



Tourbit



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Call for Expression of Interest for the Admission of Service Providers

for SMEs under the
Tourbit Digital Acceleration Programme

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[Deadline for submission: Admission on a rolling basis until 31 May 2023]



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History of changes:

Version	Date	Description of change made
1.0	19 Jan 2022	Initial version
2.0	27 Jan 2022	Under 3. Admission requirements and application procedure, knowledge of additional languages, other than English, was changed from a bring a requirement to an optional asset.

List of Abbreviations:

- AF = Application Form
- CfP = Call for Proposals
- EC = European Commission
- EISMEA = European Innovation Council and SMEs Executive Agency
- GA = Grant Agreement
- GC = Grant Contract
- SME = Small and Medium-sized Enterprises

TABLE OF CONTENTS

1. BACKGROUND INFORMATION ON THE TOURBIT PROJECT	4
2. OBJECTIVES OF THE CALL FOR THE ADMISSION OF SERVICE PROVIDERS	5
3. ADMISSION REQUIREMENTS AND APPLICATION PROCEDURE	6
4. TIMETABLE AND CONTACT DATA	9
5. PROCESSING OF PERSONAL DATA	10
ANNEXES	10
Annex 1 - Courtesy Application Form Template (to be filled online)	10

1. BACKGROUND INFORMATION ON THE TOURBIT PROJECT

The present **Call for the Admission of Service Providers** is launched in the framework of Tourbit, an EU-funded project supporting the digitalisation of European tourism small and medium-sized enterprises (SMEs). Tourbit's main objective is to foster tourism SMEs' skills and capacity to support their digital transformation and innovation while promoting the resilience and competitiveness of the sector.

The project started in January 2022 and will work on its activities and objectives until June 2024. It has an overall budget of 1,331,570 € and is 75% co-funded through COSME, the European Commission's programme for the competitiveness of small and medium-sized enterprises.

Tourbit brings together the following eight partners from seven European territories:

1. [Catalan Tourist Board](#) - Spain (Catalonia) - Coordinator
2. [Barcelona Chamber of Commerce, Industry, Services and Navigation](#) - Spain (Catalonia)
3. [Welcome City Lab by PARIS&CO](#) - France
4. [ARCTUR DOO](#) (lead of Tourism 4.0) - Slovenia
5. [Cluster hospitality.brussels hosted by hub.brussels](#) - Belgium
6. [Iceland Tourism Cluster](#) - Iceland
7. [Lapland University of Applied Sciences](#) - Finland
8. [NEST - Tourism Innovation Center](#) - Portugal

One of the core activities under Tourbit is the so-called **Digital Acceleration Programme** under which the project will select and provide financial support to up to 62 tourism SMEs from the 7 partner territories (Spain (Catalonia), France, Slovenia, Belgium, Iceland, Lapland (Finland), and Portugal) for the implementation of digitalisation and innovation projects in their businesses. For the implementation of their projects, **selected SMEs will have to contract verified service providers** financed through the grant provided to them. **Based on the present call, Tourbit will select and admit service providers into a pool from which SME can chose the most appropriate provider to support their project implementation.**

For more background information on the Call for Proposals for tourism SMEs, please consult [this link](#) and the "Call for Proposals for the Selection of Tourism SMEs to be Awarded Financial Support" (CfP) document.

More information about the Tourbit project is available on the **project website**: <https://tourbit.eu/>

2. OBJECTIVES OF THE CALL FOR THE ADMISSION OF SERVICE PROVIDERS

The present Call document sets out the requirements and rules for the admission of service providers to form part of a validated pool from which SMEs selected for the Tourbit Digital Acceleration Programme can choose from.

The CfP for tourism SMEs is one of several activities and services offered under Tourbit to support the digital transformation and innovation of tourism SMEs from the project countries. The call will be open from Mid-January to Mid-March and will **select up to 62 tourism SMEs** to take part in the Tourbit Digital Acceleration Programme. 7-14 SMEs will be selected per territory. **The programme with selected SMEs will start on 1 June 2023 and will last for 10 months until 31 March 2024.** Within this timeframe, selected tourism SMEs will have to implement their projects **with the support of one or several service providers.**

SMEs selected under the call will receive a fixed amount of financial support to implement their projects depending on their territory of origin:

- **SMEs from Belgium, Finland (Lapland), and Iceland: EUR 9,000**
- **SMEs from Spain (Catalonia), Slovenia, France and Portugal: EUR 8,000**

The total amount of funding that will be provided to SMEs is EUR 520,000.

Tourism SMEs will use the financial support granted to them to contract services from the service providers admitted to the pool based on the present call.

