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I3-2021-INV1-101083997

3DOP
3D Printing Optimized Production

3DOP DEMONSTRATION AND SERVICE OFFERINGS: OPEN CALL FOR FREE TRIALS

Open Call Application Guidelines

Call Publication Date: (18-10-2024)

Start date of Project: 01 January 2023

Duration: 36 months

Responsible of the 3DOP Call Management: Trentino Sviluppo S.p.A.

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1 Introduction

This document serves as a guide to allow an applicant to get access to all relevant information about the 3DOP call “3DOP Demonstration and service offerings: open call for free trials”, from now on also “3DOP Open Call”.

Hereafter, a few summary data about the project 3DOP and the 3DOP Open Call:

- Programme: [Interregional Innovation Investments Instrument \(I3\)](#)
- Topic : [I3-2021-INV1-MANU](#)
- Project ACRONYM: 3 DOP
- Project full name: Optimisation of Production by 3DOP
- Project Grant Agreement: n. 101083997
- Opening of the Call: 18 October 2024
- Deadline to submit applications: 4 February 2025, Midday
- Selection of applications: from mid-October 2024 onwards
- Submission language of the application proposal: English
- Internet address for full call information (**3DOP website**):
<https://brainporteindhoven.com/nl/ondernemen-en-innoveren/technologieen/additive-manufacturing/3dop>
- Implementation of new test cases: from late 2024/early 2025 onwards
- Contact: for any inquiries or communication purposes use: luca.capra@trentinosviluppo.it
- 3 DOP Open Call Manager: Trentino Sviluppo S.p.A.

Within the document, a few abbreviations will be used. Here in the following is a list of the main ones.

Abbreviation	Meaning
CP	Core Partners
3D	Three-Dimensional
ERDF	European Regional and Development Fund
I3	Interregional Innovation Investments
IPR	Intellectual Property Rights
MB	Management Board
NDA	Non-Disclosure Agreement
SME	Small/medium enterprise
T&Cs	Terms and Conditions
TRL	Technology Readiness Level
3DOP	3D Optimized Production
OCM	Open Call Manager

2 I3 Programme and 3DOP Project

3DOP is a European Union funded project, under the Programme I3 Instrument, aiming at transforming the Future of Manufacturing through 3D Printing Innovation.

The Interregional Innovation Investments (I3) Instrument, as part of the European Regional and Development Fund (ERDF), aims at supporting interregional innovation projects in their commercialization and scale-up phases giving them the tools to overcome regulatory and other barriers and bring their project to investment level.

In the dynamic landscape of modern manufacturing, 3D printing stands as a revolutionary force, showcasing remarkable potential in enhancing productivity, fostering combined functionality, and steering smart and green transitions. The transformative power of 3D printing, however, encounters substantial bottlenecks that impede its widespread adoption, hindering the realisation of untapped investments. Recognising this challenge, 3DOP emerges as a groundbreaking initiative poised to eliminate these hurdles and unlock a new era of productive investments within a time frame of three years.

3DOP project, through its consortium partners, offers a full range of cutting-edge technical solutions and supporting services as described in Section 5.

The 3DOP Open Call is the opportunity for SMEs with new ideas and projects (from now on also “clients”) to access the facilities, capabilities, services, and solutions developed by the consortium partners in the framework of the project. The clients can validate and test their innovative ideas by selecting services from a wide portfolio of technical and non-technical services and, at the same time, the 3DOP partners can make one step further to bring their technologies/innovations to investment level.

Accessing the ecosystem during the 3DOP Open Call will be free of charge for the selected applicants, as the project partners have allocated some budget under the European grant agreement No. 101083997, belonging to the Interregional Innovation Investments (I3) Instrument to support the test cases development.

To clearly present what the 3DOP project is and what it offers, Section 5 includes a brief explanation of how the ecosystem is structured. More information on the specific service portfolio is accessible at the 3DOP website.

3 3DOP Open Call

The 3DOP Open Call is a unique opportunity to develop an innovative idea by gaining access to the 3DOP partner facilities/services/solutions in a one-stop-shop and accessing high-quality services of the entire 3DOP ecosystem for free.

