Open Call

Frequently Asked Questions (FAQs)

Project Website: www.evolve2care.eu

Open Call platform: https://accelup.eu/home

1. FAQs – Accelup Platform

1.1. What is the purpose of the AccelUP Platform?

Accelup is the matchmaking platform used in the EVOLVE2CARE Open Call to connect Innovators with Living Labs before they submit their applications on Sploro's Platform.

1.2. How does the matchmaking process work?

Living Labs bid for Innovators' projects during cut-offs periods. Consortia teams are formed based on these bids.

1.3. When will I be notified of the matchmaking results?

Notifications are sent to selected consortia teams based on the cut-offs periods.

1.4. Why do I need to register on Accelup?

Registration on Accelup is mandatory because:
- Innovators must find and connect with a Living Lab before applying.
- Living Labs must review and bid on projects that align with their expertise.
- The platform facilitates the creation of mini-consortia (Innovator + Living Lab), which is required for application submission.

1.5. How do I access Accelup?

You can access Accelup at www.accelup.eu.

1.6. How do I register as an Innovator?

- Go to www.accelup.eu.
- Click on Sign Up and fill in the required information.
- Accept the Terms and Conditions and complete the reCAPTCHA validation.
- Check your email for a verification link and click it to confirm your account.
- Log in and complete your profile details under Settings.

1.7. What details do I need to provide in my profile?

After registration, you should provide:
- Basic personal information (Name, Contact Details).
- Project Information (Title, Description, Services Needed).
- Country and Budget Range for Living Lab services.

1.8. How do I upload my project on Accelup?

Go to the Main Page and click Upload a Project. Provide:
- Project Title – Name of your innovation.
- Project Description – A brief overview (max 1000 words).
- Services Needed – Select from the available options.
- Country – Your location.
- Budget Range – Define the budget (amount of the services agreement covers up to €5000).
- Submit your project and wait for Living Labs to bid.

1.9. What happens after I upload my project?

- Living Labs will review your project and submit bids.
- You will receive notifications when a Living Lab expresses interest.
- Once matched, we will received an e-mail and you can proceed with the Sploro application.

1.10. Can I modify my project after submitting it?

Yes, you can edit your project details before accepting a Living Lab bid.

1.11. Can I register multiple projects?

Yes, but each project must be submitted separately and matched with a different Living Lab.

1.12. Can I modify my project after submitting it?

Yes, you can edit your project details before accepting a Living Lab bid.

1.13. How do I register as a Living Lab?

- Go to www.accelup.eu.
- Click Sign Up and fill in the required details.
- Enable the option "I am a member of a Living Lab certified by ENoLL".
- Accept the Terms and Conditions and complete reCAPTCHA validation.
- Check your email for the verification link and confirm your account.
- Log in and complete your profile details under Settings.

1.14. What details do I need to provide in my profile?

- Basic organisation information (Name, Location, Contact Person).
- Living Lab Services – Specify the services you can provide to innovators.

1.15. How do Living Labs find projects to support?

- After logging in, navigate to the Projects Page.
- Browse available projects from Innovators.
- Submit a bid to express interest in a project.
- If the Innovator accepts your bid, you will become a matched partner.

1.16. Can a Living Lab bid on multiple projects?

Yes, Living Labs can submit bids on multiple projects but can only receive funding for one project per Innovator.

1.17. What happens after a Living Lab is matched with an Innovator?

- The mini-consortium (Innovator + Living Lab) is formed.
- The Innovator/Living Lab proceeds to submit the official application on Sploro's Platform.

1.18. Can a Living Lab withdraw from a project after bidding?

Yes, but withdrawing after acceptance may affect future participation.

1.19. I didn't receive the email verification link. What should I do?

- Check your spam/junk folder.
- If not received within 10 minutes, request a resend on the login page.
- Contact helpdesk@evolve2care.eu if the issue persists.

1.20. Can I update my email address after registration?

No, you must create a new account with the correct email.

1.21. Can multiple people from the same organisation register?

Yes, but each user must register separately with a unique email.

1.22. How long does it take to get matched with a Living Lab?

- It depends on how quickly Living Labs review and bid on projects.
- It is recommended to upload your project early to allow time for matchmaking.

1.23. Can I choose which Living Lab I want to work with?

Yes, you can accept or reject bids from Living Labs based on their expertise.

1.24. What happens if I don't get matched with a Living Lab?

- You can revise your project and re-upload it for another round of matchmaking.
- You may also contact helpdesk@evolve2care.eu for guidance.

1.25. Who do I contact if I have issues with registration?

For any technical issues, email helpdesk@evolve2care.eu.

Funded by
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2. FAQs – Sploro's Platform

General Information

2.1. What is the EVOLVE2CARE Open Call?

The EVOLVE2CARE Open Call is an initiative to support innovators in the HealthTech sector by providing access to certified Living Labs for testing and validation of their solutions. It offers support through services agreements for Living Labs to facilitate experimentation.

2.2. Who is organizing the Open Call?

The EVOLVE2CARE project is funded by the European Innovation Council and SMEs Executive Agency (EISMEA) under Horizon Europe.

2.3. What are the key dates for the Open Call?

- Opening Date: March 17, 2025
- Closing Date: October 13, 2025 (or earlier if the budget is allocated)

Cut-off Deadlines:
- 1st Cut-off: May 26, 2025
- 2nd Cut-off: July 28, 2025
- Last Cut-off: October 13, 2025

Eligibility

2.4. What is the Eligibility Check?

The Eligibility Check is the first stage of the evaluation process, conducted by Sploro, to verify whether an application meets the basic requirements of the Open Call before moving to the technical evaluation.

