



Business Plan 2021 - 2022

City Raptor – Call for Proposals

EIT Urban Mobility - Mobility for more liveable urban spaces

EIT Urban Mobility

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eiturbanmobility.eu

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Contents

- 1. Introduction 3
- 2. Call summary..... 4
- 3. General requirements 5
 - 3.1. Type of partners 5
 - 3.1.1. Eligibility of partners..... 5
 - 3.1.1.1. Partners’ origin 5
 - 3.1.1.2. Partner categories..... 5
 - 3.2. Registration process & tools 5
- 4. Call specific requirements..... 6
 - 4.1. Objective..... 6
 - 4.2. Proposal Duration 6
 - 4.3. Monitoring and Reporting 7
 - 4.4. Challenge Portfolio 7
 - Niche City Mobility Challenge..... 7
 - Expected outcomes & impacts..... 7
 - Examples 7
 - Mandatory KPIs 8
 - Additional KPIs 8
 - 4.5. Finance Aspects 8
 - 4.5.1. Co-Financing..... 8
 - 4.5.2. Budget 9
 - 4.5.3. Eligibility of expenditures..... 9
 - 4.5.4. Financial sustainability..... 10
- 5. General proposal preparation and submission..... 11
 - 5.1. Call information events 11
 - 5.2. EIT Urban Mobility call contact points..... 11
 - 5.3. Proposal submission..... 12
 - 5.4. Mandatory documents to be submitted..... 12
- 6. Evaluation and selection process..... 12
 - 6.1. Eligibility and admissibility check 12

| | |
|---|----|
| 6.2. Evaluation Process | 13 |
| 6.2.1. Phase 1: External Experts Evaluation..... | 14 |
| 6.2.2. Phase 2: Hearing and portfolio selection | 15 |
| 6.3. Communication of results to applicants | 17 |
| Annex I – Partner registration process..... | 18 |
| 1.1. Registering your organisation in the “Funding and Tender Opportunities Portal – European Commission” | 18 |
| 1.2. Registering your organisation in PLAZA..... | 19 |

1. Introduction

Within EIT Urban Mobility, cities are our driving force and enabler of faster adoption of innovation.

To harness the wider city innovation capacity and ensure innovation closer to citizens, we developed a Rapid Application for Transport (RAPTOR) Pilot in 2020. This pilot helped 4 cities/towns identify niche mobility issues in specific locations with defined parameters and clear success criteria. Once these niche city mobility challenges were defined, a competition was launched for local innovators, teams, and start-ups to propose any solution as long as the original issue and outcomes were addressed. This provided space for lateral thinking beyond our own networks.

Each city, supported by technical and business advisors, selected the most promising solution to receive a prize, in-kind and cash, to advance the proposal to a Minimum Viable Product to be tested in the city within four months of award. For the Innovation Programme of EIT Urban Mobility, agile entrepreneurial innovation based on problem/challenges with rapid development timelines closer to citizens and in a named location, has the potential to become a powerful tool in our innovation agenda.

RAPTOR as an agile innovation sub-project, is compatible with, and complements our traditional larger scale projects funded in the Business Plan. Moreover, the internal prize competition in RAPTOR both promotes the wider urban mobility agenda and draws cutting edge innovators/ SMEs into our community. With the launch of the RAPTOR programme in 2022, EIT Urban Mobility will select up to 3 city partnerships from across Europe to replicate the initial pilot programme. Existing documentation and lessons learned from the pilot will be key in ensuring an acceleration of innovation in cities, closer to citizens and closer to the innovation's edge.

We look forward to seeing exactly what our cities and partners can achieve under this new agile innovation set-up

Maria Tsavachidis
CEO
EIT Urban Mobility

2. Call summary

Disclaimer: Owing to the ongoing transition process from the H2020 to the Horizon Europe Framework Programmes, the information given is subject to changes and consequently, subject to be updated according to new rules or requirements provided by EIT and/or by the EC.

