

SECOND OPEN CALL INSTRUCTIONS

CO-CREATING SMART CITIES
OF THE FUTURE

1st June 2017 - 31st August 2017



ORGANICITY

Table of contents

1. Objective of the first OrganiCity Open Call	3
2. Application process	4
Who can apply?	4
What is a good experiment?	5
3. Experiments in new cities	7
4. How to apply?	8
Information requested in your proposal	8
5. Funding conditions	11
Budget available	11
For which activities can I receive funding?	11
Which costs are you allowed to include in your budget?	12
6. Evaluation process	13
Who will evaluate my proposal?	13
What does evaluation measure?	14
7. Timeline	15
8. Support options	16
Community forum	16
Private questions	16
Open call clinics	16
Connect	16
APPENDIX 1: List of countries eligible for funding	17
APPENDIX 2: The OrganiCity city challenges	18

1. Objective of the first OrganiCity Open Call

OrganiCity is the prototype of a service for experimentation that explores how citizens, businesses and city authorities can work together to create digital solutions to urban challenges. The service aims to support people in experimentation with urban data and the Internet of Things to improve their cities – having in mind a balance of technical development, collaboration across stakeholders, urban impact and considerations on legal, ethical and privacy aspects.

The main objective of the second open call is exploring **options for sustainability in OrganiCity beyond the project funding period** (June 2018). The experiments will progress the technical integration across the existing three cities Aarhus (Denmark), London (United Kingdom) and Santander (Spain), plus expand into new cities. **Onboarding new OrganiCities and supporting the continuity of the experiments** themselves is crucial to sustaining the concept of systematic experimentation in cities. This means, we aim to foster strategic innovation beyond one-off experimentation.

In addition, we continue to **test and improve the OrganiCity** technical environment with experiments that are co-created with citizens, communities, and relevant stakeholders. The testing will continue to refine the OrganiCity Experimentation as a Service framework as a whole to match the needs of experimenters and cities.

OrganiCity is funded by the European Commission and is subject to the regulations established in the Horizon 2020 programme¹.

¹ Conditions of participation and funding are those of Horizon 2020 – the Framework Programme for Research and Innovation (2014-2020), as defined principally in Regulation (EC) No 1290/2013 of the European Parliament and the Council of 11th December 2013 laying down the rules for the participation of undertakings, research centers and universities in actions under the Horizon 2020 Programme and exploitation and dissemination results (2014 - 2020). More information can be found at [the rules for the participation and dissemination in Horizon 2020](#).

This Guide for Applicants does not supersede the rules and conditions laid out, in particular, in Council and Parliament Decisions relevant to the Horizon 2020 Research and Innovation Programme of the European Commission: [Multi-beneficiary General Model Grant Agreement](#).

2. Application process

Who can apply?

The call is open to individuals, local authorities, service providers, associations, organisations and businesses legally registered in a [member state of the European Union](#) or in an [H2020 associated country](#) or in a [developing country](#) (see *Appendix 1* for a complete list of eligible countries). Applications may be made as an “Experiment group” bringing together any combination of the entities mentioned above. It is not necessary that your organisation is located in one of the three cluster cities Aarhus, London or Santander. In fact, we actively encourage experiments in new cities (see section 2.3 *Experiments in new cities* for more details).

Each Experiment Group will have an appointed *Experiment lead*, who coordinates the group and is responsible for providing the OrganiCity project management with reports and feedback for the relevant European Commission auditing.

Successful applicants who have been awarded funding are expected to provide proof of their registration in one of the countries mentioned (for example, by submitting each participant's legal registration number and a passport copy for individuals; or a business registration extract for organisations). In addition, successful applicants will be required to sign the *OrganiCity Experiment agreement* (which [can be downloaded here](#)).

OrganiCity partners are not eligible for funding and cannot be part of an Experiment group. Institutions, organisations or other types of legal entities funded by or otherwise affiliated with an OrganiCity partner are not eligible for funding and cannot be included as a partner in your proposal. We are obliged to avoid conflict of interests, and therefore we reserve the right, at our full discretion, to reject your proposal on the basis hereof.