2.5. Who performs the Eligibility Check?

The eligibility check is conducted entirely by Sploro's Platform, ensuring that all proposals comply with the Open Call criteria.

2.6. Do I need a Living Lab partner before applying?

Yes, all Innovators must be matched with at least one Living Lab before submission. The matchmaking process takes place on the Accelup Platform.

2.7. Who can apply?

The Open Call is open to:
- Innovators (SMEs, startups, researchers, associations, clusters)
- Living Labs (certified ENoLL members)

2.8. Are there any geographical restrictions?

- Innovators can be from anywhere in the world.
- Living Labs must be located in EU Member States or associated countries.

2.9. What types of projects are eligible?

Projects should focus on HealthTech innovation and align with EVOLVE2CARE's use cases:
- Hospital Discharge Management
- Homecare Monitoring Solutions
- Aging Population & Care Transitions

2.10. What is the Technology Readiness Level (TRL) requirement?

- Priority will be given to projects at TRL 4-7, but applications with a higher TRL may also be considered.

2.11. Who can apply as a Living Lab?

Living Labs must:
- Be certified members of ENoLL (European Network of Living Labs).
- Be based in an EU member state or an associated country.
- Provide infrastructure and expertise for experimentation.

2.12. How will I know if my application has passed the Eligibility Check?

- Eligible applications will receive a confirmation email and proceed to the Technical Evaluation.
- If rejected, applicants will be notified with reasons and may revise and reapply in a later cut-off.

2.13. What if my application fails the Eligibility Check?

- You can revise and resubmit in a later cut-off period.
- Feedback will be provided to help address issues.

Application Process

2.14. How do I apply?

Applications must be submitted through two platforms:
- Accelup Platform (for matchmaking with Living Labs)
- Sploro's Platform (for application submission and evaluation)

2.15. What is the application process?

- Register on Accelup and find a Living Lab partner.
- Form a Mini-Consortium (1 Innovator + 1 or more Living Labs).
- Submit an application on Sploro's Platform before the cut-off deadlines.
- Evaluation process begins (Eligibility check → Technical review → Ethics review).
- Final selection and agreement signing.

2.16. What documents are required for submission?

Applicants must provide:
- Legal entity form (for SMEs, research organizations, and clusters)
- Project proposal (aligned with evaluation criteria)
- Ethics self-assessment
- Declaration of Honour (confirming eligibility and compliance)

Evaluation and Selection

2.17. How are applications evaluated?

The evaluation process consists of:
- Eligibility Check – Ensures applicants meet basic requirements.
- Technical Evaluation – Assesses impact, feasibility, and alignment with objectives.
- Ethics Review – Ensures compliance with ethical and regulatory standards.
- Legal Validation – Confirms applicants' legal status and compliance.

2.18. What are the scoring criteria?

Proposals are evaluated based on:
- Excellence & Alignment with project objectives (20%)
- Impact & Innovation Potential (50%)
- Implementation & Feasibility (30%)
- A minimum score of 3 in each section and a total score of at least 10 are required.

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2.20. How does the evaluation process work?

- Mini-consortia apply via Sploro's Platform after being matched on Accelup.
- Eligibility Check is conducted by Sploro.
- Eligible proposals are forwarded to the PRC for Technical Evaluation.
- Proposals are scored individually by committee members.
- Scores are normalized, and a ranked list of projects is created.
- The top-ranked projects undergo an Ethics Review before final selection.

2.21. How does the PRC ensure fairness and transparency?

- Evaluators assess proposals independently to prevent bias.
- Scores are normalized to account for differences in evaluator grading patterns.
- If a tie occurs, the other team re-evaluates the proposal. If the tie persists, a decision is made using rules outlined in the Open Call guidelines.

2.22. What happens if my proposal gets a low score?

- If a proposal does not meet the threshold in a cut-off round, applicants can revise and resubmit in a later round.
- Applicants receive feedback and recommendations for improvement.

Funding and Support

2.23. Who will receive funding

After SPLORO conclude the legal validation process, a ranked list of proposals will be sent to ENoLL. ENoLL will contact the Living Labs on this list, in order of ranking, to invite them to participate in the Call for Subcontracted Services organised by ENoLL.

2.24. What type of funding is provided?

Funding is provided in the form of services agreements (up to €5,000 per project) to cover Living Lab services. The Services Agreements will be concluded between ENoLL and Living Labs.

2.25. How is the funding distributed?

The amount is paid to the Living Labs after the project is completed, and final reporting is submitted.
No direct funding is provided to innovators.

2.26. What expenses are covered by the voucher?

- Access to Living Lab facilities
- Expert support and mentoring

- Equipment and infrastructure
- Prototyping and testing services
- Data collection and analysis
- Post-Selection Process

2.27. What happens if my project is selected?

Selected mini-consortia will:
- Sign an agreement (Living Labs sign with ENoLL; innovators sign a Collaboration Declaration).
- Attend an onboarding session to align expectations.
- Start project implementation (up to 6 months).

2.28. Can I appeal if my application is rejected?

Yes, if you believe there was an error in the evaluation, you can appeal by emailing helpdesk@evolve2care.eu within 5 days of receiving the rejection notice.

Additional Information

2.29. Where can I find more details?

- Project website: www.evolve2care.eu
- Application Platform: Accelup
- Submission Platform: Sploro
- Helpdesk email: helpdesk@evolve2care.eu

2.30. What happens after registration on the Sploro platform?

An eligibility check will be conducted, followed by technical and ethical evaluations for shortlisted projects.

2.31. Can I submit multiple proposals?

Yes, but only one matched project per entity may receive a support.

2.32. How will I know if my project is selected?

Results are communicated monthly via the platforms.