The beneficiaries of the 3DOP Open Call services will co-develop complementary solutions or use/take up solutions developed in the framework of 3DOP project: the result will be the implementation of **Test Cases involving clients and 3DOP partners**.

Through the integrated services portfolio approach (piloting, training, financial support, business planning and funding) and the outreach towards external partners and end-users 3DOP consortium will unlock additional investments, both by solution owners and solutions takers/contributors.

The 3DOP website will operate as an interactive online platform that provides information about the facilities, capabilities and services offered by the 3DOP and allows for the online application.

The 3DOP main technical services are based on eight technical solutions concerning the areas of metal 3D printing, automation technologies, and tooling with embedded electronics.

Once the application is submitted, accepted and selected, the selected beneficiaries will receive, if it is of their interest, complementary support, mentoring and experts' advice on several aspects of their concept such as innovation and business support in addition to the technical services.

The 3DOP Open Call is a **rolling open call**. It will be launched on **18 October 2024** and applicants will be able to submit applications until **4 February 2025 at noon**. Between these two dates 3DOP Evaluation team will periodically make the evaluation and selection of the applications (those that will score above a minimum threshold) according to a "first in – first selected" priority.

After the selection, beneficiaries will be invited to the negotiation phase, to define the details of the Test Cases, the roles and the scheduling in the collaboration activities, etc., everything specified in a final agreement between the beneficiaries and the 3DOP counterparts.

4 Test Cases

1. The selected beneficiaries (from now on also “clients”) will receive 3DOP services free of charge. This means that they will have access, for implementing their Test Cases, to the facilities plants/SME Solution Owners' technologies/services and additional transversal non-technical services from our portfolio, without any obligation to pay the consortium partners.
 2. However, the clients will not receive any additional funding from 3DOP to cover any part of their expenses.
 3. The maximum duration of each Test Case shall not exceed 8 months.
 4. The application process for the 3DOP Open Call will be facilitated through the user-friendly web-based unique access point accessible at the 3DOP website. Further details are explained in Sections 7 and 8 of this document.
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5 3DOP Ecosystem and Open Call Outline

The 3DOP ecosystem consortium is made up of SMEs, prototyping Demonstration Facility Centres, Research Centres, clusters and other EU stakeholders involved in additive and prototyping sector and activities. To learn about the composition of the consortium in detail, visit the 3DOP website.

During the project running, the partners of the ecosystem worked hard to run innovation activities in 3D printing processes and products. As shown in Figure 1, in particular, 8 out of the 20 SMEs members of 3DOP (from now on also called “Solutions Owners”) developed 8 technical solutions.

Other ecosystem partners developed NON-technical service packages.

When filling in the application form, the applicant shall choose between two possible strands:

- Strand 1. Technical + NON-technical services.
- Strand 2. Only NON-technical services.

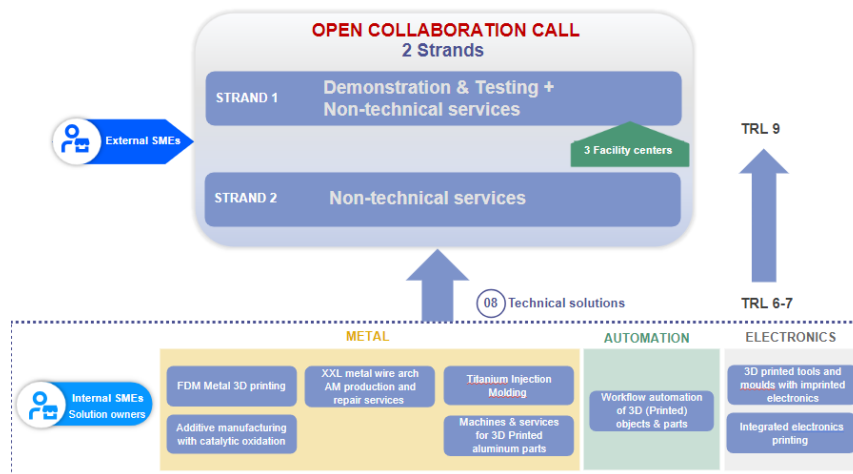


Figure 1. 3DOP Open Call Outline

5.1 Technical Services

As shown in Figure 1, 8 technical solutions have been developed during the project: 5 belong to metal 3D printing processes, 1 regards the automation of the additive process workflow, and 2 concern printed electronics.