| City RAPTOR Call for Proposals – Main Features | |
|--|--|
| Dates | <ul style="list-style-type: none"> • Call opening: 14 December 2021 • Call closing: 14 February 2022 • Eligibility and admissibility check: End of February 2022 • Evaluation of proposals by external experts: End of March 2022 • Panel hearing: End of March 2022 • Communication of results: Early April 2022 • Project Start: 01 May 2022 |
| Budget allocation | Up to 630.000 EUR for up to three projects |
| Link to submission portal | EIT Urban Mobility Awards Platform (https://eiturbanmobility.awardsplatform.com/) |
| List of documents to be submitted | <ul style="list-style-type: none"> • Application form • Budget (uploaded to application form) |
| List of documents to take into consideration | <ul style="list-style-type: none"> • Business Plan 2021 Raptor Call for Proposals • EIT Urban Mobility Strategic Agenda 2021-2027 • Eligibility of expenditures • Appeal procedure • Monitoring and reporting procedures • List of KPIs • Horizon Europe Model Grant Agreement |
| Short description of niche city mobility challenge area to be addressed | Rapid Agile Support for Cities: Rapid Applications for Transport (RAPTOR) aims to address niche city mobility challenges for cities / towns / neighbourhoods and promote local solutions by funding individuals, teams, start-ups or SMEs with support from the respective city / town / neighbourhood. |
| Evaluation criteria | PHASE ONE <ul style="list-style-type: none"> • Excellence • Impact • Implementation PHASE TWO <ul style="list-style-type: none"> • Niche City Mobility Challenges • Preparedness and Answers to Questions |

3. General requirements

3.1. Type of partners

3.1.1. Eligibility of partners

3.1.1.1. Partners' origin

This Call is open to partners from Member States (MS) of the European Union (EU), and Horizon Europe Associate Countries. This legal agreement is the fundamental basis for participation. This Call is conducted under the premise that all Associate Countries will adhere to the Agreement by 31 December 2021. One RAPTOR will be reserved for a RIS Awardee.

3.1.1.2. Partner categories¹

The RAPTOR call is a European programme designed to implement and test agile innovation targeted to animate local mobility ecosystems. The RAPTOR processes and procedures were developed in a pilot project in 2021 managed by the EIT Urban Mobility Headquarters. Given this is an initial roll-out of the pilot to programme, the complexity of running a competition with cascaded finance, only an **EIT Urban Mobility Core Partner** or an **Affiliated Entity of a Core Partner** may be designated as the “Lead Applicant” in RAPTOR’s initial programmatic implementation. Cities are the primary beneficiary of RAPTOR, nonetheless they may delegate management to an Affiliated Entity of a Core Partner. The openness of RAPTOR is in the internal cascaded call process.

3.2. Registration process & tools

All applicants (lead applicants and consortium partners) must register on the **EU Participant Portal** and in the **PLAZA tool**². These registrations are pre-requisites and part of the eligibility criteria (see section 5.1).

¹ Subject to finalisation of the approved EIT Urban Mobility BP2021 - 2022

² The registration process is outlined in Annex I “Partner registration process”.

The primary submission and evaluation tool will be the EIT Urban Mobility [Awards Platform](#). This tool has integrated submission and evaluation and has been used in the original RAPTOR pilot. If a proposal is selected for award, **only then will the lead applicant** be required to complete a PLAZA entry.

4. Call specific requirements

4.1. Objective

The general EIT Urban Mobility Innovation programme caters well to large-scale, multiple partners, 12–18-month project lifecycles; however, complex projects are not always suited to agile, responsive innovation. To embrace bottom-up leadership and innovation, the Rapid Applications for Transport (RAPTOR) programme was devised. RAPTOR aims to address niche city mobility challenges by providing cascaded funding via a prize competition conducted by each awarded RAPTOR project. The prize given by each RAPTOR project will be used to develop and test Minimum Viable Products to address the niche city mobility challenges with an integrated test phase supported by the original city.

As such, RAPTOR complements larger projects by offering an agile, rapid development and demo testing of innovation. It gives cities the opportunity to address niche mobility challenges through innovative solutions under the guidance of experienced EIT Urban Mobility core partners. Moreover, it allows local outreach to citizens and local mobility ecosystem.

One RAPTOR award will be reserved for a **RIS awardee** as defined by EIT Urban Mobility RIS Programme.