What is a good experiment?

Experimentation is the process of testing out new ideas or approaches. In a city context, experimentation is usually carried out in response to urban challenges such as mobility, waste, wellbeing, population growth, etc. We are suggesting a set of **city challenges for experiments in Aarhus, London and Santander**, which can be found in the *Appendix 2* of this instructions; to ensure your experiment is aligned with the innovation these cities need. These are not mandatory but are there to guide you in creating ideas which are relevant to the context where you experiment.

Experimenting in a city means that proposed solutions can be prototyped, tested and observed in a real-life urban setting. By doing short sprints of experimentation at a small, local scale, you can quickly learn what does and doesn't work. If something does work, it could be scaled up to a wider area. If it doesn't work, you'll find out a lot quicker and save more time and money than if the proposed solution had been implemented before testing it.

In OrganiCity we are looking at funding experiments involving urban data and the Internet of Things. Urban data would be any information generated in the city context which can be measured: temperature, pollution, traffic levels, footfall, green areas, a tweet, etc.

Your experiment might:

- Capture data which hasn't been measured yet (perhaps through deploying different sensors)
- Merge data sets to uncover new information
- Analyse existing data through new algorithms
- Give people access to data through visualisations or on a different form
- Encourage people to act upon new/existing/merged data
- Involve urban utilities or other data owners in improving existing services or conceiving new ones

You might also use data in a way we haven't described in the list above.

As part of your experiment we require you to:

1. **Co-create with stakeholders:** involve the relevant people (citizens, communities, NGOs, municipalities, researchers, utility companies, larger technology companies, etc.) in collaboratively defining and running your experiment. Ensure that a vision for long-term viability is considered and discussed across these stakeholders from the conception of the experiment. Use the [Engagement principles pack](#) for inspiration.
2. **Use the OrganiCity technical environment:** experiment with at least one of the OrganiCity tools or API's. Read more about [the technical environment here](#).
3. **Use or generate data** which is:
 - existing on the OrganiCity facility: explore some of it at the [Urban data observatory](#) or explore a comprehensive list at the [technical environment description](#)
 - from Aarhus, London, or Santander but which is not yet available in OrganiCity: ask the OrganiCity team if it is possible to add the open data set you wish to use. Make your request on [the public forum](#).
 - existing outside of OrganiCity in other cities: federate the data into the OrganiCity technical environment and store it on a maintained server. In this case, we encourage you to contact your local authority and obtain a letter of support to set up a new OrganiCity in their servers.
 - created through the experiment: integrate the data into the OrganiCity technical environment by using the APIs – this data is maintained in the OrganiCity servers and can be private if necessary.
4. **Ensure the feasibility** to carry out your experiment. Provide information explaining how your experiment will interact with OrganiCity and the city infrastructure. If you intend to federate data in a new city, or if you want to deploy any objects on existing infrastructure or public spaces, you need to obtain letters of support from the relevant stakeholders (the transport authority, your local council, the service supplier that operates a certain infrastructure, etc.) and upload them in your application.

In our first experimentation phase, we funded 26 experiments. Read about them and learn from their experiences in the [Experiments section of our website](#).

3. Experiments in new cities

For city representatives

There are different ways for your city to become an OrganiCity and host experiments. As a municipality, you can:

- become an experimenter by yourself,
- attract and support local or external experiments in your city, or
- join an Experiment group as a partner.

Find more information about the possibilities for municipalities to get involved in the [New Cities section](#).

If you are interested in Experimentation as a Service and boosting local city experiments, we encourage you to host an OrganiCity Clinic to encourage citizens and companies in your city to submit applications for experiments, and to help experimenters to create value for your city and its citizens. To support you in this process we have created the [Guide to host a Clinic](#) and other documents that you will find in the [New OrganiCities pack download](#).

For experimenters

We are expanding our reach and opening up to experiments in new cities outside of Aarhus, London, and Santander. You can now apply to run an experiment in a new city, or across new and existing cities. Keep in mind that **the OrganiCity partners will not be able to provide on-the-ground support in new cities**.

