

TELECOM – 2020-1 CALLS FOR PROPOSALS

FREQUENTLY ASKED QUESTIONS

Safer Internet – 8 April 2020 version

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

Commonly used abbreviations in this FAQ

SIC	Safer Internet Centre
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1. What is the difference between this call and the 2018-1 Safer Internet call?

The 2020-1 Call continues to build on the Safer Internet Actions funded under the previous 2018-1 call. The total estimated budget foreseen for the 2020-1 Safer Internet call is of EUR 11 million and the foreseen duration of the proposed Action is 12 months. For the 2020-1 call, applicants must include performance and impact indicators per activity, and demonstrate how the Safer Internet Centres will share resources and best practices with the Core Service Platform (Insafe Network) and with other Safer Internet Centres.

2. Could research projects be funded under the Safer Internet call for proposals launched under the CEF Telecom Programme?

No, research projects are not targeted by any of the calls under the CEF Programme. The Horizon 2020 Programme is the appropriate funding instrument for addressing project ideas in the research field.

3. What kind of support is expected from helplines in case of a hate speech report? Is this a topic for hotlines?

In a situation in which the national legislation considers hate speech to be illegal, such reports are handled by the hotline. If on the other hand, hate speech is not considered illegal under national legislation, it is instead considered harmful content and falls under the remit of the helplines. It is recommended that, Safer Internet Centres put in place a cooperation agreement within their consortium so they are efficient in dealing with hate speech reports. They may also benefit from the support of other national/local services, especially in cases not specifically covered by the mandate of such centre.

The helplines should be staffed by well-trained professionals with a wide range of tools at their disposal. The helpline should also inform the awareness centres about any relevant emerging issues and/or trends. Education and awareness raising activities are also important to tackle harmful content and conduct.

4. Who will assess whether reporting mechanisms for xenophobia and/or racism are relevant for a specific hotline?

The baseline is the national law, and it determines whether the hotline should act upon a specific issue. The remit of the hotline also matters as some hotlines only take reports on child sexual abuse material.

5. What is the co-funding rate applicable to proposals selected under the Safer Internet call for proposals?

According to the 2019-2020 work programme (section 3.2), the co-funding rate applicable to the Safer Internet Generic Services call for proposals is up to 50% of the eligible costs of the proposed Action.

6. In the 2014 Safer Internet call, a letter of support from the national law enforcement agency endorsing the activities to be undertaken by the hotline was compulsory. In addition, supporting letters from various national stakeholders were also requested. In the previous 2015-1, 2016-4 and 2018-1 calls and now for this call, the approval of our Ministry is done via the application form part A2.3. However, are these additional letters of support still required with our application? If so, would they serve as adequate proof to address question 2.8 of application form part D, which requests a description of the extent to which the proposed Action demonstrates support from national authorities, industry and NGOs?

The supporting letters from national stakeholders are not required as part of the application under this call. However, they can serve as proof to address question 2.8 of application form part D as *supporting documents* to the application. The application form must first provide a clear description of the extent of the national support in application form part D, and then make reference to any supporting letters uploaded with the application. Furthermore, it is confirmed that the approval by the competent national authorities has to be made via the application form part A2.3.

7. Most of the current Safer Internet actions will end by 31 December 2020, and new grant agreements will be signed between October 2020 and February 2021. How can we ensure continuity if at the time the new grant agreement has not yet been finalised?

In case funding is granted for the continuation of actions already running, the new actions are expected to start the day following the end of the previous action, even if the grant agreement is not yet signed by that date. Under this call, costs may be considered eligible as of the date the proposal is submitted, provided that they are clearly identifiable under the action and are not funded through another action. Therefore, costs incurred since the start date of the action will be considered eligible. Please note that any pre-financing will be paid after the grant agreement has been signed.

8. Is a European level youth forum being planned for this year? Do we need to include the budget for these activities in our proposal for this call? Do we also need the agreement of other Member States to participate?

There are annual European youth fora planned for 2021. A smaller group of youth representatives will be invited to attend the Safer Internet Forum (date to be confirmed), but the SIC does not need to budget for these costs. It will be the responsibility of the network coordinator to organize the event and, if needed, it will seek the necessary agreements with the Safer Internet Centres.

9. In order to evaluate the impact of SICs at European level, do you have any indicators to track this in a common way or do proposals submitted under this call need to work with other Member States to develop them using the EU core service platform?

The core service platform provides an online tool for measuring the impact of activities carried out by SICs, including statistics related to helpline and hotline services (e.g. number of calls/contacts/reports and categorization of the issues reported). The current list of indicators is available in annex 8 of the tender specifications for the core service platform published in 2018, available at: <https://etendering.ted.europa.eu/cft/cft-document.html?docId=42409>.

10. In order to cooperate with the network of hotlines and fully use and connect to the technical infrastructure provided by the EU core service platform, do we need to meet other hotlines on this issue? Are such activities coordinated centrally?