All these solutions need to be further developed to enter the market, as they are in a TRL status between 6 and 7.

During the 3DOP Open Call, the three Facilities belonging to the 3DOP consortium will work tightly with the Solution Owners and with the applicant beneficiaries to bring the solutions closer to the market (TRL 9), through the Test Case implementation.

5.2 NON-Technical Services

As shown in Figure 1 and Figure 2, four types of NON-Technical Services have been developed during the project:

1. 3DOP Partnering & Projects services;
2. 3DOP Financial-Private services;
3. 3DOP Financial-Public services;
4. 3DOP Training/Coaching services.

These services are intended to support the upscaling of the Test Cases both for Solution Owners and for applicants, in order to join the market as soon as possible.

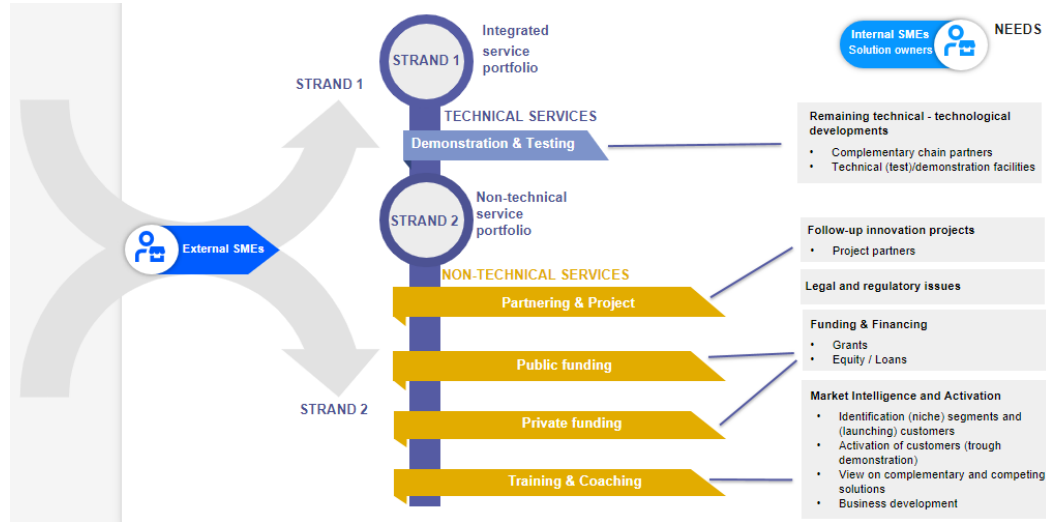


Figure 2. Technical and NON-technical Services and their Linkage with the Call Strands

5.3 Collaboration in Test Cases' creation

The Solution Owners have identified their specific needs (in terms of technical support, financial support, project management support, etc.) to bring their solutions to the market.

These needs will be met by the 3DoP Consortium partners within the framework of the collaboration between the Solution Owners chosen by the 3DOP Open Call beneficiaries and the beneficiaries themselves.

The beneficiaries of the 3DOP Open Call will co-develop complementary solutions or use/take up solutions developed in the framework of the 3DOP project and can benefit from the NON-technical services: the result will be the creation of **Test Cases**.

The catalog of specific 3DOP services is detailed in the interactive online platform. The updated list can be accessed at the 3DOP website.