If you want to experiment in a new city, you should provide evidence in your application that your experiment is relevant in the context of the city and has the potential to make a positive impact on local issues. You could find this information in the municipality's strategic plans or through their long-term initiatives, and explore how your idea might support these.

OrganiCity is encouraging city representatives in new cities to host OrganiCity Clinics, where you can learn more about the challenges or concerns of the city, meet potential partners, and get inspiration for your experiments. Check [our events section](#) to see if there are any clinics taking place in the city you wish to experiment in. If there are not any events happening in your city, we urge you to contact the municipality and make them aware of the open call and the opportunity to bring digital urban experiments to the city.

You can browse the communities and potential experimenters which want to collaborate in experiments across different cities at the [Open call - Connect section](#): browse and add your community or the skills you want to offer.

4. How to apply?

1. Submit application by 23:50h CEST on 31st August 2017
 - Visit and review the information at organicity.eu/open-call
 - Prepare your application materials, including the [Budget template](#) and [Ethics & privacy checklist](#).
 - Go to f6s.com/organicityopencall2017/apply
Sign up for an account and complete the application form.
2. Notification and possible modifications:
 - All applicants will receive a notification by 15th September.
 - If you are finalist and we foresee any issues regarding the feasibility of your experiment, you might be requested to adapt your proposal.
 - Finalists must submit their experiment proposal in the format of the Experiment Agreement's *Annex 2 - Initial report* by 28th September, including any requested modifications.
3. Sign legal documents and submit financial forms by 13th October.
 - Successful applicants will receive final notification and a request for signing the [Experiment Agreement](#) and preparing the [Pre-Payment reports \(financial identification form\)](#) and a legal entity form for [natural person](#), [private/public law body](#) or [public law body](#) by 2nd October.

The proposal language is English. Proposals submitted in any other language will not be eligible.

Information requested in your proposal

Experiment team details

- Experiment Lead:
 - Name of organisation or individual person
 - Main contact name
 - Primary email address
 - What kind of applicant are you?
 - Registration number
 - Country of Residence or Registration
 - Declare you are non-affiliated with OrganiCity partners

- Add the previous details for all your collaborating partners

Your experiment idea

- What is the title of your experiment idea?
- What city or cities are you experimenting in?
- Describe your idea and objective. If you experiment in Aarhus, London and/or Santander, relate it to our city challenges in Annex 2 or argue for another relevant challenge which can have a positive impact in the city. If you are experimenting in another city, argue for how relevant it would be for that city and provide evidence.
Optional: Upload a pdf (max 1 page) to support this answer
- Outline your planned activities and your time-plan in a list in this format:
Date / Milestone: brief explanation
Date / Outcome (format): brief explanation
 Ensure you allow enough contingency time in your plan.
 The experimentation period is November 2017 to end of March 2018.
 Optional: Upload a pdf (max 1 page) to support this answer
- What is the planned output of the experiment?
- Optional: Upload a pdf if you wish to support your plan with evidence of feasibility.
 Attach 'letters of support' from the city or relevant stakeholders, as evidence that you will be able to carry out your experiment in the city. For example, to obtain permission if you are installing sensors in the public space or doing any intervention on existing infrastructure.
- How do you intend to use the results of the experiment after the funding period?
 How can the result be maintained or developed beyond the initial experimentation phase, or be implemented in other cities and who are the stakeholders involved to ensure this.

Experiment process

- Explain your planned co-creation with citizens, companies or other stakeholders for whom your idea is relevant or who will benefit from your experiment. If you have already engaged with these groups explain to what extent.
- Briefly explain your technical interaction with the OrganiCity Technical environment.
 For example, describe in text here or upload a simple box diagram below to illustrate the connection of your experiment with other OrganiCity components in a high-level. This is very relevant for experiments dealing with legacy integration or are technically complex.

- Describe which data sets your experiment is going to use and/or generate.
- Indicate which services and APIs you are going to use and how.
- Indicate which OrganiCity tools you will use and how.
- Describe your Experiment group.
How are you organised? What skills and resources do you have? What experience do the team members bring to the experiment? For example, what is the balance between co-creation and technical skills in your group?

