



Brussels, 28.11.2019
C(2019) 8540 final

COMMISSION IMPLEMENTING DECISION

of 28.11.2019

**on the financing of the Consumer Programme and the adoption of the work programme
for 2020**

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THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union, amending Regulations (EU) No 1296/2013, (EU) No 1301/2013, (EU) No 1303/2013, (EU) No 1304/2013, (EU) No 1309/2013, (EU) No 1316/2013, (EU) No 223/2014, (EU) No 283/2014, and Decision No 541/2014/EU and repealing Regulation (EU, Euratom) No 966/2012¹, and in particular Article 110 thereof,

Having regard to the Regulation (EU) No 254/2014 of the European Parliament and of the Council of 26 February 2014 on a multiannual consumer programme for the years 2014-20 and repealing Decision No 1926/2006/EC², and in particular Article 12 thereof,

After consulting the Consumer Financial Programme Committee 2014-2020 established by Article 16 of Regulation 254/2014,

Whereas:

- (1) In order to ensure the implementation of the multiannual consumer programme (“the Consumer Programme”), it is necessary to adopt an annual financing decision, which constitutes the annual work programme, for 2020. Article 110 of Regulation (EU, Euratom) 2018/1046 (‘the Financial Regulation’) establishes detailed rules on financing decisions.
- (2) On the basis of Article 195(c) of Regulation (EU, Euratom) 2018/1046 and Article 5(5) of Regulation (EU) No 254/2014, it is appropriate to authorise the award of grants without a call for proposals to the Member States holding the Presidency of Council configurations, other than that of Foreign Affairs or to bodies designated by those Member States, as identified by the basic act (the Consumer Programme).
- (3) It is necessary to allow for the payment of interest due for late payment on the basis of Article 116(5) of the Financial Regulation.
- (4) In order to allow for flexibility in the implementation of the work programme, it is appropriate to allow changes which should not be considered substantial for the purposes of Article 110(5) of the Financial Regulation.

¹ OJ L 193, 30.7.2018, p.1.

² OJ L 84, 20.3.2014, p. 42.

HAS DECIDED AS FOLLOWS:

Article 1
The work programme

The financing decision, constituting the annual work programme for the implementation of the Consumer Programme for 2020, as set out in the Annex, is adopted.

Article 2
Union contribution

The maximum Union contribution for the implementation of the Consumer Programme for 2020 is set at € 30 400 409 and shall be financed from the appropriations entered in the following lines of the general budget of the Union for 2020 and from contributions from countries of the European Free Trade Associations (EFTA) members of the European Economic Area (EEA) to the general Budget of the Union:

(a) budget line 33 04 01, Safeguarding consumers' interest and improving their safety and information: € 27 650 700 including € 650 700 EFTA contributions;

(b) budget line 33 01 04 03, Support expenditure for the Consumer programme: € 870 485 including € 20 485 EFTA contributions;

(c) budget line 33 01 06 01, Consumers, Health, Agriculture and Food Executive Agency (CHAFEA) — Contribution from the Consumer programme: € 1 879 224 , including € 44 224 EFTA contributions..

The appropriations provided for in the first paragraph may also cover interest due for late payment.

The implementation of this Decision is subject to the availability of the appropriations provided for in the draft general budget of the Union for 2020, following the adoption of that budget by the budgetary authority or as provided for in the system of provisional twelfths.

Article 3
Flexibility clause

Cumulated changes to the allocations to specific actions not exceeding 20% of the maximum Union contribution set in Article 2 of this Decision shall not be considered to be substantial within the meaning of Article 110(5) of the Financial Regulation 2018/1046, where those changes do not significantly affect the nature of the actions and the objective of the work programme. The increase of the maximum contribution set in Article 2 of this Decision shall not exceed 20%.

In implementing this decision, the authorising officer responsible may apply the type of changes referred to in the first paragraph in accordance with the principles of sound financial management and proportionality.

Article 4
Grants

Grants may be awarded without a call for proposals to the bodies referred to in point 2.1.2 of the Annex, in accordance with the conditions set out therein.

