



Open Call: Advisory Services for Innovation Procurement

Annex 0 - Guidelines for applicants

2025



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List of Abbreviations

Term	Description
EIE	European Innovation Ecosystem.
GDPR	General Data Protection Regulation.
MS	Member State of the European Union.
OMC	Open Market Consultation
PCP	Pre-Commercial Procurement.
PPI	Public Procurement of Innovation
SME	Small and Medium Enterprise (as <u>defined by the European Commission</u>).



Executive Summary

Innovation is no longer optional in healthcare; it's essential for organizations to stay ahead in delivering quality care. Yet, incorporating innovation often comes with challenges, such as finding a tailored solution to their own organizational needs rather than just buying generic solutions from market sellers. Namely, a demand-driven approach instead of technology push. That's why InnoHSupport offers Advisory Services to empower healthcare organizations with the tools, knowledge, and strategies they need to cope with their needs through the procurement of innovation.

This program is designed for public and private health and social care procurers who are currently engaged in or preparing for an innovation procurement process. By participating, teams will receive hands-on guidance to overcome procurement challenges and unlock solutions that drive real impact in their organizations.

Participants will benefit from 26 weeks of tailored, practical coaching delivered by seasoned professionals in European healthcare innovation and procurement. The program offers a flexible mix of monthly group sessions and one-on-one coaching, designed to accommodate the busy schedules of healthcare professionals. Additionally, participants will gain access to proven methodologies, practical tools, and templates to streamline every stage of the procurement cycle, from identifying needs to managing contracts.

The program is fully funded by the European Commission, so there's no cost for participants. With only 18 seats available in this first round (December 2024–March 2025), competition will be high. Don't miss this opportunity to transform your organization.

The InnoHSupport consortium features leading experts who have successfully implemented innovation programs, supported healthcare organizations across Europe, and mastered procurement regulations. This ensures that participants benefit from actionable insights and real-world expertise.



InnoHSupport Advisory Services isn't just a coaching program; it's part of a broader mission to build capacity, foster collaboration, and elevate healthcare innovation procurement across Europe.



1. Description of the Advisory Services

1.1 Objectives

The goal of these Advisory Services is to provide step-by-step assistance to support beneficiary healthcare organizations in improving their services by an effective process of Public Procurement of Innovation (PPI). Throughout a 26-week program, beneficiaries will receive hands-on coaching and expert guidance on concrete topics to understand their organizational needs, adopt and implement effective procurement innovation strategies within their organisations.

The collaborative and individual interactions will include specialized sessions led by two vastly experienced organizations in the field of demand-driven innovation and PPI: <u>Ticbiomed</u> and <u>SILO</u>.

1.2 Advisory Services description and benefits

An Advisory Service is a direct coaching service on capacity building. Beneficiary teams will get hands-on experience to guide them while implementing in their organization the principles for solving their own identified needs through PPI. This process of learning-by-doing will support healthcare organizations in developing their own strategies, identifying their organizational needs, and validate them against the market to find tailored solutions.

Applicants may apply for any of these services according to their interests and needs, but only one service will be awarded per organization.

The Advisory Services offered will address the following topics:

Topic 1. Strategy planning (8 teams)

Up to 8 teams of beneficiaries (3+ members per team) will be selected and guided to integrate innovation into their procurement processes. The participant organizations will learn how to improve the value delivered to patients and other end-users by addressing organizational challenges. This involves setting objectives, identifying target areas, and creating a roadmap for successful implementation, considering factors like procurement, legal frameworks, and desired outcomes.

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The subtopics covered during this service include *Definition and objectives of PPI*, *Legal and regulatory frameworks*, and *Strategy development and implementation*.

What is in it for you?

Participants will:

- Understand how to assess their organizational needs and transform them into operational strategic goals.
- Acquire a skill set aimed at planning how to improve healthcare services overall.
- Learn how to align their organizational priorities with Public Procurement of Innovation (PPI) to make the most out of their available resources.
- Acquire knowledge on the legal and regulatory frameworks that can be leveraged for developing innovative services.
- Develop an organizational strategy planning for innovation by themselves, counting on the support of the InnoHSupport team.

Topic 2. Needs identification (6 teams)

Up to 6 teams of beneficiaries (3+ members per team) will learn to identify specific innovation needs and challenges within their healthcare organization through analysing current practices, assessing potential benefits of innovation, and defining clear requirements. Participants will define problems and establish evaluation criteria for potential solutions, considering technical feasibility, economic viability, and alignment with organizational goals.

