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I3-2021-INV1-101083997

3DOP

3D Printing Optimized Production

3DOP NEEDS AND SERVICES: OPEN CALL FOR FREE APPLICATIONS

Call Application Guidelines

CUT OFF II

Call Publication Date: (08-04-2025)

Start date of Project: 01 January 2023

Duration: 36 months

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

0 Objectives & Scope

This document serves as a guide to allow an applicant to get access to all relevant information about the 3DOP call named “3DOP needs and services: open call for free applications”– CUT OFF II from now on also “3DOP Open Call” or “Open Call”.

- Programme: Interregional Innovation Investments Instrument (I3)
 - Topic: I3-2021-INV1-MANU
 - Project ACRONYM: 3DOP
 - Project full name: Optimization of Production by 3DP
 - Project Grant Agreement: n. 101083997
 - Deadline to submit applications: **8 September 2025**, Midday 12:00 noon (CET)
 - Deadline for the negotiation process: **31 October 2025**
 - Deadline for the Implementation of Collaborative Actions: **15 December 2025**
 - Submission language of the application proposal: English
 - Internet address for full call information: [3DOP Project](#)
 - 3DOP Open Call Manager: Trentino Sviluppo S.p.A.
 - Contact person: luca.capra@trentinosviluppo.it
(for any inquiries or communication purposes)
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1 List of Abbreviations and Acronyms

Abbreviation	Meaning
3D	Three-Dimensional
3DOP	3D Optimized Production
CP	Core Partners
EB	Executive Board
ERDF	European Regional and Development Fund
I3	Interregional Innovation Investments
IPR	Intellectual Property Rights
NDA	Non-Disclosure Agreement
OCM	Open Call Manager
SME	Small/medium enterprise
T&Cs	Terms and Conditions
TRL	Technology Readiness Level ¹

¹ <https://esto.nasa.gov/trl/>

2 Introduction

3DOP is a European Union funded project, under the ERDF Programme I3, 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, 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.

3DOP project, through its consortium partners, offers a full range of cutting-edge technical solutions and non-technical supporting services aiming to unlock large investments and enable the optimization of 3D printing production through Additive Manufacturing (AM).

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.

Accessing the 3DOP ecosystem during the 3DOP Open Call will be free of charge for the selected **applicants** (from now on also “**beneficiaries**”), 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 demonstration/piloting activities and non-technical services (new project creation, coaching and training, private and public funding support).

To clearly present what the 3DOP project is and what it offers, Section 4 includes a brief explanation of how the ecosystem is structured. More information on the project is accessible at www.3dop.eu; besides that, more information on the services portfolio is accessible at the [3DOP Community portal](#).

This document concerns the regulation of the Open Call – CUT OFF II of the 3DOP project.

3 3DOP Open Call Description

The 3DOP Open Call – CUT OFF II is a **rolling open call** that gives opportunity for external SMEs to become part of the “3DOP Community” and have access to the facilities, capabilities, services and solutions developed by the consortium partners in the framework of the project.

The call is a unique opportunity to explore innovative ideas in the field of Additive Manufacturing by 3D printing in four different application fields:

- Metal printing;
- Electronics;
- Dental;
- Automatization.

The Open Call involves two sides:

- Applicants (external SMEs):
 - seeking to support a 3DOP member that has defined a specific need (technical or non-technical) as a challenge, aiming to “solve” the challenge;
 - looking for benefitting of a demonstration/piloting services offered by a 3DOP partner (typically a Facility Centre);
-

- searching for non-technical services that can enhance the market potential of an innovation or product they have developed, or they are developing;
- 3DOP partners/members:
 - searching for collaborations;
 - offering both technical and non-technical services.

Starting from the **8th of April 2025** until the deadline of the **8th of September 2025**, external SMEs can submit their applications. Between these two dates, the Open Call Manager and 3DOP Evaluation Committee will periodically verify the eligibility, do the evaluation and selection of the applications according to a “first in – first selected” priority.

Through the integrated services portfolio approach and the outreach towards external partners and end-users, the call will unlock possible additional investments, both by solution owners and solutions takers/contributors.

The 3DOP website and 3DOP Community portal will operate as an interactive online platform providing additional information about the facilities, capabilities and services offered by the 3DOP ecosystem.

The portfolio of the 3DOP needs and services is available on the 3DOP Community portal at the link of 3DOP Community portal: <https://qualified.3dop.eu/>.

The application process for the 3DOP Open Call is detailed described in Sections 6 and 7 of this document.

As shown in Figure 1, during the application process, the external SME shall choose between **three different strands**, depending on the type of collaboration with the 3DOP consortium:

1. **Strand 1.** Solution owner needs: collaboration with 3DOP solution owners in addressing their challenges to move forward the technology from TRL 3-8 to TRL9, with additional support of technical and non-technical services offered by 3DOP portfolio if necessary;
2. **Strand 2.** Free demonstration/piloting services: offered by 3DOP facility centres with additional non-technical services offered by 3DOP portfolio;
3. **Strand 3.** Free non-technical services offered by 3DOP portfolio.