6 Eligibility Criteria

To be eligible and admitted for the evaluation and selection process, applications shall comply with the following requirements:

- the application shall be connected to 3DOP's scope and services, that is it shall be related with innovative 3D printing technologies/services;
- the product/solution/proposal described in the application should be able to exhibit successful experiments showcasing the idea's potential having a starting TRL¹ 6-7 ;
- applicants shall be SMEs;
- SME'S shall be established in one of the eligible regions, i.e.:
 - regions to which the 3DOP project partners belong:
 - Flanders (BE2)
 - Baden-Württemberg (DE1)
 - North Rhine Westfalia (DEA)
 - Lombardia ((ITC4)
 - Oost Nederland (NL2)
 - Zuid Nederland (NL4)
 - Malopolska (PL21)
 - Slovenia (SI0)
 - Catalonia (ES51)
 - Asturias (ES12)
 - Trento (ITH2)
 - Brussels region (BE 1)
 - Hrvatska (HR0)
 - Bayern (DE2)
 - Hessen (DE7)
 - Schleswig-Holstein (DEF)
 - Thüringen (DEG)
 - Regions that endorse 3DOP project:
 - Aragon (ES24)
 - Austria (AT1, AT2, AT3)
 - Bulgaria (BG3, BG4)
 - Cantabria (ES13)
 - Emilia Romagna (ITH5)
 - Friuli Venezia Giulia (ITH4)
 - Värmland (SE311)
 - Wallonia (BE3)
 - other regions:
 - Auvergne Rhône Alpes (FRK)
 - Basque Country (ES21)
 - Dalarna (SE312)
 - East and North Finland (FI1D)
 - Gävleborg (SE313)
 - Lower Saxony (DE9)
 - Navarra (ES22)
 - Norte (PT11)
 - North East Romania (RO21)

¹ <https://esto.nasa.gov/tr/>

- Pays de la Loire (FRG)
 - Piemonte (ITC1)
 - Saxony (DED)
 - Sachsen Anhalt(DEE0)
 - Zuid Holland on behalf of Randstad (NL36)
 - Galicia (ES11)
- Less Developed Regions (as for Annex I of [COMMISSION IMPLEMENTING DECISION \(EU\) 2021/1130](#)).
 - Applications shall be submitted in English using the application online form before the 3DOP Open Call deadline. Proposals submitted in any other language or after the call deadline will not be evaluated. A detailed explanation on the interactive application is included in Section 9 of this guideline.
 - Furthermore, the applicant shall agree to the General Terms and Conditions related to their financial status, novelty and innovation of their idea, ethical issues and other European provisions.
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7 3DOP Open Call Process and Timeline

The 3DOP Open Call process and timeline are illustrated in Figure 3 .

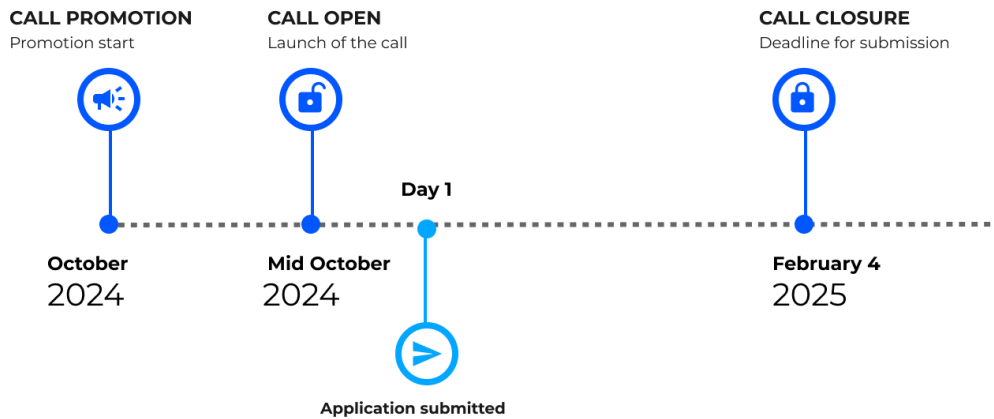


Figure 3. 3DOP Open Call Process and Timeline

The call for collaboration will be launched on 18 October, 2024. From this date onward, applicants will be able to access the application form and submit it through the 3DOP website.

The call for applications will close on 4 February, 2025, at 12:00 noon (CET).