The subtopics covered during this service include *Need identification methodologies*, *Needs prioritization*, and *Technical requirement definition*.

What is in it for you?

Participants will:

- Gain knowledge through practical experience to recognize unmet needs and turn them into improvement opportunities, fostering better outcomes in patient care.
- Learn how to align organizational knowledge with day-to-day needs.
- Learn how to categorize the importance of needs and prioritize them to achieve better outcomes.
- Become familiar with methodologies to evaluate the performance and create solid indicators to validate solutions.
- Identify innovation needs by launching an unmet need identification process within the organisation.

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• Capacitate their team to identify, set, prioritize and address organizational needs.

Topic 3. Open Market Consultation (4 teams)

Up to 4 teams of beneficiaries (3+ members per team) will engage with potential suppliers and stakeholders to gather insights and feedback into their innovation needs. In doing so, they will learn how to organize workshops, surveys, and market research to identify innovative solutions and partners. Healthcare organizations will engage with startups, SMEs, and established companies to gather ideas and refine existing solutions. Through this engagement, they will collect information on emerging technologies, state-of-the-art solutions, business models, and approaches to address identified problems. Participants will be guided on identifying key market actors, collecting information, and analysing it to inform the decision of whether to launch a Public Procurement of Innovation process after the service.

The subtopics covered during this service include *Objectives of the OMC*, *Consultation methodologies*, and *Analysis of information*.

What is in it for you?

Participants will:

- Learn how to use different approaches to validate their needs against the market, getting feedback from the private sector and other relevant stakeholders.
- Understand how to identify market opportunities to improve their services and fine-tuning their current provision.
- Become familiar with the most relevant market actors in their field and the stateof-the-art solutions.
- Learn how to pose their needs on the market to get fully tailored solutions to their challenges.
- Conduct a market consultation to fine tune their organizational needs and address their unmet needs.

These joint and individual hands-on coaching sessions will consist of specialized sessions for those buyers enrolled in a PPI process. Their goal will be to serve as a reference point for concrete doubt resolution.



2. Methodology

The Advisory Services will take place through a 26-week program from April 2025 to September 2025. The program will be divided into 8 different phases that combine individual team sessions with joint group ones:

- **Step 0. Advisor appointment** (Individual interaction). Each team will be assigned a dedicated "advisor" to centralize and manage their requests. The advisor will ensure that each team of procures receives timely and accurate responses to their requests [1 individual session].
- **Step 1. Onboarding -** Week 1: April 2025 (Collaborative Kick-off). In a joint kick-off meeting, beneficiaries are welcomed, provided with essential information and documentation, and have the opportunity to address any questions based on their specific needs and requests [1 joint session].
- Step 2. Maturity assessment Weeks 2-3: April 2025 (Individual consultation). Beneficiaries will complete a questionnaire to assess their current maturity level in Innovation Procurement. Following this, each team will have a teleconference with their consultant to discuss their unique context, expectations, and maturity level [1 individual session].
- Step 3. Methodology overview Weeks 4-6: April-May 2025 (Group session). Beneficiaries will receive training materials and resources via email or a shared repository to support them in meeting objectives and producing high-quality outputs [1 joint session].
- **Step 4. Planning** Weeks 7-8: May 2025 (Individual consultation). Beneficiaries will be asked to propose a detailed action plan, including roles, responsibilities, and a timeline for implementation. Once submitted, the expert consultant will review, provide feedback, and approve the proposed plan [1 individual session].
- Step 5. Execution Weeks 9-24: May-August 2025 (Ongoing individual support). Beneficiary teams implement the action plan developed in the Planning phase (Step 4), with regular guidance and support from their consultant. Meetings can be scheduled as needed to ensure continuous progress and address any emerging needs [Approximately 6 individual sessions, depending on beneficiary team needs].



- **Step 6. Synergies** Week 15-24: June- August 2025 (Collaborative exchange). Beneficiary teams will be invited to participate in at least two knowledge-exchange sessions to share insights, discuss lessons learned, and explore potential synergies [2 joint sessions].
- Step 7. Reporting, evaluation and next steps Weeks 25-26: August-September 2025 (Individual interaction). Each team will prepare an action plan detailing their activities, outcomes, and lessons learned. Mentors will review the plan, provide feedback, and grant approval. The report should also outline follow-up actions to ensure lasting impact [1 individual session].