In each of these strands, applicants have the possibility to select the specific needs and services (also called “cards”) that could better support the collaborative action described in the application.

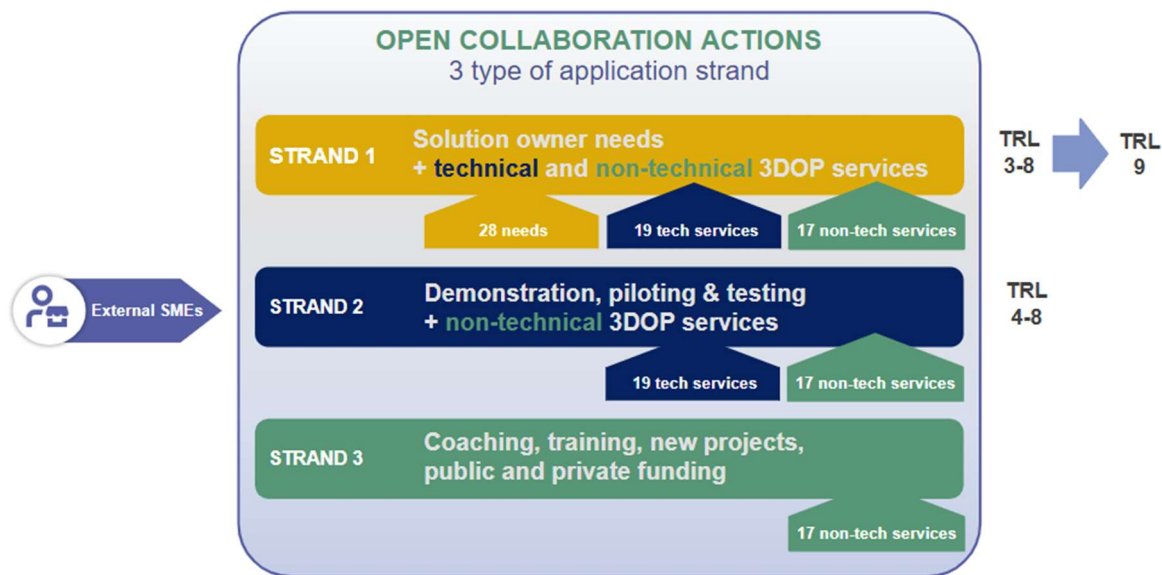


Figure 1. 3DOP Open Call – Type of Application

3.1 Stakeholders Involved in the Open Call

The roles of internal and external organization are reported in the following:

- **Solution owners:** all the 3DOP project partners that expose their needs (see Section 4) outside of the project to external SMEs to create connected value chains towards full industrial deployment of the technology.
- **Service providers:** all the 3DOP project partners that could provide support to the beneficiaries of Open Call, offering the technical and non-technical services described in Section 4.
- **External beneficiaries:** all the external SMEs beneficiaries of the Open Call, supporting the solution owners in addressing their needs and/or getting free access to the technical and non-technical support services offered by the service providers.

3.2 Why Should an SME Join the 3DOP Community?

Joining the 3DOP Community and participating in the Open Call offer several compelling benefits for external SMEs that can significantly enhance their capabilities, innovate more effectively, and accelerate their growth:

- **Access to advanced technologies:** SMEs can leverage cutting-edge additive manufacturing and 3D printing technologies to enhance their products and business processes;
- **Validation and testing:** SMEs can validate and test their innovative ideas in real-world demonstration and piloting facility centers, ensuring their solutions are market-ready;
- **Collaboration opportunities:** SMEs can collaborate with industry leaders and project partners to develop complementary technologies and solutions;

- **Funding:** SMEs can explore both public and private funding opportunities to support their innovative projects or to participate in consortium for new project creation. They can also receive personalized coaching, technical guidance and training to refine their strategies and drive sustainable growth;
- **Comprehensive Services:** SMEs can gain access to a wide portfolio of technical and non-technical services within the 3DOP ecosystem, providing a one-stop-shop for all their needs.

3.3 Collaborative Actions

External SMEs can apply to the Open Call to build profitable **collaborative support actions** by:

- addressing and solving specific **needs of solution owners**, offering their knowledge and products to support 3DOP partners in advancing the developed technologies and reducing the time to market (Strand 1);
- benefit of **free support services** to validate and enhance their innovative ideas and projects. Beneficiaries can select from a wide portfolio of **technical and non-technical** services within the 3DOP ecosystem, gaining access to the knowledge, facilities, services, and solutions of 3DOP partners in a one-stop-shop (Strand 2 or Strand 3).

The selected beneficiaries will receive 3DOP technical and non-technical support services **free of charge**. This means that, to implement collaborative support actions, they will have access - without any obligation to pay the project partners - to the following resources:

- Solution owner's technologies and services;
- Technology and services available at the facilities plants;
- Additional transversal non-technical services from 3DOP portfolio.