Experiment funding

- What is the total budget requested?
- Upload your budget for the project using the template we provided in Excel.
- Consent to the processing of your personal data as specified in our open call privacy policy

Experiment ethics & privacy

- Fill in the Ethics and privacy questionnaire and attach it as a PDF here.

If you discover an error in your proposal after submitting, you may modify your application, provided the call deadline has not passed. Should this happen, contact helpdesk@organicity.eu in order to have your application unlocked. Only the final version received before the call deadline will be considered in the evaluation.

Proposals that are received after 23:50h CEST on 31st August 2017 or which are incomplete will not be evaluated.

5. Funding conditions

Budget available

The second open call will give 1.000.000 € in funding, with a maximum of 60.000 € for each experiment.

You can decide to request funding, co-fund your experiment or experiment without requesting any funding.

The distribution of funding over time will be: up to 50% of pre-financing at the start; an interim payment of 35%, and a final payment of 15% of the total funding. Each funding stage will be paid upon approval of the Experiment Agreement (which includes the project plan), and the approval of interim and final reports respectively. Each payment is released 30 days after the approval of each report.

The reports require experimenters to provide OrganiCity with honest feedback on their experiments and their experience of the technical environment.

For which activities can I receive funding?

You are eligible for funding for all activities mentioned below, under the condition that these activities take place **after the approval of the Experiment Agreement and contribute to maturing, sustaining, and further developing OrganiCity** and follow the guidelines below:

1. Planning and preparation of the experiment. For example, exploring OrganiCity features and organising initial OrganiCity stakeholder meetings.
2. Co-creation with stakeholders (citizens, companies, utilities, etc.).
3. Technical integration and adaptation.
4. Experimentation deployment on the OrganiCity technical environment.
5. Generation of reports and publications related to the experiment, including preparation of a showcase about the experiment that can be used for dissemination purposes.
6. Supporting the rest of technical activities in the project, by providing feedback about the use of the technical environment and asking for key strategic functionalities that would be interesting to include in the facility in future versions. You will be required to do this as a condition of funding.
7. Report the necessary effort and costs according to H2020 rules and management practices requested by the OrganiCity Coordinator. You will be required to do this as a condition of funding.

Which costs are you allowed to include in your budget?

For a cost within your project to be eligible for funding it must:

- be incurred and paid between your project start and end dates, as specified in our legal agreement
- be directly related to the activities listed in the previous section
- be best value for money
- be indicated in the estimated budget
- be incurred in connection with the action as described in your project application and necessary for its implementation
- be identifiable and verifiable, in particular recorded in your accounts and in accordance with the accounting standards applicable in your country and according to your organisation's usual cost accounting practices
- comply with the applicable national law on taxes, labour and social security

You are allowed to include:

- Staff costs
- Subcontracting costs
- Material costs
- Travel costs
- Other costs

Regarding staff costs, the eligible labour costs will be salary amounts actually incurred and paid (monthly / hourly). Note that the number of working days per year for the organisation is based on full time working days per year, less standard holiday allowance. Sick days, waiting time, training days and non-productive time are not eligible as part of the salary calculation.

For more information about personnel costs, see [H2020- AGA, Article 15](#) – Financial support to third parties.

Regarding subcontracting costs: If necessary to execute the experiment, you may subcontract part of the activities in the experiment. Subcontracting may cover only a limited part of the experiment. If you need a substantial part of the experiment to be carried out by a third party, they should be invited as partners. Also note that subcontracting may not be rewarded to any OrganiCity partner or part thereof due to conflict-of-interest – the OrganiCity project cannot fund experiments where funds are awarded to OrganiCity partners.

For more details about subcontracting costs, see [H2020-AGA, Article 13](#).

The total amount of time and cost will be reviewed before approval for funding. The reviewers can decide to fund your proposal with a reduced amount.

6. Evaluation process

Who will evaluate my proposal?

Your proposal will be checked to ensure that it meets requirements. Then, sent for evaluation to the OrganiCity Experiment Evaluation Committee. This committee consists of internal team members and external experts.