4.2. Proposal Duration

The RAPTOR projects have a maximum duration of 8 months. Latest starting date will be 01 May 2022. The Minimum Viable Product (MVP) should be tested/piloted in the city by the end of November 2022. Reports of the MVP testing constitute the final report.

4.3. Monitoring and Reporting

For information on the Monitoring and Reporting, please refer to the annexed document “5. Monitoring and reporting procedures”.

4.4. Challenge Portfolio

Niche City Mobility Challenge

In the context of this call, applying consortia need the necessary resources to

- Have defined three specific niche city mobility challenges: issue, location, owner, needs, assets, permissions
- Run a cascade competition to have solutions proposed to the niche challenges
- Provide a minimum of 2 days office space for the awardees e.g., SME/Start-up/teams/students in a co-workspace/shared environment
- Evaluate and select the best solution on the niche city mobility challenge
- Test the MVP in the original city/town/neighbourhood
- Define a suitable Financial Sustainability Mechanism on project level or cascaded level

Expected outcomes & impacts

- Animate the local start-up community to focus on mobility needs
- Promote the mobility issues of the city/cities to wider public
- Mentor and support the awardees in the development of their MVP
- Provide leads and links for the most promising start-ups/SMEs to EIT Urban Mobility Business Creation
- Develop a strong relationship with local accelerator/ venture builders
- Create a minimum of 3 Marketed Innovations in each RAPTOR project. (Mandatory KPI EITHE02.1)
NB: The Marketed Innovations may be existing solutions/products so long as they are adapted and updated to be specific for the niche city mobility challenge
- Provide technical support via a local enterprise

Examples

Current examples of RAPTOR niche city mobility challenges can be found on our website:
<https://raptorproject.eu>.

Some further examples of specific types of niche city mobility challenges that can be addressed include:

- Increase passenger footfall and rate of return on water mobility ferries.
- Address safety/security in transport hubs with significant crime record.
- Address inconsiderate and dangerous behaviours in use of e-micromobility.
- Provide solutions to dynamic curb-side management near a busy marketplace
- Provide a solution for “restricted” community mobility collectives
- Address unsightly and dangerous unused urban lots with greening micro-forest/garden solution

These are ideas only and any proposer will be free to present their own three full worked problems **issue, location, owner, needs, assets, permissions.**

For applicants for the RIS RAPTOR, the primary beneficiary city must be within a RIS Member State.

Mandatory KPIs

A minimum of 3 Marketed Innovations (EITHE02.1) during the project phase is mandatory for a proposal to be eligible. In all proposals KONHE03.2 and KONHE20 must be selected. The specific definitions of each of the KPI can be found in the document 6. *List of KPIs.*

| | |
|-----------|--------------------------------|
| EITHE02.1 | Marketed Innovations |
| KONHE03.2 | # City engagements in proposal |
| KONHE20 | # Designed/Tested Innovations |

Additional KPIs

The following KPI may also be appropriate.

| | |
|-----------|---|
| EITHE04.1 | Start-up created of/for innovation |
| KSN02 | # Demonstration/pilots/living labs within a proposal that actively involve citizens and/or local associations |

4.5. Finance Aspects

4.5.1. Co-Financing

All projects in the innovation programme have a requirement of overall 30% co-funding. RAPTOR winning projects with 35% co-funding or over will be positively assessed. Industrial sponsorship is highly regarded in relation to value of the end output. As such industry sponsorship or cooperation, evidenced, will be positively assessed.

4.5.2. Budget

The total budget allocation is expected to be up to 630.000 Euro. This will be divided between up to three awarded proposals. **NB:** Each RAPTOR project will award a minimum of 90.000 Euro as the cash element of the overall prize. Each RAPTOR project should receive 3 solutions to their niche city mobility challenges (i.e., 3 x 30.000 Euro cash + in-kind value).

The city industry partner, city, and EIT Urban Mobility will select the winning start-ups/SMEs for their niche city mobility challenge.