However, the selected beneficiaries will not receive any additional funding from 3DOP to cover any part of their expenses.

The support services linked to each collaborative action **must be completed before 15th December 2025**.

The collaboration between external beneficiaries and project partners could proceed also after the end of the project.

4 The 3DOP Ecosystem Portfolio

The 3DOP ecosystem consortium is made up of SMEs, prototyping and demonstration Facility Centers, Research Centers, clusters and other EU stakeholders involved in additive and prototyping activities.

To learn more about the partners of the 3DOP consortium, please visit the website <http://www.3dop.eu>.

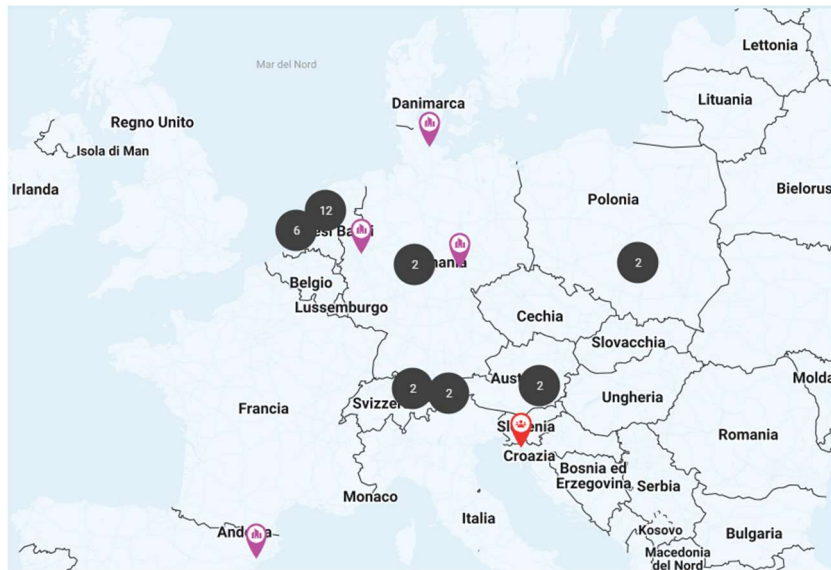


Figure 2. 3DOP Consortium Map

During the project running, the partners of the ecosystem worked hard to run innovation activities in 3D printing processes and products. As shown in

Technical solution and services

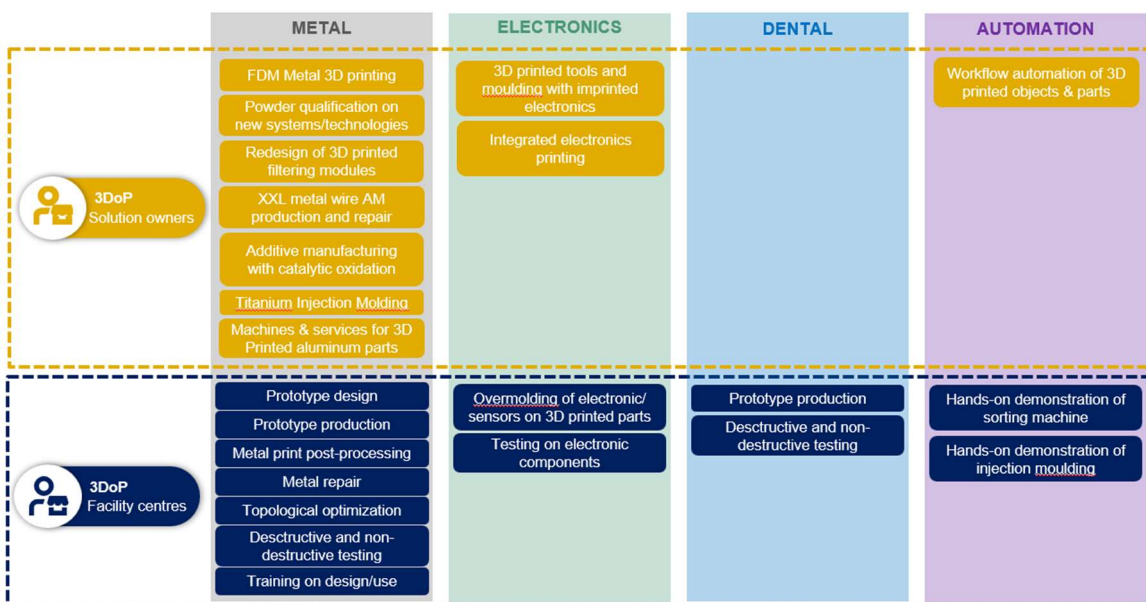


Figure 3, different technical solutions and services in four application fields are available as driving opportunities for collaboration with external SMEs to bring their innovative 3D printing solutions closer to the market for a mutual benefit of the 3DOP solution owner and the external SME.