Each application will be assessed by at least two members of the Experiment Evaluation Committee in collaboration with a technical representative from OrganiCity, who will help assessing whether the technical environment can support the experiment to be carried out successfully. In addition, a local authority representative from Aarhus or Santander will assess the feasibility of projects in these cities. To finalise this process, an expert will review ant ethical and privacy implications. Your proposal can be rejected for ethical and privacy reasons only, so please make sure that any issues are properly addressed.

The Experiment Evaluation Committee will provide feedback and give a score for each of the evaluation criteria (described in the section below). A ranking list will be assembled with all proposals that score above the threshold of 14 out of 20. The Experiment Evaluation Committee will meet and make a final funding decision based on the ranking list. In case of applications receiving an equal score, they will prioritise the geographical distribution of experimentations, as well as the experiments' value in testing and sustaining the OrganiCity framework over time. Notifications on funding or rejections together with any feedback will be sent out by the end of September 2017.

What does evaluation measure?

These are the aspects evaluators will consider under each of these sections:

Idea (0-5 points)

- Have you described your idea convincingly?
- Does your proposed idea include innovative elements (for example, development of new products, processes, data or services, adapting a solution to a new context, etc.)?

The expected effect or impact of your idea (0-5 points)

- Who will benefit from the implementation of your idea or development of your service, experience or solution, and how?
- Does your idea address a challenge recognised or prioritised by the local authority; or can you argue for another challenge that is as important for the communities you have co-created with or plan to involve? Do you have evidence?
- Is there a strong co-creation strategy or co-creation elements in the activities you outline? Is your project plan open to evolve as a result of the co-creation activities? Are the relevant external stakeholders involved in your co-creation activities?

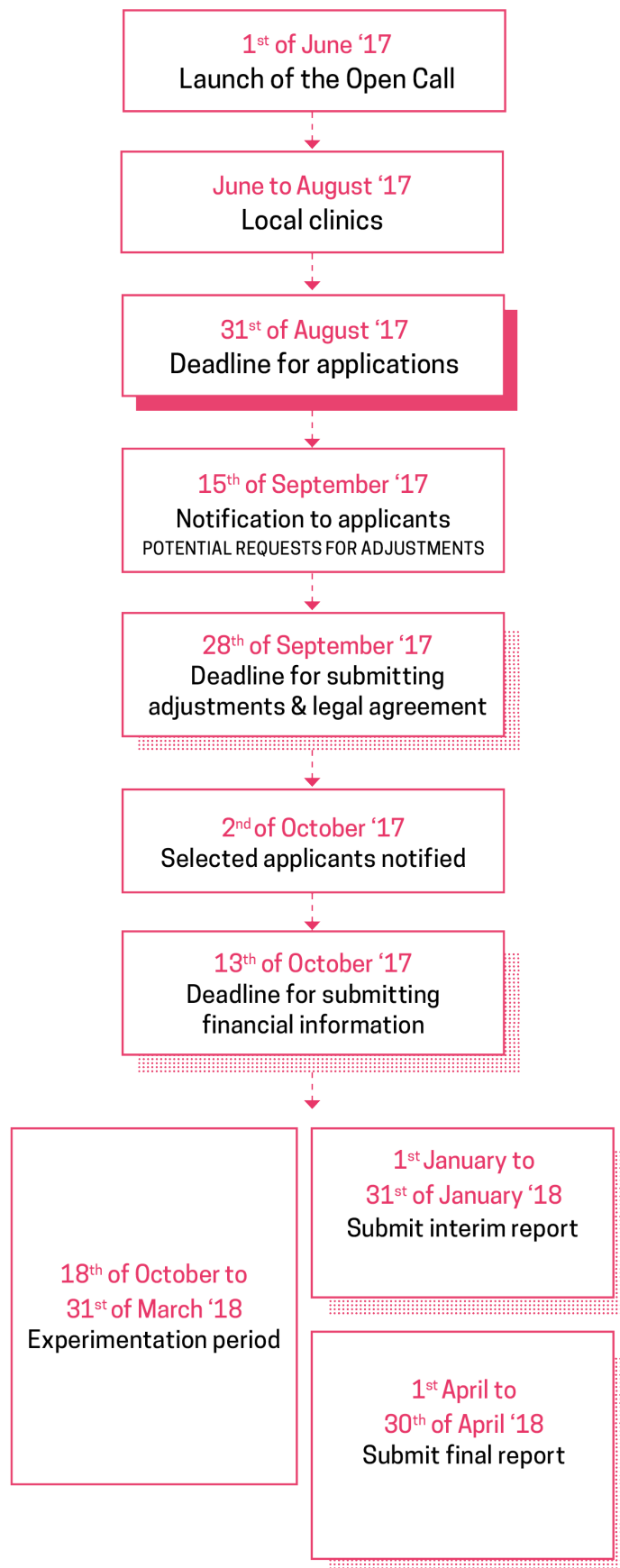
Feasibility of your idea (0-5 points)

