alignment with the requested funding amount.

Examples of tools include: open source computer assisted translation tools, language detection or multilingual text classifiers, automated speech transcription tools, multilingual dialogue generation systems, automatic question & answer systems or speech synthesis technology for low resource EU languages, etc.

D. Integration projects

32. What is the language coverage for integration projects?

Integration projects proposals must address languages which are important/relevant to the digital service(s) they are addressing to ensure a significant impact on the Digital Single Market. The choice of languages should be based on the documented real needs of the digital service foreseen.

33. What are the requirements on integration projects?

In addition to the required set of Key Performance Indicators (KPIs), integration projects are required to provide an estimation of the number of users targeted by the service to be deployed.

They should also provide from the concerned **DSI stakeholders, national digital public services, public administrations or SME(s)** a clear commitment that the proposed action will be supported and deployed within the given DSIs or SME(s).

34. How is the validation of integration projects performed?

For successful proposals, validation milestones will be agreed during the grant agreement preparation phase specifying the exact scope of the milestone and means of verification. Nevertheless, successful proposals are expected to demonstrate and prove that they have integrated with one of the services of CEF Automated Translation platform, for example eTranslation.

The accomplishment of the milestone will be verified by the Commission services on the basis of a report provided by the consortium to INEA on the number of requests channeled to eTranslation engines and/or other services.

35. Can potential proposers have access to the eTranslation service?

Yes. Organisations interested in submitting a proposal under this call may be sent the eTranslation web service documentation and be granted access to the eTranslation service for a period of one month to allow them to assess the performance of the service and to evaluate the complexity of the integration tasks that will need to be performed in the proposed action. To be granted such temporary access, please contact help@cefai-tools-services.eu, stating that you are preparing a proposal for CEF 2020-1 CEF Automated Translation call.

36. Will the integration projects be granted access to the eTranslation web service?

Partners of successful projects will be granted access to the eTranslation web service for the duration of the action.

37. Is the eTranslation service free of charge for integration projects?

The use of eTranslation is free of charge for the duration of the action.

38. Is there any technical support provided for integrating eTranslation in the course of the integration projects?

Yes, technical support will be provided through a dedicated service desk. Currently there is the CEF Automated Translation service desk which provides technical support for integrating eTranslation available here:

<https://ec.europa.eu/cefdigital/wiki/display/ETCOMMUNITY/eTranslation+User+Community+Home>

and reachable per email under: help@cefai-tools-services.eu.

39. Which type of digital services should integration projects address?

As stated in section 2.1 of the call text, integration projects shall integrate and/or complement the latest functionalities of the CEF Automated Translation Core Service Platform into CEF DSIs, national digital public services, public administrations or SMEs.

Integration projects will focus either on integrating CEF Automated Translation services, or complementing them by integrating other mature language technologies to reduce the language barriers across Europe.

The proposals should clearly describe and convincingly demonstrate that the EU added value (impact at an EU level) of the deployed service is aligned with the requested funding, as well as provide a clear and convincing sustainability plan.

40. Can you give examples of scenarios for integration projects?

Proposed actions are encouraged to go beyond machine translation by deploying other technologies enabling the automation of multilingualism. The need for integrating such technologies should be demonstrated based on an existing analysis of user requirements of the digital service targeted by the proposal. Textual language technologies could include: multilingual semantic interoperability, computer-aided or interactive translation, automated post-editing, multiple-source translation, domain adaptation, machine-readable multilingual document summarisation, etc. Voice based language technologies could include: multilingual chatbots, subtitling, speech synthesis, etc. Actions funded under this call could relate to the integration of the eTranslation service with CEF DSIs, national digital public services, public administrations or SMEs that do not yet use it.

An example of a project could be deployment of a multilingual chat bot system that would cover two or more administrations in different member states that would provide useful information for cross-border workers or deployment of a cross-lingual automatic classification system that would enable SMEs' e-commerce websites in Europe to automatically assign product categories with multilingual descriptions.

41. We would like to submit a proposal under objective 3 Integration projects of the 2020 Automated Translation call. The proposal will focus on translating into EU languages information that is vital for the registration of small and medium enterprises into our national platform. The goal is to develop registration web forms with processing algorithms and processing results in different EU languages by utilising the integrated translation tool provided by EC and integrating them into the core production system of our national platform. It will be possible to use published cross-border digital services EU-wide by any small and medium-sized enterprise (SME) to submit applications for registration and documents to the national platform. Would such a proposal be in scope with the requirements of the call?

Proposals are required to address the requirements of the call in terms of: integration of the latest CEF AT functionalities with national digital public services, public administrations or SME; provision of fully functional and sustainable services; added value and numbers of targeted users. The call text together with FAQs provide detailed information on the call objectives and specific requirements.

As specified in sections 8 and 9 of the call text, the admissible and eligible proposals submitted under this call will be evaluated by a panel of independent external experts. Applicants are reminded to include all relevant information related to the solution to be implemented in their

proposal, including presenting the specific national framework and the expected impact of their action.

42. We are a vendor of translation management software with an integrated computer assisted translation tool. Our software integrates a number of the most common machine translation services via their respective APIs. We have been approached by a customer who asked us whether we can integrate the CEF eTranslation service into our tool. Would a proposal focusing on integrating the eTranslation service via API into our tool be eligible under this call? The software is not open-source, but the integration projects objective does not seem to include this requirement. Should such a proposal not be within the scope of this call, how could we could integrate the API for customers, assuming the customers themselves get access for the eTranslation service?

As specified in section 2.1 of the call text, the integration projects under objective 3 shall integrate and/or complement the latest functionalities of the CEF AT Core Service Platform (CSP) into CEF DSIs national digital public services, public administrations or SMEs. The integration processes must result in fully functional services within the duration of the project and put in place arrangements for sustainability beyond the project duration and the CEF programme. Also, proposals are required to demonstrate their European added value and the impact of integrating the eTranslation service. In addition, as specified in section 11.4 of the call text [...] grants shall not have the purpose or effect of producing profit within the framework of the Action. Where a profit is made, INEA will be entitled to recover the percentage of the profit corresponding to the EU contribution to the eligible costs actually incurred by the beneficiary to carry out the Action. [...]

A private company can build an API for integrating eTranslation without CEF funding as long as this API usage is limited to "other DSIs, pan-European digital public services or public administrations". However, any integration project/API creation effort (with or without CEF funding) will need to respect the eTranslation Web service call documentation available here: <https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL/How+to+submit+a+translation+request+via+the+CEF+eTranslation+webservice>. It may not impose any changes on the eTranslation core service platform. In order to maintain a good level of service to all users, the web service might enforce per-client limitations, such as limitations for service requests or accepting only batch requests from the client. For instance, in the CAT tool scenario described, the API calls would have to be executed in batch mode and not segment by segment in order to avoid overloading the system. Please refer also to the Service Level Agreement document for eTranslation (https://ec.europa.eu/cefdigital/wiki/download/attachments/82772053/SLA%20eTranslation%20MT_v1.8.pdf?version=1&modificationDate=1584701067650&api=v2), which defines among other things the guaranteed capacity, response times and quotas. The technical feasibility of any API creation needs to be assessed against this documentation.

In order to integrate the eTranslation service in your service you can obtain a temporary eTranslation API credentials for the purpose of developing the integration. Then, the concerned "other DSIs, pan-European digital public services or public administrations" will have to request the CEF service desk for eTranslation API access and input their credentials into your software application as long as confidentiality and uniqueness is ensured.