Other technical and non-technical services are available through the project consortium partners (f.i. optimization, prototyping, new project creation, funding analysis) as support for the “Collaborative action” and could be requested to complete the service packages.

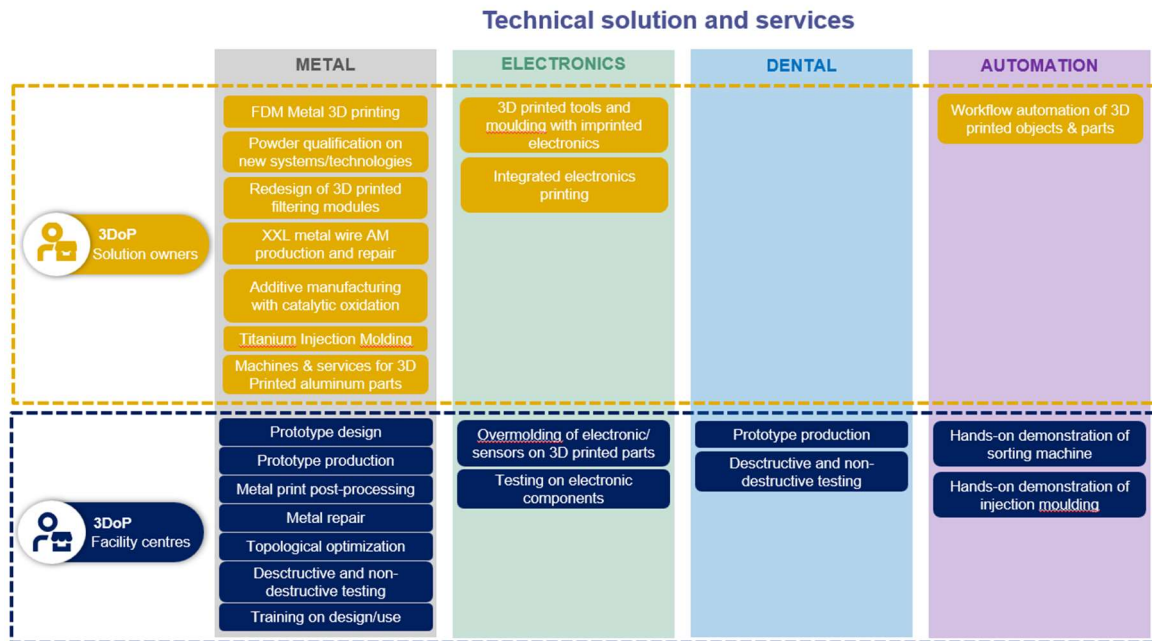


Figure 3. 3DOP Open Call – Technical Solutions and Services

In the 3DOP web portal, three different categories of “cards” are presented:

- a) Solution owner needs.
- b) Demonstration and piloting services.
- c) Non-technical service (coaching, training, new project creation, public and private funding).

4.1 Solution Owner Needs

The 3DOP Consortium has identified **specific solution owner’s needs** (also called “challenges”) necessary to push their solutions to the market. These needs can be addressed by the collaboration actions of the 3DoP partners and the external SMEs as Open Call beneficiaries.