Assistance includes one-on-one meetings, email support, hands-on guidance, tailored training materials, and individual support, evaluated on a case-by-case basis. Both individual and joint sessions will be approximately one hour long. Participants must attend and dedicate the required time and effort for each of the 8 steps. Nevertheless, participant teams will have to dedicate time between sessions to work by their own on the service developed.

It is important to note that the assistance offered in this call does not provide financial support for activities undertaken by the selected beneficiary. All activities and materials will be produced in English.



3. Beneficiaries

3.1 Eligibility criteria

Participation in this call is open on equal terms to **public and private procurers**¹ **operational in the provisioning of health and social care** established in a Member State (MS) of the European Union (EU) (or its Horizon-associated countries²).

We seek 18 teams of public and private healthcare procurers, such as hospitals, nursing homes, rehabilitation centers, public health departments, and other providers (including healthcare centers and community clinics), who have limited or no experience in the innovation procurement process.

In addition, applicants should not have convictions for fraudulent behavior, other financial irregularities, or unethical or illegal business practices.

A maximum of 18 teams of procurers will be selected for the three services, distributed as follows:

- 8 teams of procurers for Advisory Services under Topic#1. Strategy planning will be selected.
- 6 teams of procurers for Advisory Services under *Topic#2. Needs identification* will be selected.
- 4 teams of procurers for Advisory Services under Topic#3. Open Market Consultation will be selected.

3.2 Responsibilities of the beneficiaries

The beneficiaries commit to:

- Attending sessions organized by the Advisors as outlined in the agreed work plan.
- Keeping engaged and executing the work plan from May 2025 to August 2025 at the latest.

¹ Organisations that are contracting authorities or contracting entities according to the definition of those terms in the EU public procurement directives 2014/24/EU, 2004/25/EU, 2009/81/EC.

² https://ec.europa.eu/info/funding-tenders/opportunities/docs/2021-2027/common/guidance/list-3rd-country-participation_horizon-euratom_en.pdf



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Preparing a report detailing the benefits and impact of the service, produced



4. Application process

4.1 Proposal submission

Applicants shall submit their application electronically through the submission tool within the submission period established by the Call. They should take full account of all proposal documents downloaded from the InnoHSupport website. Access to the Call documents by clicking here.

To apply to the InnoHSupport Advisory Services, please submit the following information before the deadline:

- Annex 1. Administrative form: Download the administrative form template from the InnoHSupport website and fill in by including the information requested.
- Annex 2. Proposal template: Download the appropriate proposal template from the InnoHSupport website and complete it by providing all requested information. Please note that three distinct proposal templates are available, each corresponding to a specific Advisory Service. Ensure you select the template that aligns with the service you are applying for.
- **Annex 3.** Commitment letter: Download the commitment letter template from the InnoHSupport website and complete it to demonstrate your organisation credibility and capacity to successfully execute the program.
- Online form: Once the three documents mentioned above (administrative form, proposal template and commitment letter) are fulfilled, access https://ec.europa.eu/eusurvey/runner/InnoHSupportCallAdvisoryServices 2024 to complete the required fields and upload the documents (in pdf format). Only proposals submitted through the Call submission tool EU Survey at this link and within the Call duration will be accepted.

Each applicant may submit only one application for each of the Advisory Services offered. If several applications are submitted by an applicant for the same type of Advisory Services, only the last dated one will be retained for evaluation.



Applications submitted by any other means or outside the application period will not be evaluated. The information provided should be current and updated, true and complete and should allow the assessment of the proposal.

4.2 Language

Applications must be submitted in English. Submissions in any other language will not be considered for evaluation.

4.3 Deadline

The submission period begins on the first working day following the publication of the Call. The deadline to apply for the Advisory Services is **March 21st,2025 at 2pm** (CET).