EIT Urban Mobility will support the Financial Sustainability actions within the project to ensure cities are not burdened with non-core activities. As such, EIT Urban Mobility holds the 90.000 Euro cash award and will disburse the funds upon agreement with the Lead Applicant. Once selected, the start-ups/SMEs will meet with EIT Urban Mobility to negotiate grant in exchange for applicant's contribution to Financial Sustainability.

| Challenge Area | Maximum Budget | Number of proposals to be granted | Max. EIT funding per proposal per year |
|----------------|------------------|-----------------------------------|--|
| RAPTOR | Max 630.000 Euro | 3 proposals | 3 x 210.000 Euro (with a min. of 90.000 Euro per proposal to be cascaded to prize winning solutions and administered by EIT Urban Mobility on behalf of the winning RAPTOR projects) |

4.5.3. Eligibility of expenditures

Each proposal must include information about the figures per partner and cost category in an Excel or Word file to be uploaded as a required attachment in the submission tool. The budget should be uploaded on the Awards Platform in a simple word attachment to the application. This should follow the model below.

| Partner | A Personnel | B Sub-contract | D1 Travel and subsistence | Cost of other goods and service | PARTNER TOTAL |
|---------------|-------------|----------------|---------------------------|---------------------------------|---------------|
| City Partner | | | | | |
| Other Partner | | | | | |

| | | | | | |
|-------------------------------|---|---|---|--------|--------|
| EIT Urban Mobility Innovation | 0 | 0 | 0 | 90,000 | 90,000 |
| ACTIVITY TOTAL | | | | 90,000 | |

For information on the eligibility of costs of the budget, please refer to the document 3. *Eligibility of expenditures*.

4.5.4. Financial sustainability

To enable the KIC to gradually become financially independent from EIT funding, EIT Urban Mobility has developed a Financial Sustainability (FS) Strategy. This FS strategy is based on a mix of both active earned income and passive investment revenue. Cities have expressed concern on managing the FS strategy and as such EIT Urban Mobility will support the management of the sustainability.

To this end, start-ups/SMEs are requested to propose a meaningful Financial Sustainability Mechanism (FSM) that provides a Return on Investment (ROI) for EIT Urban Mobility via:

- Grant in exchange for applicant's contribution to EIT Urban Mobility Financial Sustainability or
- Revenue share, or product and service fees

5. General proposal preparation and submission

5.1. Call information events

To help EIT Urban Mobility partners and stakeholders within the preparation and submission of their proposals, the EIT Urban Mobility will carry out four information sessions in December 2021 and January 2022.

| Session | Date |
|--|------------------|
| Call content and evaluation process | 20 December 2021 |
| Definition of niche city mobility challenges in RAPTOR proposals | 22 December 2021 |
| Financial Sustainability Q&A | 10 January 2022 |
| RIS Innovation and RAPTOR | 11 January 2022 |

5.2. EIT Urban Mobility call contact points

In parallel to the call information events, all EIT Urban Mobility partners and stakeholders may contact EIT Urban Mobility to resolve any concerns or doubts on call content.

These are the key contact data on EIT Urban Mobility team for the RAPTOR Call for Proposals:

| Type of contact | Email |
|-----------------|---|
| Raptor | servicedesk@eiturbanmobility.eu Write subject of email: RAPTOR Call |

5.3. Proposal submission

All Lead applicants will submit their proposals via the Awards Platform available as of 20 December 2021. The actual required sections and field for a complete submission on the Awards Platform mirror exactly the layout given in section

5.4. Mandatory documents to be submitted

The following documentation must be submitted by the applicants through the Awards Platform tool:

- Application form
- Budget (to be uploaded in Awards Platform on Tab E)

NB: Any documentation missing or considered incomplete, may be a reason for application rejection.

6. Evaluation and selection process

Once the applicants have submitted their proposals, the EIT Urban Mobility team will proceed to:

- Check eligibility and admissibility and, if successful:
- Initiate the evaluation of the content by external experts.