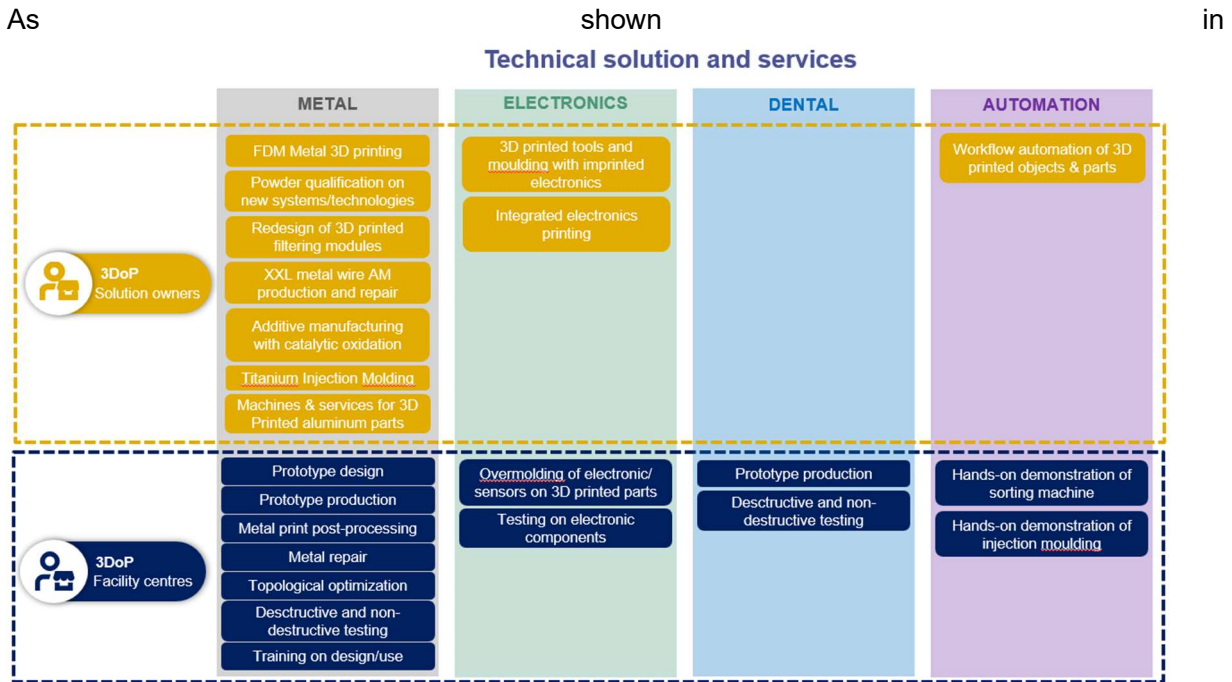


Figure 3, different technical solutions challenges have been defined as solution owners needs belonging to metal 3D printing processes, electronic and automation.

All these challenges are related to the market landing of innovative technical solutions developed during the project, starting with a TRL status between 6 and 7 with the objective of bringing it to TRL 9.

During the 3DOP Open Call, the Facility Centers belonging to the 3DOP consortium will work tightly with the Solution Owners and with the beneficiaries providing the additional services that help to bring the solutions closer to the market (TRL 9).

4.2 Demonstration/Piloting Services

In case of demonstration/piloting services the beneficiaries of the 3DOP Open Call will benefit of the 3DOP consortium partners technical services to get their innovations and products closer to the market. The Facility Centers belonging to the 3DOP consortium (ProM Facility, TECOS and Porin) have fine-tuned demonstration/piloting services related to 3D printing.

The applicant can choose these services to find an expert partner that can support it to enforce its innovative activities.

4.3 Non-technical Services

In case of choice of NON-technical services, the applicant will benefit from intellectual services provided by specialized advisors from the 3DOP Consortium partners.

As shown in

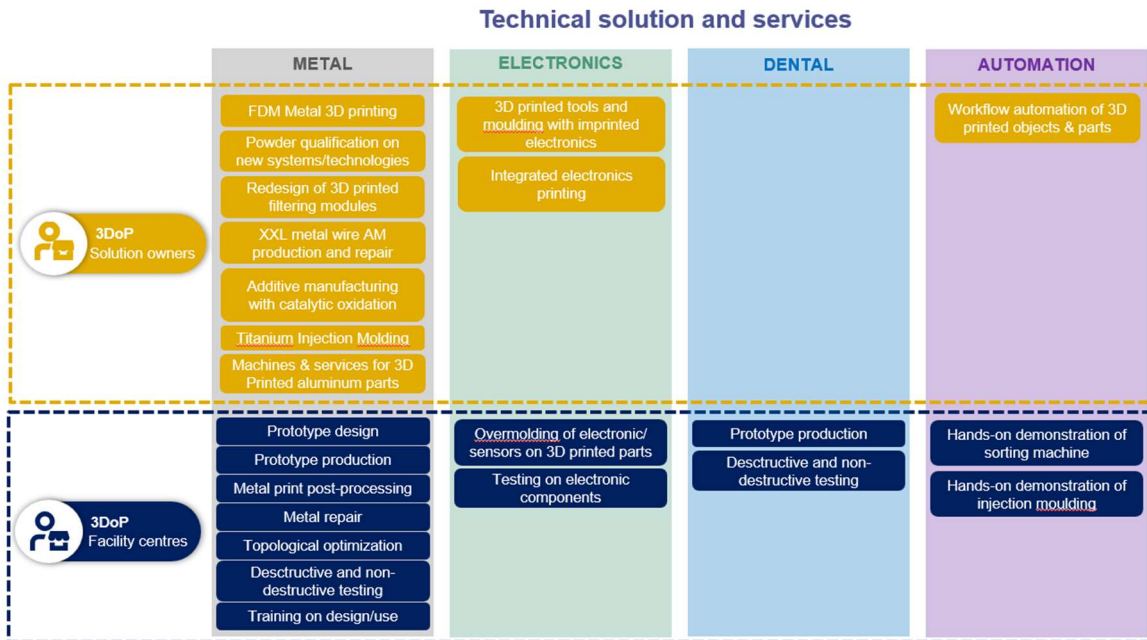


Figure 3, four categories of non-technical services are available:

- Partnering & Projects;
- Financial - Private;
- Financial - Public;
- Training and Coaching.

These services are intended to support the upscaling of the Collaborative Action both for solution owners and for applicants, to address the roadmap for market deployment as soon as possible.