5. Evaluation process

5.1 Evaluation criteria

The beneficiaries to receive this assistance are chosen through a fully transparent selection procedure against the following weighted criteria:

Criteria	Description	Weight
FEASIBILITY	The criterion evaluates the practical ability to implement the program within the organization. It encompasses: 1. Permission to actuate: The credibility and sufficiency of documented authorization from the organization to execute the program. This includes assurance of adequate time allocation, access to necessary resources, and commitment to engage stakeholders in essential activities such as briefings and documentation reviews. 2. Interdepartmental collaboration: The organization's capacity to facilitate effective interaction and cooperation among relevant departments, ensuring smooth integration and alignment of efforts across various organizational units. This criterion assesses whether the foundational conditions and internal structures are in place to enable the successful implementation of the program. Topic #1. Strategy planning: feasibility assesses whether the organization has authorized the development of an innovation procurement strategy with sufficient resources, time, and stakeholder engagement. It also evaluates the ability to align departmental efforts with organizational goals. Topic #2. Needs identification: it evaluates the organization's readiness to conduct a thorough needs analysis, including permissions for consultations and data access, while ensuring effective interdepartmental collaboration to produce actionable identified needs. Topic #3. Open Market Consultation: feasibility examines the authorization and resources to engage the market and share insights. It also assesses interdepartmental collaboration to ensure compliance and alignment with strategic goals.	40%
TEAM COMMITMENT	This criterion assesses the team commitment to adhere and complete the programme, considering the following aspects:	40%



Fit-for-purpose: Evaluates the suitability of the team's composition, including the roles, expertise, seniority, and complementarity of its members, to successfully carry out the 2. Resource allocation: Examines the credibility of the team's commitment, including their awareness of the expected workload, availability during office hours, and willingness to dedicate the necessary time and effort to fulfill the program requirements. 3. Strategic alignment: Assesses the team's alignment with the organization's current objectives and long-term strategy, including a commitment to sustain the process after the conclusion of advisory services. This also involves ensuring that the management board or general directors are informed about and supportive of the team's participation in the advisory services. This criterion ensures that the team is both capable and motivated to achieve the desired outcomes of the program. Topic #1. Strategy planning: it examines whether the team has the right expertise, sufficient availability, and alignment with organizational goals to develop and implement the innovation procurement strategy, with senior management support. Topic #2. Needs identification: it evaluates the team's ability to bring diverse perspectives, dedicate time to stakeholder engagement and analysis necessary for robust needs identification, and ensure alignment with organizational objectives, backed by leadership. Topic #3. Open Market Consultation: it considers whether the team has the appropriate mix of roles, the capacity to engage fully in consultation activities, and the strategic support needed to integrate these efforts into the organization's innovation agenda. This criterion evaluates the organization's motivation and readiness to implement the outcomes of the service in future activities. It considers: 1. **Organizational motivation to adopt**: The extent to which the management team and the project team demonstrate strong, convincing commitment to applying the results of the service in subsequent initiatives. This includes their willingness to integrate the outcomes into the organization's ongoing 20% operations and strategies. The criterion ensures that the organization is not only receptive to the service's results but is also committed to leveraging them for

ADOPTION WILLINGNESS

continued progress and improvement.

Topic #1. Strategy planning: this criterion assesses the organization's commitment to integrating the outcomes into its operations and future innovation procurement strategies.



Topic #2. Needs identification: it evaluates the motivation to apply insights from the analysis to guide procurement actions and align them with long-term goals. This includes leadership and project teams' readiness to integrate identified needs into finding solutions.

Topic #3. Open Market Consultation: the focus is on the organization's readiness to leverage findings from market interactions to refine procurement specifications and guide future interaction with suppliers, ensuring meaningful use of the consultation outcomes.

Table 1. Evaluation criteria

Proposals that demonstrate a strong commitment to gender balance within project teams and activities will receive positive consideration during the evaluation process. Applicants are encouraged to incorporate gender-balanced approaches in their methodologies, leadership roles, and team composition, as this will be a key aspect of the assessment criteria.

5.2 Evaluation Committee

A selection committee of experts will be appointed to evaluate the applications, comprising experts from the project partners.

5.3 Evaluation process

Only the documentation included in the application will be considered by evaluators. The evaluation process will follow these steps:

Step 1. Eligibility check. A combination of automatic filtering and manual checking will discard applications that do not meet the eligibility criteria listed in section 3.1 of this document.

- **Step 2.** Remote evaluation. The experts will score each award criterion on a scale from 0 to 5 (0,5 decimal point scores may be given):
 - 0 = Proposal fails to address the criterion or cannot be assessed due to missing or incomplete information.
 - 1 = Poor: criterion is inadequately addressed or there are serious inherent weaknesses.