For administrative reasons, the deadline of the call may be postponed for an additional 15 days, subject to the decision of the 3DOP Consortium Executive Committee.

If the deadline is extended, notice will be given on the 3DOP website no longer than 27 January 2025.

From 18 October 2024 to the end of February/Mid of March 2025, the Evaluation and Selection Phase will occur periodically (as described in Section 10).

The negotiation phase will occur periodically, as far as the evaluation and selection phase proceed, ending with the final signature of the contracts between the beneficiaries of the 3DOP Open Call and their counterparts in the 3DOP consortium.

8 Application Procedure

The applicant shall submit the application online, in a unique stage submission procedure. The one stage is intended to assess the technical advance and state-of-the-art, feasibility of the project idea (also with reference to the 3DOP services chosen) and the expected results.

Upon entering the 3DOP website, the applicant will have access to the necessary information and tools concerning 3DOP Open Call services (technical and NON-technical ones portfolio).

The applicant will also find the link to the application form on the platform of the Open Call Manager at <https://agoraspid.trentinosviluppo.it/>².

Each applicant may submit more than one application form. It is strongly recommended that before submitting its idea, the applicant consults the 3DOP team via email at luca.capra@trentinosviluppo.it for a **feasibility check** of its **product/solution/proposal** requirements, in order to identify the most suitable Technical and NON-Technical services among 3DOP offer portfolio.

Particularly, the applicant shall:

- visit the website of the 3DOP project;
- read carefully the information about the 3DOP Open Call and the Technical and NON-Technical services;
- click on the link to the online application form;
- if necessary, contact the 3DOP team at luca.capra@trentinosviluppo.it for any technical and relevant information regarding the application;
- fill in the application form in English;
- submit the application form (be careful: the form cannot be edited any more, once submitted).

It is recommended that proposals shall be submitted before the deadline for submission, as described in Section 7.

The application form shall be submitted “only” in English.

The information provided in the application shall be true, correct, and complete and should allow for the assessment of the proposal by the Evaluation Committee.

In the event that an application needs a supplement or regularization, the applicant may be granted a period not exceeding than 10 calendar days to produce what has been requested. Only then the application will be considered submitted (in relation to the “first in – first served” procedure explained in Section 10).

In case of failure to supplement or regularize within the time limit allotted for this purpose, the Call Manager will carry out the processing of the application with the available data.

² <https://agoraspid.trentinosviluppo.it> is a platform instanced on a virtual server proprietary of Trentino Sviluppo S.p.A.

9 The Application Content in Details

Before entering the application form, the applicant is requested to choose the Strand:

- Strand 1. Technical + NON-technical services;
- Strand 2. Only NON-technical services.

The application form then consists of seven sections, as follows:

- **Section 1 - General Information** (master data, legal representative and main contact, etc.) about the SME applicant.
- **Section 2 - SME information:** name, type, sector, etc.
- **Section 3 - 3DOP and Open Call interests.** The applicant must express its main interest for specific services/solutions to be developed in the Test Case.
- **Section 4. Details about requested collaboration**

In case Strand 1 has been chosen:

- i. **Technical service details.** In order to be able to evaluate the application, some information on the proposed **product/solution/proposal** will be required.
- ii. **NON-Technical services.** The applicant will be able to select up to 2 NON-Technical services that are the most suitable for its **product/solution/proposal** and shall explain the reason of its choice. The 3DOP team will make the final selection of these services according to the availability of resources, time constraints and correlation with the SME Owner selected.

In case Strand 2 has been chosen:

- i. **NON-Technical services.** The applicant will be able to select up to 2 NON-Technical services and shall explain the reason for its choice. The 3DOP team will make the final selection of these services according to the availability of resources and time constraints.

- **Section 5. GENERAL TERMS**
- **Section 6. GDPR PERSONAL DATA PROCESSING NOTICE**

The applicant must read the personal data processing notice and express its agreement or not.

After completing and submitting the application form, the applicant will receive a confirmation email that the application has been successfully submitted.