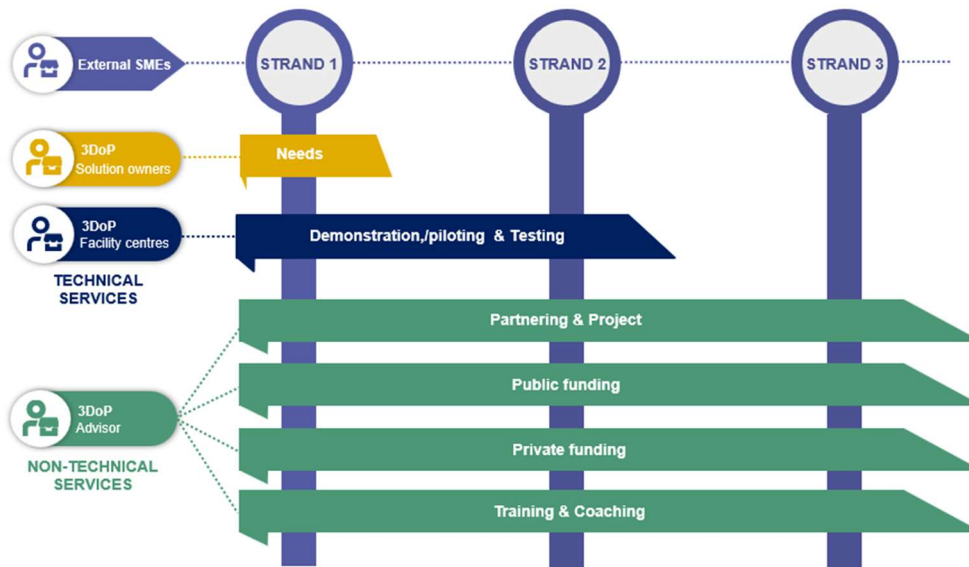


Figure 4. Needs, Technical and Non-Technical Services and their Linkage with the Open Call Strands

5 Eligibility Criteria

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

- the application shall be connected to 3DOP scope and services, that is it shall be related with innovative 3D printing technologies/services;
 - 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 (BE1)
 - Hrvatska (HR0)
 - Bayern (DE2)
 - Hessen (DE7)
 - Schleswig-Holstein (DEF)
 - Thüringen (DEG)
 - Regions that endorsed 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 belonging to the Vanguard Initiative 3DP Pilot 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)
 - Orebro Lan (SE)
 - 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.
- Furthermore, the applicant shall agree to the General Terms and Conditions related to their financial status, novelty and innovation of their ideas, ethical issues and other European provisions.

The product/solution/proposal described in the application should preferably be able to exhibit successful experiments showcasing the idea's potential having a starting TRL 6-7, even though also lower TRLs are eligible, because of the potential increase of TRL that could be reached through the collaboration with the 3DOP partners.

6 3DOP Application Procedure

The Open Call for collaboration will be **launched on 08 April 2025**. From this date onward, applicants will be able to access the application form and submit it through <https://www.3dop.eu/opencall> (application time: 20 min approximately).

The **call for applications will close on 8 September 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 website <https://www.3dop.eu/opencall> no longer than **31 August 2025**.

Before entering the application form, the applicant is requested to choose the type of strand (see Figure 1) providing all the information requested in the application form:

- a) Strand 1: Solution owner needs + technical and NON-technical services;
- b) Strand 2: Free demonstration/piloting services + NON-technical services;
- c) Strand 2. NON-technical services.

The applicant must submit different applications, one for each proposal of collaboration, in case of interest in more than one type of collaboration.

Once the application is submitted, the evaluation and selection phase will occur periodically to identify the selected beneficiaries (as described in Section 8).

After the selection phase, the negotiation phase with all the stakeholders involved will occur periodically, ending with an agreement between the beneficiaries and their counterparts in the 3DOP consortium, scheduling roles and timeline for the collaborative actions and services.

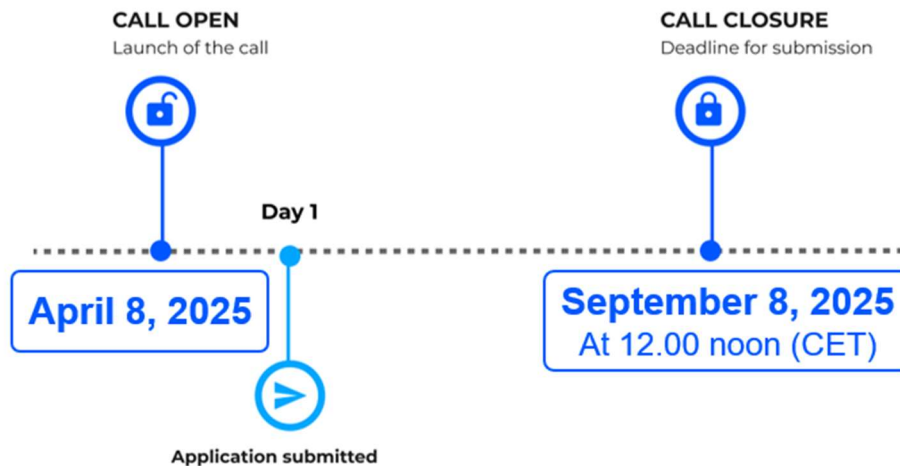


Figure 5. 3DOP Open Call Process and Timeline

The external SME 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 Project](#) portal, the applicant will have access to the necessary information and tools concerning 3DOP Open Call services. The applicant will also find the link to the application form².