- 2 = Fair: proposal broadly addresses the criterion, but there are significant weaknesses.
- 3 = Good: proposal addresses the criterion well, but a number of shortcomings are present.
- 4 = Very good: proposal addresses the criterion very well, but a small number of shortcomings are present.
- 5 = Excellent: proposal successfully addresses all relevant aspects of the criterion. Any shortcomings are minor.

For each criterion, the minimum threshold is 3 out of 5 points. The overall default threshold, considering the sum of the individual scores is 9. That means if a proposal receives less than 3 in one criterion or less than 9 in the overall score it is automatically rejected.

Scoring will be duly justified by the experts and an evaluation report will be produced and sent back to the applicant.

Each proposal will be assessed by two experts, with one designated as the rapporteur. As a result, applicants will receive via email two Evaluation Summary Reports (ESRs), one from each expert. If there is a disagreement between the two experts, a third evaluation will be conducted.

Step 3. Preliminary ranking and communication of results selection. The panel of experts will produce a ranked list, based on the scoring received. In the event of a tie, the tie-breaking criteria shall be 1st Feasibility, 2nd Team commitment, 3rd Adoption willingness. In the event of a second tie, priority will be given to achieving geographical balance by ensuring that beneficiaries represent a diverse range of EU member states. This means selecting applicants from countries that are not yet represented among the beneficiaries already chosen. Ticbiomed will communicate the final results to all applicants, whether they are rejected, selected, or placed on the waiting list. Additionally, a reserve list will be prepared to account for any unforeseen changes in the final selection process.

Step 4. Appeal procedures. All candidates have the right to an appeal procedure on eligibility issues or procedural issues, on how the application was handled in the evaluation and eligibility-checking process. Applicants may start a written redress Call for Advisory Services: Guidelines for applicants – InnoHSupport



through the email application@innohsupport.eu. The Evaluation Committee will give a response within 5 working days upon receipt. If the redress is accepted and after reassessment of the application, the proposal ends up in the ranking list, the applicant will be offered a fellowship.

Step 5. Final ranking and publication of the results. The final ranking and reserve lists will be published on the InnoHSupport website.

5.4 Evaluation timeline

The tentative dates for each phase of the evaluation are outlined below. These dates are provisional and may be adjusted if there are changes to the InnoHSupport project schedule.

Milestone	Deadline
Call for Advisory Services	March 21st,2025 at 2 pm (CET).
Eligibility check	From March 24th to March 28th, 2025.
Remote evaluation	From March 31st to April 4th, 2025.
Final ranking publication	April 11th, 2025.

Table 2. Evaluation timeline



6. Collaboration agreement

Prior to initiating the awarded advisory service, a collaboration agreement will be signed between Ticbiomed, serving as the advisory service provider, and the selected beneficiary. This agreement formalizes the terms and conditions governing the provision of the assistance and ensures a clear understanding of roles and responsibilities by both parties.

To assist potential applicants in preparing for this step, a template of the collaboration agreement is available on the project website. This template provides a comprehensive overview of the agreement's structure and key provisions, enabling applicants to familiarize themselves with the document and its requirements in advance.

The collaboration agreement template will be made available on the project website a few weeks before the call closes. This will allow potential applicants to familiarize themselves with its structure and understand the information they will need to provide if selected as beneficiaries of the advisory service.



7. Data protection

This Call for Advisory Services involves the collection of personal and non-personal data from the applicants. Your personal data relating to you as a natural person or to the organisation or institution you represent are collected for the purpose of verifying the eligibility of the applications and for the purpose of mandatory reporting to the European Commission by the InnoHSupport project.

The provisions of the General Data Protection Regulation (GDPR) shall be complied by the organisations participating in this Call for Advisory Services with respect to the processing of personal data. Based on that, all your personal data will be processed lawfully, fairly and in a transparent manner. Your personal data may be processed both digitally and non-digitally, in full compliance with the security measures provided under the GDPR.

By applying to this Call for Advisory Services, the applicants consent to the use, processing and retention of their personal data, in accordance with article 6.1 (e) and (c) of the General Data Protection Regulation (GDPR) (2016/679) and for the purposes of:

- processing and evaluating the application;
- administering any subsequent Advisory Services;
- managing the relationship between the Beneficiaries and Ticbiomed as provider of the Advisory Services;
- disseminating the results of the Call;
- providing aggregate data to the European Commission for reporting purposes;
- and complying with audits that may be initiated by the Funding Agencies and the EC (or its agencies);

In addition, by submitting an application, the applicants agree to share their personal data with the members of the Ethical Committee in relation to the above activities.