It is essential to provide detailed answers to the above-mentioned questions to allow the proper evaluation of the application. There is a possibility to share further information to support the **product/solution/proposal**, if available, such as drawings, certificates, diagrams, photos, etc. The aim of these attachments is to clarify and support the information provided in the specific questions. These attachments will not be considered for evaluation purposes.

10 Evaluation and Selection Process

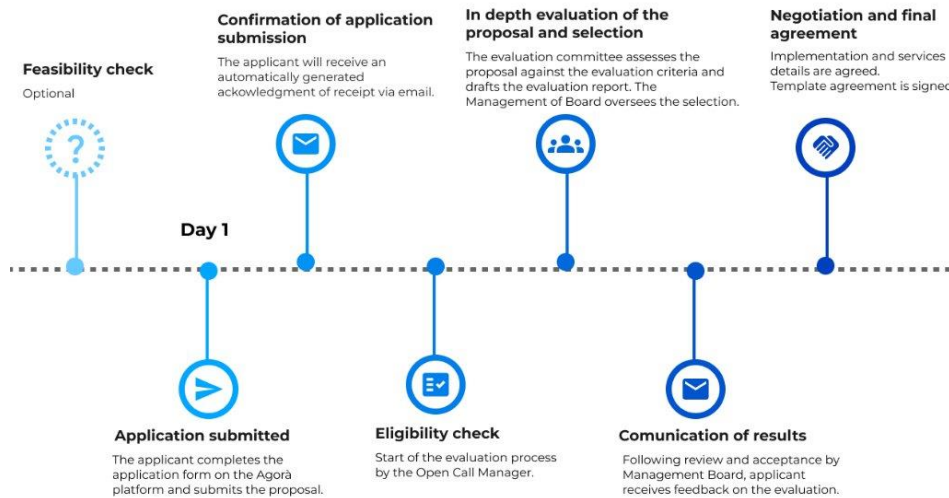


Figure 4. 3DOP Open Call Flow

Once the applicant submits the online application form, he/she will receive a confirmation email.

The Open Call Manager will then conduct a first assessment of the application, ensuring the applicant has submitted all the required information. If not, additional information will be requested.

Being 3DOP Open Call a **rolling open call**, periodically the Open Call Manager will check the application submitted and verify that the applicants fulfil the eligibility criteria and that the requested services in the application form are a combination of 3DOP services.

If the application is compliant with the eligibility criteria, the application will be forwarded to the Evaluation Committee in order to be evaluated in its content. Otherwise, the Open Call Manager will inform by email the applicant that the application is not compliant.

In the event that an application needs a supplement or regularization, the applicant may be granted a period not exceeding than 10 calendar days to produce what has been requested. In case of failure to supplement or regularize within the time limit allotted for this purpose, the OCM will carry out the processing of the application with the available data.

The Evaluation Committee - made up of a pool of domain experts, representatives of technical service providers and of NON-technical service providers – will periodically evaluate the applications received in the meantime and will be supervised and supported by Trentino Sviluppo and 3DOP CTO.

It will assess and score the application, following the evaluation criteria (refer to Section 11 of this guide).

If the score is **equal or over** the minimum threshold (please refer to Section 11 for details), the application will be considered worthy of support. If not, it will be declined. An evaluation report will be drafted and overseen by the Management Board - formed by the Core Partners of 3DOP Consortium - for acceptance.

Once the proposal has been considered worthy of support by the Management Board, the Open Call Manager will check in a few weeks – according with the principle of “first in, first served” and the availability of remaining services - whether there is room or not to start the negotiation phase.

All the applicants will be informed via an email sent by the Open Call Manager about their evaluation report, including the score.

In addition, the selected applicants will be contacted by the Open Call Manager to follow up on the required next steps (Negotiation phase). The final decision of the successfully selected test cases will be also published at the 3DOP website, where only the names of the beneficiaries SMEs and the 3DOP solution owner and service providers involved in each Test Case will be mentioned in respect of the confidentiality agreement.

11 Evaluation Criteria

Applications are evaluated following fair, transparent and confidentiality principles.

The criteria for the evaluation of the applications and the stated scoring scale are aligned with the I3 Programme and adjusted to the 3DOP project.