6.1. Eligibility and admissibility check

A proposal will be eligible if:

| | |
|--------------------------------------|--|
| 1. Completeness | The submitted proposal is completed, submitted in time, in English with all its mandatory sections. All partners have completed the registration process (Participant Portal and PLAZA). |
| 2. Lead Applicant eligibility | The Lead Applicant is an EIT Urban Mobility Core Partner or Affiliate Entity. |

| | |
|-----------------------------------|---|
| 3. Partnership composition | <ul style="list-style-type: none"> • Cities: minimum 1 city active in the proposal. • University or Research Institution and/or Venture Builder and/or Accelerator Programme: 1 university or research institution and/or 1 Venture Builder and/or Accelerator Programme active in the proposal. <p>The consortium must contain a minimum of two partners from two EU Member States or Associates. The partnership composition should be a maximum of 3 project partners given budget and function.</p> |
| 4. Co-funding rate | <p>All proposals must have a minimum co-funding of 30% for the overall EIT Urban Mobility project funding (including the cascaded funding). Any co-funding above 30% will be positively assessed in the evaluation process.</p> |
| 5. Track Record | <p>All proposals must provide two references of participation/lead of acceleration of start-ups programmes.</p> |
| 6. Call objective | <p>The proposals must contribute to the objective of this call by:</p> <ul style="list-style-type: none"> • Attaining mandatory EIT Core KPIs, • Proposing three niche mobility/city issues |

Proposals containing one or more ineligible elements will receive an official communication from EIT Urban Mobility informing on the outcome of the admissibility and eligibility check and containing the explanation of the failure.

In case of missing or incorrect information linked to co-funding, KPI and partner registration, applicants will be awarded 5 calendar days from the official communication for the completion of the application. If the applicants respond positively to this requirement and within the delay, the proposals will be sent to the next step of the evaluation (see section 6.2.1 below). On the contrary, if the applicants fail to respond or respond after the deadline, the proposals will remain ineligible and will not be further processed. The Lead Applicant will be informed accordingly.

The Lead Applicant of any proposal deemed inadmissible/ineligible disagreeing with the ineligibility decision, may appeal. This appeal must be made within 5 calendar days of the official EIT Urban Mobility notification of ineligibility (see document Appeal procedure linked to the call).

6.2. Evaluation Process

The purpose of the evaluation undertaken by three (3) External Expert Evaluators is to assess the excellence, impact, implementation, and overall quality of proposals.

6.2.1. Phase 1: External Experts Evaluation

At the External Experts Evaluation Stage, the proposals will be assessed according to the following scores:

| Score | Description | |
|-------|------------------|---|
| 0 | <i>None</i> | The information requested is missing (either not filled it in or not provided in the text). |
| 1 | <i>Very poor</i> | The information provided is considered as irrelevant or inadequate compared to the specific call provisions |
| 2 | <i>Poor</i> | The information provided lacks relevant quality and contains significant weaknesses, compared to the specific call provisions |
| 3 | <i>Fair</i> | The overall information provided is adequate, however some aspects are unclearly or insufficiently detailed, compared to the specific call provisions |
| 4 | <i>Good</i> | The information provided is adequate with sufficiently outlined details, compared to the specific call provisions |
| 5 | <i>Excellent</i> | The information provided is outstanding in its details, clarity and coherence, compared to the specific call provisions |

External Expert Evaluators will independently evaluate each project proposal and will focus on the feasibility and quality of each project proposal to accomplish the objective of the call with the requested resources- and the feasibility of the project management plan.

This phase of the evaluation process will consist of assessing the excellence, impact, implementation, and overall quality of the proposals according to the following criteria and scoring:

| Overview (Tab A) |
|---|
| Name of Lead Applicant |
| Country of Lead Applicant |
| Is the Lead Applicant and EIT Urban Mobility Core Partner or an Affiliated Entity of a Core partner |
| Plaza Organisation Code |
| Name of Lead Applicant contact |
| Email of Lead Applicant Contact |
| Phone of Lead Applicant Contact |
| ADD SECTION PER APPLICANT (repeat above steps) |
| Name contact details (email and phone) of references of participation/lead of acceleration of start-up programmes (Reference 1) |
| Name contact details (email and phone) of references of participation/lead of acceleration of start-up programmes (Reference 2) |
| Select tick boxes for KPIs (see above 4.4 KPI list) |

| Excellence (TAB B) |
|--|
| Description of three niche city mobility challenges: explain in detail the issue, location, owner, needs, assets, necessary permissions. (5 points) |

| |
|---|
| Relevance of three niche city mobility challenges: how are they relevant and why? (5 points) |
| Demonstration why the niche city mobility challenges require innovation and why start-up-based innovation is the best option. (5 points) |