Each applicant can submit more than one application form. The application form shall be submitted in English.

It is 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 Collaborative Action requirements, to identify the most suitable Technical and NON-Technical services among 3DOP offer portfolio.

Particularly, the applicant shall proceed in this way:

- 1) visit the website of the 3DOP Community: <https://qualified.3dop.eu/>;
- 2) read carefully the details about the 3DOP Open Call and the Technical Solution Challenges, the demonstration/piloting services and the NON-Technical services available;
- 3) click on the link to the online application form;
- 4) if necessary, contact the 3DOP team at luca.capra@trentinosviluppo.it for any technical and relevant information regarding the application;
- 5) fill in the application form (mandatory in English);
- 6) submit the application form (be careful: the form cannot be edited, once submitted).

It is recommended to submit the proposal before the **deadline for submission** planned for the **8th of September 2025 at 12:00 noon (CET)**.

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.

If an application needs a supplement or regularization, the applicant may be granted a period of maximum 10 calendar days to produce what has been requested. Only after the integration the

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

application will be considered submitted (in relation to the “first in – first served” procedure explained in Section 8).

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.

7 Application Form

The application form 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 his main interest for specific challenges/services to be developed in the Collaborative Action.
- **Section 4. Details about collaborative action**
In order to allow the evaluation of the application, some information on the proposed Collaborative Action is required.

In case **Strand 1** has been chosen:

- i. **Solution owner needs:** the applicant could select up to one “card” of the solution owner’s needs (challenge), providing a short description on the supporting actions to solve the specific need.
- ii. **Technical services:** the applicant could select up to 2 (two) “cards” among the technical demonstration/piloting services available by the Facility Centers.
- iii. **NON-Technical services:** the applicant will be able to select up to 2 (two) “cards” among NON-Technical services that are the most suitable for its Collaborative Action and shall explain the reason for its choice. The 3DOP team will check the feasibility of these services according to the availability of resources, time constraints and correlation with the SME request.

In case **Strand 2** has been chosen:

- i. **Technical demonstration/piloting service:** the applicant will be able to select up to 2 (two) “cards” among the technical services, providing a short description that motivate the necessity of each type of service. The 3DOP team will check the feasibility of the services according to the availability of resources, time constraints and correlation with the SME request.
- ii. **NON-Technical services.** The applicant will be able to select up to 2 (two) “cards” among NON-Technical services that are the most suitable for its Collaborative Action and shall explain the reason of its choice. The 3DOP team will check the feasibility of the services according to the availability of resources, time constraints and correlation with the SME request.

In case **Strand 3** 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 of his choice. The 3DOP team will check the feasibility of these services according to the availability of resources and time constraints.

- **Section 6. GENERAL TERMS**

- **Section 7. GDPR PERSONAL DATA PROCESSING NOTICE**
The applicant must read the personal data processing notice and express its agreement.

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 Collaborative Action, 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.