During the evaluation, all the technical information provided in Section 4 of the application form, will be carefully examined.

The Evaluation Committee (refer to Section 10 of this document) will follow a scoring system for each division criteria, on a scale from 0 to 5 (half-point scores may be used), as described:

- 0. FAIL. The application does not address the criteria, or incomplete information does not allow the proper evaluation of this division.
- 1. POOR. There are serious weaknesses, or the criterion is inadequately addressed.
- 2. FAIR. The criterion is broadly addressed, but there are significant weaknesses.
- 3. GOOD. The criterion is addressed well, however, there are several shortcomings.
- 4. VERY GOOD. The criterion is addressed very well, with a small number of shortcomings present
- 5. EXCELLENT. All relevant criterion aspects are successfully addressed, with minor shortcomings.

Particularly, each of the divisions/criteria has a minimum threshold of 3/5 for an application to be considered worthy of support.

CRITERION	EVALUATION DESCRIPTION
RELEVANCE (minimum threshold: 3)	<ul style="list-style-type: none"> • extent to which the project matches the objectives, themes and priorities of the 3DOP Open Call • clarity and consistency of project, objectives and planning • European/interregional dimension
QUALITY (minimum threshold: 3)	<ul style="list-style-type: none"> • feasibility of the project within the proposed time frame • test case with a starting TRL³ 6-7 and final TRL 9 • quality of the candidate project team • technical quality • logical links between the identified problems, needs and solutions proposed (logical frame concept)
IMPACT (minimum threshold: 3)	<ul style="list-style-type: none"> • objectives and expected results • ambition and expected long-term impact of results on target groups/general public (future applications) • extent to which the project addresses specific needs and challenges that are specific and unique for regions involved in the open call

³ <https://esto.nasa.gov/tr/>

COST EFFECTIVENESS (minimum threshold: 3)	<ul style="list-style-type: none"> • Market impact (potential customers, advantage to competitors) • cost effectiveness • sufficient/appropriate budget for proper implementation
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One additional point of award will be assigned to beneficiaries belonging to 3DOP regions. 0,5 additional point of award will be assigned in case the applicant belongs to Less Developed Regions list.

The minimum overall threshold (criteria + points of award) for an application to be considered worthy of support is **15/21**.

An evaluation report will be drawn up, showing the results of the evaluation and the overall score.

In order to ensure equal opportunities during the 3DOP Open Call, one additional aspect that will be considered is the balanced involvement of the 3DOP solution owners and Facility centers in the Test Cases of the Open Call: the evaluation and selection process will ensure that the SMEs solution owners and Facility centers and their resources are properly used in the 3DOP Open Call Test Cases, avoiding the overexploitation of any one of them.

12 General T&Cs: protection of personal data, confidentiality

The applicant acknowledges and agrees that all personal data and information submitted via the online application form will be processed by the Open Call Manager and 3DOP Evaluation Team under the frame of the 3DOP Open Call and with the purpose of achieving the 3DOP project objectives.

The data and content of the application will be confidential and will only be shared internally with the 3DOP partners and European Commission, which is funding the 3DOP project and the Open Call new test cases. Only general information (name of the entity, type of entity, country of establishment and operation) will be included in statistics and reports of 3DOP project that will be communicated and disseminated in order to support the exploitation activities of the project. Additionally, general information such as the name of the entity and country of the establishment will be also placed on 3DOP website as part of the public reports of the project

The EU Regulation 2016/679 (GDPR) ensures that data processing is carried out with respect for the fundamental rights and freedoms, as well as the dignity of the data subject with particular reference to confidentiality, personal identity and the right to data protection.

The information on the processing of personal data can be found in the annex 'ANNEX_PROCESSING_PERSONAL_DATA_3DOP.pdf'.

Any communication or publication under the Open Call should clearly indicate that the development of these activities has been linked to the European Commission within the scope of the 3DOP project (Grant Agreement n. 101083997) displaying the EU logo on all printed or digital material, including websites and press releases. The selected applicants will support the 3DOP dissemination measures when requested to engage with the public about such involvement and to highlight the financial support of the EC.