| Impact (TAB C) |
|--|
| Impact of a successful solution on your partner city/town/neighbourhood's core issues and benefits for other towns and cities / upscaling potential. (5 points) |
| Credibility of strategy for financial sustainability. (5 points) |
| Connections to sponsors and/or industry partners. (5 points) |

| Implementation (TAB D) |
|---|
| Coherence and effectiveness of the workplan including appropriateness of the allocation of budget, tasks, and resources (5 points) |
| Appropriateness of the management structures and procedures, including quality management and risk management Capacity to run niche issues campaign and animate innovator ecosystem (5 points) |
| Resources available to start-ups (living lab, collaboration with city officials, data, hardware, citizen engagement opportunities, etc.) (5 points) |
| Relevance of the consortium: experience, skills and track record, dedication of city officials and staff to the project. (5 points) |

| Budget (TAB E) |
|---|
| Upload your proposed budget as per model in 4.5.3 Eligibility of expenditures (see above) |

The total scoring of 50 points is distributed as follows:

| | Max score |
|----------------|------------------|
| Excellence | <i>15 points</i> |
| Impact | <i>15 points</i> |
| Implementation | <i>20 points</i> |
| Total | <i>50 points</i> |

A rapporteur will prepare a Summary Evaluation Report for each proposal, based on the evaluations of the (3) External Expert Evaluators provided at its Individual Evaluation Reports and the Consensus Meeting. The Summary Evaluation report will include three questions to be addressed during the Hearing.

6.2.2. Phase 2: Hearing and portfolio selection

Lead partners from the six top proposals ranked by the scores received in the external evaluation and in all cases with a score above 30 points, will be invited to a Hearing with EIT Urban Mobility Selection

Committee. The Selection Committee is composed of the CEO, the COO, and three Thematic Leads nominated by the CEO.

This phase of the evaluation process will consist on two parts: 1) assessment on the niche city mobility challenges in each proposal and 2) Preparedness and Answers to Questions included in the SER and questions addressed by the Selection Committee members, having a total maximum score of 30 points:

| Niche City Mobility Challenges |
|--|
| <ul style="list-style-type: none"> • Niche Urban Mobility Challenge #1 is adequately defined and specific, and is suitable for the scale and timeline of RAPTOR (5 points) • Niche Urban Mobility Challenge #2 is adequately defined and specific, and is suitable for the scale and timeline of RAPTOR (5 points) • Niche Urban Mobility Challenge #3 is adequately defined and specific, and is suitable for the scale and timeline of RAPTOR (5 points) |

| Preparedness and Answers to Questions |
|---|
| <ul style="list-style-type: none"> • Consortia is balanced and has convincing skills and experience to realise RAPTOR within the timeline and budget provided (5 points) • Responses to questions asked by external expert evaluators are satisfactory (5 points) • Responses to questions asked by hearing selection committee are satisfactory (5 points) |

| | Max score |
|---------------------------------------|------------------|
| Niche City Mobility Challenges | <i>15 points</i> |
| Preparedness and Answers to Questions | <i>15 points</i> |
| Total | <i>30 points</i> |

After the Hearing, the Selection Committee will decide on the selected proposals considering the following factors:

- Summary Evaluation Report
- Hearing with lead partners
- Overlapping proposals
- Potential conditions for awarding

If proposals have very similar scores, additional consideration will be given to three factors: **KPI, co-funding, and demonstration impact.**

6.3. Communication of results to applicants

Lead Applicants, whether successful or not, will be informed about the outcome of the evaluation process. Additionally, the Lead Applicant of selected proposals will receive a communication noting any conditions to be addressed to enable provisional inclusion within the Business Plan 2021 – 2022. The communication will have a defined time frame to respond to and complete any changes. This deadline is not mutable. Upon resubmission of the amended proposal, EIT Urban Mobility reviews the amended submission and makes a final decision.

If a Lead Applicant fails to comply with the given conditions, or does not respond within the defined time, EIT Urban Mobility reserves the right to withdraw the conditional offer. In such a case, the next proposal on the Portfolio list will be contacted.