Done at Brussels, 28.11.2019

For the Commission
Věra JOUROVÁ
Member of the Commission



EUROPEAN
COMMISSION

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ANNEX

ANNEX

to the

Commission Implementing Decision

**on the financing of the Consumer Programme and the adoption of the work programme
for 2020**

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1. INTRODUCTION

The budget of the 2020 work programme will be devoted to actions aiming at effectively supporting the enforcement of consumer rights and product safety law, awareness raising and education activities as well as capacity building for consumer organisations in line with the objectives set in the Consumer Programme 2014-2020 Regulation¹ (hereafter the Consumer Programme), the 2012 Consumer Agenda² and the New Deal for Consumers.

A budget of around € 18 million outlined in this 2020 work programme will be implemented through actions delegated to the Consumers, Health, Agriculture and Food Executive Agency (CHAFEA).

OVERVIEW OF THE 2020 INDICATIVE ALLOCATION OF FUNDS

Budget line	Amount EU contribution	Amount EFTA contribution	Total amount per budget line
33 04 01: Safeguarding consumers' interest and improving their safety and information	€ 27 000 000	€ 650 700	€ 27 650 700

On the basis of the objectives given in the Consumer Programme, this work programme contains the actions to be financed from the budget line 33 04 01, "Safeguarding consumers' interest and improving their safety and information" including the EFTA contribution to this budget line.

The indicative distribution of budget between grants, procurement and other actions for the year 2020 is as follows:

Budget line 33 04 01: Safeguarding consumers' interest and improving their safety and information - Grants/Procurement	Amount	% of the Programme funds
Grants (implemented under direct management ³) (2.1)	€ 9 700 000	35,08%
Procurement (implemented under direct management ⁴) (2.2)	€ 17 450 700	63%
Other actions (2.3)	€ 500 000	1,81%
TOTAL (including EFTA contribution)	€ 27 650 700	100%

The Consumer Programme is intended to complement, support and monitor the policies of the Member States and to contribute to protecting the health, safety and economic and legal interests of consumers, as well as to promote their right to information, to education and to

¹ Regulation (EU) No 254/2014 of the European Parliament and of the Council of 26 February 2014 on a multiannual Consumer Programme for the years 2014-20 and repealing Decision No 1926/2006/EC: <http://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32014R0254&from=EN>

² <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=COM:2012:0225:FIN>

³ including delegation to executive agencies

⁴ including delegation to executive agencies

organise themselves in order to safeguard their interests, supporting the integration of such consumer interests into other policy areas.

Its specific objectives are:

- I. Safety: to consolidate and enhance product safety
- II. Consumer information and education and support to consumer organisations
- III. Rights and redress: to develop and reinforce consumer rights
- IV. Enforcement: to support enforcement of consumer rights

The countries participating in the Programme are:

- EU Member States;
- In line with Article 7 of the Consumer Programme, participation in the Programme is open to the countries of the European Free Trade Association participating in the European Economic Area (EFTA/EEA countries), in accordance with the conditions established in the Agreement on the European Economic Area. In this context, Iceland and Norway participate.

Should additional third countries conclude an agreement with the Union on their participation in the Programme as of 2020 under Article 7 of the Regulation 254/2014, this will be announced in the relevant call for proposals and/or on the Programme's website.

Activities implemented under this work programme shall ensure consistency, complementarity and synergies with activities supported by other relevant Union policies, instruments and actions, in particular under the Rights, Equality and Citizenship Programme⁵, the third EU Health Programme⁶, the Union Programme to support specific activities in the field of financial reporting and auditing for the period of 2014-2020⁷, the programme for the Competitiveness of Enterprises and Small and Medium-sized Enterprises (COSME)⁸ and the Digital Single Market Strategy.

⁵ Regulation (EU) No 1381/2013 of the European Parliament and of the Council of 17 December 2013 establishing a Rights, Equality and Citizenship Programme for the period 2014 to 2020 (OJ L 354, 28.12.2013, p. 62).