- Is your idea technically ready for experimentation?
- Is your idea possible to implement or execute in the context of the city?
- Are the OrganiCity tools, APIs and services available suitable for your experiment?
- Are the experience and skills you and your team have sufficient to develop the experiment?
- Is your budget and plan realistic in relation to the activities listed?

Sustainability of your idea (0-5 points)

- Can your idea be maintained or developed beyond the initial experimentation phase?
- Do you plan to implement your idea in more than one city during or after your experiment?
- Are you working with partners who have the resources to support your idea beyond the experimentation phase? For example, municipalities, NGOs, investors, utility companies, service providers, larger technology companies.
- Can your experiment contribute to further develop the OrganiCity technical environment?
- Do you have a line of research or business, in which the experiment is integrated or forms part of, that clearly demonstrates that it will continue beyond the scope of your proposal? Or are you developing a business models in your experiment?

7. Timeline



8. Support options

Community forum

You can access a public forum where applicants can ask questions or review answers to previous questions.

This repository will be the quickest way to find answers. It will also allow us to be consistent in our replies.

Access the community forum at dev.qa.organicity.eu

Private questions

If your question is confidential email helpdesk@organicity.eu

This email will be slower in replying and is strictly limited to issues that cannot be public.

Consider using the forum before contacting this email, especially if your question could be of value to others.

Open call clinics

Aarhus, London and Santander will host clinics where you can obtain support in person during the open call application period. These will assist you with any detailed questions you may have about the open call process, with meeting experimenters or communities, generating ideas, or preparing your application.

New cities are also encouraged to host clinics. Find upcoming clinics at organicity.eu/resources-news/events

Connect

To help you find local collaborators in the city, we have created a section that lets you browse the communities, companies and individuals which want to take part in experiments. Browse and add your own communities of interest, or the skills and knowledge you can contribute as a potential experimenter.

Follow OrganiCity on Twitter [@OrganiCity_eu](https://twitter.com/OrganiCity_eu), your local [Aarhus, London](#) or [Santander](#) Facebook pages, the [OrganiCity newsletter](#) and keep an eye on our [website](#) for more information.

APPENDIX 1: List of countries eligible for funding

The list of countries from which individuals, experiment groups, associations, organisations or businesses legally registered may apply.

EU Member States

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom.

Horizon 2020 Associated Countries²

Iceland, Norway, Albania, Bosnia and Herzegovina, the Former Yugoslav Republic of Macedonia, Montenegro, Serbia, Turkey, Israel, Moldova, Switzerland, Faroe Islands, Ukraine, Tunisia, Georgia, Armenia.

Overseas Countries and Territories linked to Member States³

Anguilla, Aruba, Bermuda, British Antarctic Territory, British Indian Ocean Territory, British Virgin Islands, Cayman Islands, Falkland Islands, French Polynesia, French Southern and Antarctic Territories, Greenland, Montserrat, Netherlands Antilles (Bonaire, Curacao, Saba, Sint Eustatius, Sint Marten), New Caledonia, Pitcairn Islands, Saint Barthélemy, Saint Helena, Saint Pierre and Miquelon, South Georgia and the South Sandwich Islands, Turks and Caicos Islands, Wallis and Futuna.