8 Evaluation and Selection Process

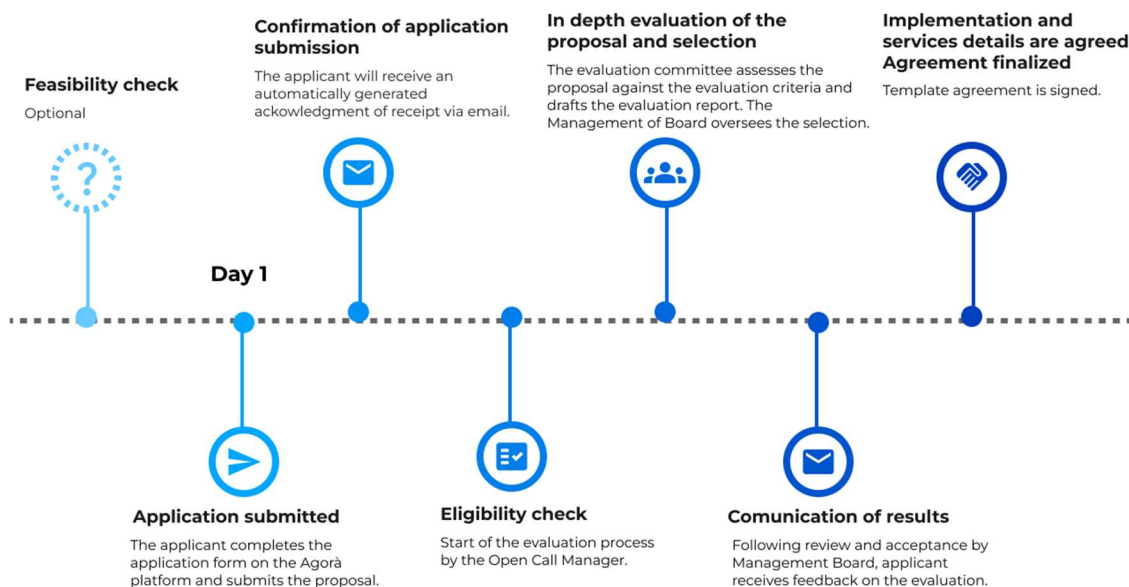


Figure 6. 3DOP Open Call Flow

Once the applicant submits the online application form, he/she will receive a written confirmation at the email address provided in the general information section.

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 to complete the application.

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 to be evaluated in its content. Otherwise, the Open Call Manager will inform the applicant by email that the application is not compliant.

If an application needs a supplement or regularization, the applicant may be granted a period of maximum 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 with the support and supervision of Trentino Sviluppo and 3DOP CTO.

The Evaluation Committee will assess and score the application, following the evaluation criteria (refer to Section 8.1). If the score is **equal or over** the minimum threshold 8.1, 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.

At the end of the evaluation process, the selected applicants will be contacted by the Open Call Manager to follow up on the required next steps of the negotiation phase. The final decision of the successfully selected Collaborative Actions will be also published at <https://www.3dop.eu>, where only the names of the beneficiaries SMEs and the 3DOP solution owner and service providers involved in each Collaborative Action will be mentioned in respect of the confidentiality agreement.

8.1 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 Instrument 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 8 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 the collaborative action.
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 • pathway from starting TRL2 to 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 of collaborative action • ambition and expected long-term impact of results on target groups/general public (future applications) • capability to address specific needs and challenges that are specific and unique for regions involved in the open call
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 of the collaborative action

One additional ranking point will be assigned to beneficiaries belonging to 3DOP regions. 0,5 additional ranking point 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 Collaborative Actions 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 Collaborative Actions, avoiding the overexploitation of any one of them.

9 Collaboration Agreement

After the selection and negotiation phase for the selected applications, and upon reaching a mutual agreement, beneficiaries are required to sign a document called the “Collaboration Agreement”. This document outlines the terms and conditions of the implementation of the collaborative support actions between the external SME and the 3DOP solution owners and/or service providers.

The agreement will specify the service provision from each individual service provider or solution owner. During the preparation of the Collaboration Agreement, the applicant must define the background of the selected entity. This is necessary for any future modification concerning the new

results generated through the implementation of the collaborative support action, as well as any joint results, and their potential exploitation, if applicable. If joint results are produced, the parties involved will contemplate drafting additional joint ownership agreement 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 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 or solution owners within the frame of the 3DOP Open Call will be governed by an additional legal document signed by the applicant and the involved 3DOP service providers/solution owners prior to the initiation of the collaborative support actions.

10 Implementation of the Collaborative Action

Once the Collaboration Agreement is signed by all parties involved, the Collaborative Action 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 collaborative action. 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 3DOP service providers/solution owners will designate a **3DOP Supervisor** (henceforth also “Supervisor”) for this Collaborative Action. The 3DOP Collaborative Action 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 Collaborative Action schedule to make sure deadlines are met, workflows are followed and prevent interruptions, and if necessary, propose minor adjustments for productive execution.

The 3DOP 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 Collaborative Action. This report will be overseen by the Supervisor and forwarded to the 3DOP Executive Board for the preparation of the project deliverables.

Trentino Sviluppo will contact the beneficiary Project Manager to inform that the Collaborative Action procedure is completed, to send the final Collaborative Action report and to ask for feedback on the quality of services and the level of satisfaction within the 3DOP services, by answering to a simple questionnaire.

11 Quality and Satisfaction Survey

By submitting an application during the 3DOP Open Call and requesting access to the supporting services of the 3DOP project, the applicant agrees to fill in a quality and satisfaction questionnaire providing feedback on his experience among 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 beneficiaries' satisfaction and give impactful feedback on services and solutions and the roadmap to the market deployment.

12 General Terms&Conditions, Data Protection and 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 Committee 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 the European Commission, which is funding the 3DOP project and the Open Call new Collaborative Actions. 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 to support the exploitation activities of the project. Additionally, general information such as the name of the entity and country of the establishment could be also published on 3DOP website and other communication channels as part of the public deliverables 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 paying attention 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 Collaborative Action 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 additional and separated documents out of the Collaboration Agreement.

13 Applicant and Beneficiary 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 in the application form before submission. For any support on the application submission and any inquiries regarding the 3DOP Open Call the applicants and beneficiaries may contact luca.capra@trentinosviluppo.it.

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