It is also worth mentioning that all parties (3DOP service providers and applicants) will identify their background knowledge and will provide access rights of this background knowledge to the involved parties, if necessary, exclusively for the Test Case implementation.

Ownership of results (including joint results that will be generated by at least two parties) will belong to the parties generating them. The management of the Intellectual Property Rights will be specified and foreseen in the Collaboration Agreement, a service provision agreement that each selected applicant will sign with the 3DOP service providers, once their application is approved and the negotiation ended.

13 Contractual relationship

After the selection and negotiation phase completion for the selected applications, and once reaching a mutual agreement, the applicants are required to sign a legal document, the Collaboration Agreement, that will foresee the terms and conditions of the Test Case implementation among them and the 3DOP service providers.

The agreement will include the service provision specifications from each individual service provider/solution owner. During the preparation of the Collaboration Agreement, the applicant shall define the background of the selected entity, as this is necessary for any future modification concerning the new results generated through the implementation of the Test Case, as well as any joint results if applicable, and their potential exploitation. In case there are joint results, the involved parties will contemplate drafting a joint ownership agreement, aiming to define the specific terms and conditions of Intellectual Property Rights - IPR management.

In case the applicant disagrees with the results of the service delivered by the 3DOP service providers/solution owners during the 3DOP Open Call, the applicant is not entitled to require further support free of charge.

The specific terms of collaboration between the applicant and the 3DOP service providers/solution owners within the frame of the 3DOP Open Call Test Cases will be governed by the legal document to be signed by the applicant and the involved 3DOP service providers/solution owners prior to the initiation of the test case.

14 Implementation of the Test Cases

Once the Collaboration Agreement is signed by all involved parties, the Test Case can start the implementation phase.

The beneficiary of the 3DOP Open Call must designate a contact person (**Project Manager**) to lead the communication between the beneficiary and the 3DOP team throughout the entire duration of the project. The Project Manager shall supply any information requested by the service providers/solution owner, that is necessary for the proper implementation of the project.

The Project Manager will also be the contact person for the Test Case. The 3DOP service providers/solution owners will designate a 3DOP **Test Case Supervisor** (henceforth also “Supervisor”) for this Test Case. The 3DOP Test Case Supervisor:

- will oversee the execution of the work and will ease the flow of the activities and manage and communicate with the client;
- will control the test case schedule to make sure deadlines are met, workflows are followed and prevent interruptions, and if necessary, propose minor adjustments for productive execution.

The Supervisor will be the direct contact with the 3DOP team and the beneficiary. Once the implementation comes to an end, the allocated team providing the services will draft the final report including the work carried out, results and conclusions of the Test Case.

This will be overseen by the Supervisor, and he/she will forward this to the 3DOP Management Board.

Trentino Sviluppo will contact the beneficiary Project Manager to inform that the test case execution is completed, to send the final Test Case report and to ask for feedback on the quality of services and the level of satisfaction with the 3DOP services, by answering a questionnaire provided with the service offer.

15 Quality and Satisfaction Survey

By submitting an application during the 3DOP Open Call and requesting access to the support services of the 3DOP project, the applicant agrees to fill in a quality and satisfaction survey providing feedback on his experience using the 3DOP services.

In particular, the successful applicants will provide feedback on the functioning, the application process, the communication process, and the quality of provided services and collaboration with 3DOP partners, as well as general feedback on the 3DOP experience.

The satisfaction questionnaire is structured to allow rigorous data collection to support performance evaluation.

The purpose of this survey is to evaluate the customers' satisfaction and give impactful feedback on services and solutions to be brought to the market.

16 Applicant Support

All the useful information on the 3DOP Open Call is provided in this guideline. It is recommended that the applicant contacts 3DOP for discussions and support on filling the application form before submission. For any support on the application submission and any inquiries regarding the 3DOP Open Call the applicants may contact luca.capra@trentinosviluppo.it.

Trentino Sviluppo S.p.A.
General Director
Paolo Pretti