Automatically Eligible Non-EU Applicants³

Applicants based in any of the countries listed here are automatically eligible for funding under the Horizon 2020 budget:

Afghanistan, Algeria, American Samoa, Angola, Argentina, Azerbaijan, Bangladesh, Belarus, Belize, Benin, Bhutan, Bolivia, Botswana, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Chile, Colombia, Comoros, Congo (Democratic People's Republic), Congo (Republic), Costa Rica, Côte d'Ivoire, Cuba, Djibouti, Democratic People's Republic of Korea, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Eritrea, Ethiopia, Fiji, Gabon, Gambia, Ghana, Grenada, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Indonesia, Iran, Iraq, Jamaica, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kyrgyz Republic, Lao, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Malaysia, Maldives, Mali, Marshall Islands, Mauritania, Mauritius, Micronesia, Mongolia, Morocco, Mozambique, Myanmar, Namibia, Nepal, Nicaragua, Niger, Nigeria, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Rwanda, Samoa, Sao Tome and Principe, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, South Africa, South Sudan, Sri Lanka, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, Syrian Arab Republic, Tajikistan, Tanzania, Thailand, Timor-Leste, Togo, Tonga, Turkmenistan, Tuvalu, Uganda, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia, Zimbabwe.

² Source: http://ec.europa.eu/research/participants/data/ref/h2020/grants_manual/hi/3cpart/h2020-hi-list-ac_en.pdf

³ Source: http://ec.europa.eu/research/participants/data/ref/h2020/other/wp/2016-2017/annexes/h2020-wp1617-annex-a-countries-rules_en.pdf

APPENDIX 2: The OrganiCity city challenges

Use these challenges as inspiration to ensure your experiment is aligned with the innovation these cities need. These are not mandatory but are there to guide you in creating ideas which are relevant to the local context.

Aarhus city challenges

Promoting active citizenship: Explore innovative ways to promote active citizenship, as per the [Aarhus Active Citizenship Policy](#).

Smart culture: Create new urban cultural experiences or synergies between different events in the city.

Going green: Explore new green solutions, engaging ways of creating awareness about CO2-reduction and the green transition (particularly amongst children and young people).

Sharing economy: Change the habits of citizens or organisations, and explore potential uses or sustainable business models for the national testbed for the sharing economy, based on the [principles outlined by the testing phase in Aarhus](#).

London city challenges

Urban mobility: Encourage active modes of transportation, accessibility and ease of connectivity across the city.

Improving air quality: Create and support measurable improvements on pollution levels in our streets.

Connecting communities: Enable people to connect to one another and to the community assets at their disposal. You can encourage the creation of communities or work with an existing community to help them generate the impact they strive to see.

Urban green spaces: Making London more accessible through walking and cycling, shape our places to become better to play and socialise, and enhance biodiversity to attract wildlife.

Santander city challenges

Managing the impact of events: Explore ways of measuring the positive and negative impacts of large-scale events or medium events with a high frequency. Propose ways of maximising the benefits of these events for the local context.

Urban mobility: Facilitate or encourage more sustainable, active or social means to move to the downtown. Reduce the perception of wasted time in public transportation, the difficulties with parking or congestion during the school run. You can also utilise the new infrastructure (escalators, cycling routes, metrotus) in innovative ways.

Waste management and street cleaning: Suggest solutions to measure the level of service, increase early detection of punctual issues or increment the efficiency of the service to save staffing resources.

Elderly care and assistance: Alleviate the pressure on municipality services by proposing segmented services to deliver health, assistance or tackle solitude.

Traditional shops: Develop ways to engage citizens in utilising the local traditional shops. Foster the collaboration of shop owners or proposing innovative ways to renew traditional shopping.

Read more about these city challenges at: organicity.eu/open-call/information

www.organicity.eu
info@organicity.eu
[@organicity_eu](https://twitter.com/organicity_eu)



This project has received funding from the European Union's Horizon 2020 research and innovation program under the grant agreement No. 645198