Annex I – Partner registration process

1.1. Registering your organisation in the “Funding and Tender Opportunities Portal – European Commission”

Before submitting your proposal, all involved partners need to register their organisation on the EU Participant Portal following this link:

<https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/participant-register>

If you have already participated in projects funded by the EU before and have your PIC number validated, you can proceed with the registration of your organisation on PLAZA (see section 1.2.).

However, please make sure that the information that you are providing on PLAZA is consistent with the legal information connected to your PIC (legal name, VAT, registration number, legal address, LEAR – legally appointed representative responsible for updating organisation’s information on EU participant portal). It is essential that your LEAR has access to your PIC account and related email address at any time.

Is your organisation already registered? PIC search

Please check whether your organisation has already been registered. If so, no need to register it again.

Search a PIC

If this is your first time participating in an EU funded project or your organisation cannot access your already validated PIC and there are updates to the organisational data that need to be done, you need to register/re-register your organisation.

Please make sure that the information that you provide during the PIC registration is consistent with the information that you provide during the PLAZA registration.

Primary registration of your PIC number takes about 10 minutes, and your PIC number is generated within another 10 minutes and will be sent to the email address that you have indicated during the registration.

All new PIC numbers get assigned a status of “Declared”, which means your organisation has not been completely validated but the new PIC number can already be used during your proposal submission.

Complete validation of your PIC number will happen at a later stage if you are selected in the call. That is why it is essential that you always have access to your PIC account and related email address.

Register your organisation

To register your organisation or as a natural person, you need to login into the Portal or, if you are a new user, create your account.

Check what information you need to register in the Online Manual - and keep it to hand during the registration procedure. To start registration, click on the button below.

Register your organisation

It is required for any organisation applying for EU funding to be registered at the Funding and Tender Opportunities Portal and keep legal organisational data updated.

For more detailed information about new PIC registration and validation, please follow the detailed guidance:

[Registration and validation of your organisation - Online Manual - Confluence \(europa.eu\)](#)

For more information on how to access your PIC account, please follow the guidance:

[Accessing the Participant Register - European Commission It-How-To Manual - Confluence \(europa.eu\)](#)

1.2. Registering your organisation in PLAZA

PLAZA is a tool used by EIT Urban Mobility to manage the Business Plans grant cycle at the application stage.

After registering/updating your PIC number, you may proceed with your registration in PLAZA:

<https://plaza.eiturbanmobility.eu/SITE/PRIVATE/GO/login.aspx>

The first person to register will be assigned as a Single-point-of-contact (SPOC)³ for your organisation, but this can be changed by the current SPOC at a later stage.

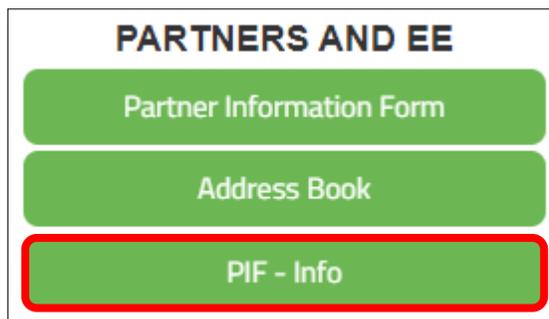
³ A person serving as the focal point of contact for anything related to your organisation and its participation in the submitted proposal.

Please note that PLAZA registration is not automatic and needs to be reviewed and approved by the EIT Urban Mobility PLAZA support team within the same working day.

IMPORTANT: All entities participating in a call must be registered in PLAZA as early as possible and no later than 2 working days before the call closing, otherwise they may not be eligible for funding.

Once your SPOC has received an email with a one-time passcode for PLAZA, please log in and proceed with the next steps and consult the PLAZA Guide.

Alternatively, the PLAZA Guide can be found in the “PIF-Info” section once you are logged in to your PLAZA account (see Figure below).



| Questions | Websites | Emails |
|-----------------------|---|--|
| EU Participant Portal | https://ec.europa.eu/info/funding-tenders/opportunities/portal/screen/how-to-participate/beneficiary-register-search | European Commission users: EC-HELPDESK-IT@ec.europa.eu External users: EU-LOGIN-EXTERNAL-SUPPORT@ec.europa.eu |
| PLAZA | https://plaza.eiturbanmobility.eu/ | helpdesk@eiturbanmobility.eu |