SMEs' projects will address one of the following **subjects** or combinations of them:

- **Digitalisation, automatisisation or improvement of internal processes** (digital workspace solutions, data analytics, and data management, improvement of cybersecurity etc.)
- **Digitalisation, automatisisation or improvement of client relations and online presence** (digital marketing, sales solutions and communication, CRM, Website (including accessibility improvements), SEO, etc.)
- **Improvement of products or services using digital technologies** (e.g. Artificial Intelligence, Internet of Things, Augmented and Virtual Reality, Cloud Computing, Blockchain)

While they have to involve one or several of the following **activities**:

- Planning/ development/ establishment and implementation of (sustainable) **digitalisation strategies and action plans**, e.g. including aspects of sustainable and responsible digitalisation
- The improvement of digital **capacities of staff**
- Investment in and implementation of **digital tools and solutions**

In this sense, **service providers need to support the tourism SMEs in their projects related to the above-mentioned subjects and activities.** Accordingly, they need to **have experience in minimum one of the mentioned subjects and activities** in order to be able to provide the required support.

Profiles of service providers admitted under this call may include the following professional categories (orientative and non-exhaustive list - also other types of digital service providers are admitted):

- **Mentor/ Expert/ Consultant:** A professional who accompanies the SME, providing certain expertise, advice, or services to support its project implementation.
- **Technology/ innovation provider:** A company, start-up or professional providing a digital or innovative solution or service required to support the SMEs' project implementation.

With the present **Call for Expression of Interest for the Admission of Service Providers** the Tourbit consortium invites interested professionals and companies to apply for admission into the pool of service providers and hence to have to possibility to be contracted by tourism SMEs to support their project implementation.

Note that the application for admission to the pool does not entail an automatic right or guarantee to be contracted by a selected company under the Tourbit Acceleration Programme. The aim of the call is solely to create a pool/ short-list of providers among which tourism SMEs can choose from. Tourism SMEs are obliged to choose service providers who form part of the pool of admitted providers.

3. ADMISSION REQUIREMENTS AND APPLICATION PROCEDURE

To be admitted to the Tourbit pool of service providers, individuals or companies have to fulfil the following **admission requirements**:

For individual professionals:

- Have minimum 3 years experience in digitalisation/technology application for SMEs
OR
- Have minimum 3 years experience supporting SMEs from the tourism industry, preferably in their digital transformation process
- Have expertise in minimum one of the following subjects:
 - ✓ Cloud computing
 - ✓ Digital workspace solutions
 - ✓ Data analytics and data management
 - ✓ Cybersecurity
 - ✓ Digital marketing and communication
 - ✓ Artificial intelligence
 - ✓ Internet of things
 - ✓ Augmented and virtual reality
 - ✓ Blockchain

- Be a resident in the European Economic Area (= EU countries + Iceland, Norway, Lichtenstein) or Switzerland
- Have an appropriate working knowledge of English (minimum B1). Knowledge of other languages of the project (Spanish, Catalan, French, Flemish, Slovenian, Icelandic, Finnish, Portuguese) is an asset
- Be a member of the TourBiZZ community (see below)

For companies and start-ups:

- Provide a service relevant and beneficial for the digital transformation of tourism businesses related to minimum one of the following subjects:
 - ✓ Cloud computing
 - ✓ Digital workspace
 - ✓ Data analytics and data management
 - ✓ Cybersecurity
 - ✓ Digital marketing and communication
 - ✓ Artificial intelligence
 - ✓ Internet of things
 - ✓ Augmented and virtual reality
 - ✓ Blockchain
- Be registered in the European Economic Area (= EU countries + Iceland, Norway, Lichtenstein) or Switzerland
- Be represented by minimum 1 staff member fulfilling the above-mentioned criteria for individual professionals.

Service providers are excluded from participation if:

- a. They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- b. They or persons having powers of representation, decision making or control over them have been convicted of an offence concerning their professional conduct by a judgement of a competent party of a Member State which has the force of res judicata;
- c. They have been guilty of grave professional misconduct proven by any means which the contracting party can justify including by decisions of the European Investment Bank and international organisations;
- d. They are not in compliance with their obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting party or those of the country where the contract is to be performed;
- e. They or persons having powers of representation, decision making or control over them have been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organization, money laundering or any other illegal activity, where such an illegal activity is detrimental to the Union's financial interests;

- f. They are subject to an administrative penalty for being guilty of misrepresentation in supplying the information required by the contracting party as a condition of participation in a procurement procedure or failing to supply information, or being declared to be in serious breach of their obligation under a contract covered by the budget;
- g. They have a conflict of interest in connection with a possible contract; a conflict of interest could arise in particular as a result of economic interests, political or national affinities, family or emotional ties or any other relevant connection or shared interest

Application Procedure:

- Service providers are invited to apply to this call submitting their application through [this link](#), filling in all required fields. The courtesy application form template can be downloaded [here](#). Please note that the template is only provided as a courtesy for drafting the application form content offline. The information eventually needs to be introduced and submitted through to the [official online application form](#). Applications sent via e-mail or any other means are not admitted.
- Applications need to be filled and submitted in **English**.
- Applicants need to provide their CV or minimum one CV of a staff member of the company providing the service.
- Applicants (individuals or companies) can optionally provide further supporting documentation to showcase or justify their expertise, e.g. a service portfolio.
- Applicants are moreover required to set up a personal profile inside the [TourBIZZ online community](#). This profile will be made visible for SMEs. Inside the community SMEs will be able to scan and contact all service providers admitted to the pool. For companies, one representative of the company needs to set up a profile.
- After submission, applicants who have been verified will receive an e-mail confirming their admission to the pool.
- Admitted service providers will be highlighted as such inside the TourBIZZ community and their profiles will be made available for selected tourism SMEs.
- Applicants will be admitted on a rolling basis minimum until 31 May 2023 and beyond, if there is need for additional or specific service provider profiles based on SMEs' project and necessities.

Post admission procedure and information:

- The information contained in the application form (except the attached documentation like the CV and other supporting documents) will be facilitated to selected SMEs under the Digital Acceleration Programme. All applicants need to give their explicit consent for this during the application process.
- Tourism SMEs can choose their desired service provider from the pool of admitted profiles. They can contract one or several providers for the implementation of their project.

- The total available amount of funding per tourism SME selected for the programme are indicated under section 2.
- If a tourism SME selects several service providers to support its project implementation, the granted amount can be split among the different providers as deemed appropriate.
- SMEs and service providers need to sign a collaboration agreement indicating the task that will be carried out, the value of the contract, the duration of the service provision and payment conditions.
- The place of work of service providers needs to be agreed on with the SME and can be either carried out remotely, at the premises of the SME or at any other agreed location.

4. TIMETABLE AND CONTACT DATA

Stages	Dates
Opening of the call	19 January 2023
Deadline for submission of applications	31 May 2023
Notification of admission to the pool	Max. one week after submission
Launch of the Digital Acceleration Programme with tourism SMEs (earliest date of start assignment by SME)	1 June 2023
End of Digital Acceleration Programme with tourism SMEs (max. end date of assignment)	31 March 2024

If you have any doubts, please send an e-mail to info@tourbit.eu or contact your local contact point:

List of Local Contact Points:

Territory	Name contact person	E-mail
Catalonia	Leonie Hehn	lhehn@cambrabcn.cat
	Sandra de Puig Faura	sandradepuig.ext@gencat.cat
France	Anna Veyrenc	anna.veyrenc@parisandco.com
	Marie Texier	marie.texier@parisandco.com
Belgium	Frédéric Suche	fsuche@hub.brussels
	Véronique Renard	vrenard@hub.brussels
Lapland	Eija Raasakka	eija.raasakka@lapinamk.fi
	Anu Harju-Myllyaho	anu.harju-myllyaho@lapinamk.fi
Iceland	Asta Kristin	asta.kristin@icelandtourism.is
	David Johannsson	david@ssnv.is
Slovenia	Hrvoje Ratkajec	hrvoje.ratkajec@arctur.si
	Andraz Orehar	andraz.orehar@arctur.si
Portugal	Marta Salvador	marta.salvador@innovtourism.pt

5. PROCESSING OF PERSONAL DATA

Basic information on data protection

Treatment identification: TOURBIT project

Data controller: the Tourbit consortium, led by the Catalan Tourism Board whose address is: Passeig de Gràcia, 105, 08008 - Barcelona (Spain) Tel: + 34 934 849 900. lop.d.act@gencat.cat.

Purpose of the treatment: To manage the people who participate in this project.

Legitimation: Treatment necessary for the fulfillment of a mission carried out in the public interest and in accordance with the legitimate interest with respect to their personal and professional data.

Recipients: This data will be accessible to all the entities that form part of the Consortium of this TOURBIT project, acting as co-managers, and all the SMEs benefiting from the Tourbit financial support.

Rights of interested parties: You have the right to access, rectification, eraser, rejection and restriction of processing and right to data portability of your personal data in line with the current regulations. To exercise this right, you must send a letter to the Catalan Tourist Board at Passeig de Gràcia, 105, 3rd floor, 08008 Barcelona, or to the e-mail address lop.d.act@gencat.cat electronically signed with your electronic ID card or a recognised digital certificate.

Additional information: for more information you can consult our privacy policy at <http://act.gencat.cat/> or at the project website <https://tourbit.eu>

ANNEXES

Annex 1 - Courtesy Application Form Template (to be filled online)