Once a hotline has been selected for EU funding under this call, it must get in contact with INHOPE for further guidance on how to connect to the technical infrastructure. More details on the hotline functionalities provided by the core service platform are available in the tender specifications at: <https://etendering.ted.europa.eu/cft/cft-document.html?docId=42409>.

11. Are there European-level meetings of the SIC network planned and if so should the expenses be included in the budget of our proposal for this call?

As specified in the tender specifications for the core service platform, network meetings take place every six months for each of the three strands, namely: awareness raising, helpline and hotline of the SIC. Two annual meetings for each strand are foreseen in 2021. The costs for attending these meetings should be budgeted by the SIC.

12. Section 10.4 of the call texts notes that the indicative duration of the call is 12 months. How long should our proposed Action be?

The duration is listed as "indicative", therefore the proposal may be shorter or longer than the specified duration within certain limits. For example, for a call with indicative duration of 1 year, a proposal of 15 months could be acceptable. The most important point to keep in mind is that the duration of the proposed Action must be commensurate to the proposed activities and their scope, which will be evaluated during the evaluation.

13. Should the CEF Building Blocks be integrated in our Safer Internet proposal?

The integration of the CEF Building Blocks is not mandatory in proposals submitted under this call. However, proposals may foresee the reuse of one or more Building Block(s), where applicable. Please note that the evaluation criterion "Quality and efficiency of the implementation", covers the maturity of the proposed solution which also includes the use of relevant CEF building blocks. See section 2.1 of application form part D for more information.

14. As regards to the awareness centre activities, the call text refers to a balanced mix of resources, how can we ensure that the awareness centre activities contain a balanced mix of resources?

To ensure that the awareness centre activities contain a combination of resources, the planned activities could include, but not limited to informative booklets targeting parents, teaching resources to be used in the classrooms, Apps for parents and children, videos and vlogs for young people etc...

15. The indicative timeframe for the signature of the Safer Internet 2020-1 Grant Agreements is set from November 2020 to February 2021. The current 2018 Safer Internet Grant ends in December 2020, therefore it is important that there is a continuation of the Safer Internet Centre in 2021. Given these circumstances, if the proposal is selected for funding could the Grant Agreement be signed by the end of 2020?

To guarantee the continuation with previous actions, it is important that the start date of the new action is adjacent to the end date of the previous one. The date of signature of the grant agreement is for this purpose irrelevant and thus could take place after the start date of the action.

This is because costs are considered to be eligible from the start date of the action, which however may not start before the date of submission of the application (see respectively sections 6.2 and 11.2 of the call for proposals).

The signature date of the Grant Agreement will depend on the progress made during the Grant Agreement preparation process together with the beneficiary. The Grant Agreement should be signed at the latest 9 months after the call deadline, as indicated in Section 3 of the Call Text.

16. The 2020 CEF Safer Internet call specifically states that its goal is to enable the continuation of services provided by Safer Internet Centres. For the continuation of the Safer Internet Centre we will have to budget some major items in 2021 (e.g. the relaunch of our website in order to offer a mixed balance of online and offline resources as requested in the call/extension of licence agreements for awareness spots) compared to the relatively short indicative duration of the Action funded under this call (12 months). Will this pose a problem for the evaluation of the estimated budget of our project proposal?

The proposal activities and tasks should be aligned with the objectives described in section 2.1 "Priority outcomes" of the Safer Internet call for proposals. Subsequently the estimated budget of the proposed action should be proportionate to the scope of the activities and tasks defined. With regard to the duration of the action, the call for proposal refers to an indicative duration of 12 months. Deviations from this indicative duration is allowed, provided that it is clearly justified in the proposal.

17. How can the Safer Internet Centres prepare for the Safer Internet Day 2021 taking place on 11 February 2021, when the decision for funding under the CEF Telecom 2020-1 Safer Internet call will be taken in October/November 2020?

It is up to each Safer Internet Centre to decide on how to plan the use of resources and guarantee the proper implementation of the action.

18. The indicative duration of the Safer Internet Action is 12 months. Can a proposal for an Action with a duration of 15 months be submitted?

The call text provides an indicative duration of 12 months. Therefore, any proposal that exceeds 12 months can be submitted only in exceptional and well-justified circumstances. The proposed duration of the Action and budget need to be proportionate to the proposed activities/tasks.

19. The call states that Safer Internet Centres must be composed of an awareness centre and a helpline, and preferably a hotline. Are only the first two compulsory?

As per Section 2.1 of the call text, the goal of the Safer Internet Action is to enable the continuation of the services provided by Safer Internet Centres at national level under previous CEF calls. Therefore, to enable the continuation of the services, national Safer Internet Centres that had all three components in previous CEF calls should continue to provide all three services. However, Safer Internet Centres, which were providing only an awareness centre and a helpline under previous CEF calls, should continue to provide these two services. For newly established Safer Internet Centres, an awareness centre and a helpline are compulsory, whereas a hotline would be encouraged, if it is legally feasible, according to national legislation.