The beneficiaries may be asked to participate in interviews or contribute to communication material about the Advisory Services received during the project period. This material, including personal data, will be published on the,



InnoHSupport project website, social media channels or publicized through press releases. Participation is not mandatory.

We remind you that, in your capacity as a natural person, you may exercise your rights against InnoHSupport at any time in accordance with the relevant provisions of the GDPR by sending an email to innohsupport@echalliance.com.



8. About InnoHSupport project

InnoHSupport's main goal is to bridge those gaps that hamper the progress in the definition, implementation, and adoption of innovative solutions in the healthcare ecosystem by offering a portfolio of advisory services for procurers, state-owned enterprises, SMEs and start-ups, research and technological organisations, innovation agencies and other organizations, like investors, responsible for promoting innovation procurement.

The objectives of the project are:

- **Procurers & Suppliers match**. Establish the basis for useful collaboration bringing together the demand and supply chain actors by creating a network of public buyers and economic operators (companies/investors) that support innovation procurement in Europe.
- Innovation Capacity Building. Enhance sustainable knowledge and skills on innovation procurement strategic, operational, procedural, operative and legal frameworks for suppliers and public and private procurers, including evaluators of innovative procurement tools.
- Expert Showcase. Scale up examples of best practice on the definition of needs and design of procedures and long-term strategies in the field of innovation procurement as case-studies for SMEs awareness and understanding.
- Procurers / Suppliers interaction. Awareness raising about best practices between SMEs and procurers (public and private) that may help to discover the right innovative technological solutions and assists in their development and further acquisition.
- **Investors Access**. Create more structured cooperation between the ecosystems of procurers (public and private) and financial investors for innovation procurement.
- Innovation Cultural Change. Foster the essential cultural change of innovation actors regarding the adoption of public procurement of



innovation processes by diminishing their resistance to change and riskadverse perceptions.

• European Innovation Ecosystem (EIE) Building. Contribute to the EU growth policy and strategy by building Interconnected Innovation Ecosystems to tackle societal challenges as well as to support the activities of the EIT-Health, EEN, and the Implementation of the New European Innovation Agenda.

7.1 InnoHSupport and the Advisory Services

Project methodology is based on three pillars:

- Pillar I. Capacity building focused on building capacities and skills to the innovation procurement ecosystem.
- **Pillar II.** Inventory of innovation procurement Advisory Services oriented towards the design and testing of a comprehensive set of advisory services covering the whole innovation process cycle.
- **Pillar III**. Collaboration and Matchmaking to foster the innovation ecosystem building by developing spaces for co-design and matchmaking. InnoHSupport is made by and for innovation actors.

Under Pilar II, the Advisory Services will include, among others, provision of training materials, executive training interventions, methodologies for innovation procurement, dedicated coaching sessions, innovation showcases, scanning of relevant bidding opportunities, matching with potential bidding partners, acceleration services, etc.

Throughout the project, two Calls for Advisory Services will be issued, targeting public and private health and social care procurers within the EU or Horizon-associated countries who are either engaged in or preparing for an innovation procurement process. A total of 30 teams of procurers will be selected across both calls, with 18 beneficiaries chosen in the first call, running from November 2024 to March 2025, and the remaining 12 anticipated to be selected in a second call planned for April 2025.



The Advisory Services offered in the SECOND CALL will address the following topics:

Topic 4. Funding opportunities

Identifying and exploring available funding sources to support your innovation procurement initiatives. This includes researching grants, subsidies, and other financial incentives at national, regional, and European levels.

Topic 5. Tendering process assistance

Providing comprehensive support throughout the tendering process, from drafting tender documents to evaluating bids and awarding contracts. This includes ensuring compliance with procurement regulations, maximising competition, and selecting the most suitable suppliers.

Topic 6. Contract management support

Offering ongoing assistance in managing and monitoring innovation contracts. This includes ensuring contract compliance, resolving disputes, and optimising performance. Additionally, we can provide support in evaluating the impact of innovation projects and identifying areas for improvement.