⁶ Regulation (EU) No 282/2014 of the European Parliament and of the Council of 11 March 2014 on the establishment of a third Programme for the Union's action in the field of health (2014-2020) and repealing Decision No 1350/2007/EC Text with EEA relevance (OJ L 86, 21.3.2014, p. 1–13)

⁷ Regulation (EU) No 258/2014 of the European Parliament and of the Council of 3 April 2014 establishing a Union Programme to support specific activities in the field of financial reporting and auditing for the period of 2014-20 and repealing Decision No 716/2009/EC (OJ L 105, 8.4.2014)

⁸ Regulation (EU) No 1287/2013 of the European Parliament and of the Council of 11 December 2013 establishing a Programme for the Competitiveness of Enterprises and small and medium-sized enterprises (COSME) (2014 - 2020) and repealing Decision No 1639/2006/EC Text with EEA relevance (OJ L 347, 20.12.2013, p. 33–49)

2. BUDGET LINE 33 04 01: SAFEGUARDING CONSUMERS' INTEREST AND IMPROVING THEIR SAFETY AND INFORMATION

INDICATIVE BUDGET BREAKDOWN PER SPECIFIC OBJECTIVE

Safety: to consolidate and enhance product safety	€ 7 929 000
Procurement (2.2.1)	€ 7 529 000
Other actions (2.3.1)	€ 400 000
Consumer information and education and support to consumer organisations	€ 6 900 000
Action grants (2.1.2)	€ 200 000
Operating Grants (2.1.1)	€ 2 000 000
Procurement (2.2.2)	€ 4 700 000
Rights and redress: to develop and reinforce consumer rights	€ 3 350 000
Action grants (2.1.3)	€ 500 000
Procurement (2.2.3)	€ 2 850 000
Enforcement: to support enforcement of consumer rights	€ 9 471 700
Action Grants (2.1.4 and 2.1.5)	€ 7 000 000
Procurement (2.2.4)	€ 2 371 700
Other actions (2.3.2)	€ 100 000
TOTAL	€ 27 650 700

2.1. Grants

2.1.1. Financial contributions to the functioning of Union-level consumer organisations representing consumer interests

LEGAL BASIS

Consumer Programme Regulation (EU) No 254/2014: Objective II – Consumer information and education and support to consumer organisations, Article 4 (b) (5); Article 5 (1); Annex I 5. (a)

PRIORITIES OF THE YEAR, OBJECTIVES PURSUED AND EXPECTED RESULTS

The call for proposals for specific operating grants 2020 aims at providing financial contributions to the functioning of Union-level consumer organisations in 2021. It is addressed to the organisation who concluded a 3-year framework partnership agreement with the Commission in 2018 (covering the operating years 2019, 2020 and 2021), the Bureau Européen des Unions de Consommateurs (BEUC). The framework partner shall be invited to submit a simplified grant application, together with a detailed work programme and the corresponding budget for the operating year 2021, based on the multi-annual work programmes for the period 2019-2021 in the framework partnership agreement.

Expected result for 2021 would be to have (i) the voice of the consumer organisations heard, in order to contribute to developing consumer policies both at EU and national levels through closer dialogue with key stakeholders, including EU institutions, business and relevant civil society organisations, production of policy papers, organisation/participation of events and working groups etc. and (ii) individual consumers' rights better protected.

DESCRIPTION OF THE ACTIVITIES TO BE FUNDED UNDER THE CALL FOR PROPOSALS

The operational activities for the functioning of the consumer organisations, as described by their specific work programme and by its detailed budget, will be co-financed. They will include: involvement and participation in public consultations to review legislation and in meetings with stakeholder groups, not only concerning the priorities set by the consumer policy itself, but also concerning the mainstreaming of national consumer interests in other EU relevant policies cooperation on concrete issues with EU level regulators (such as on energy), with NGOs (for example on environment), and with business associations (such as AIM brand association, Euro-commerce, Digital Europe and Eurelectric); communication and dissemination of the results of its activities; networking with and supporting the national consumer organisations.

ESSENTIAL ELIGIBILITY, SELECTION AND AWARD CRITERIA

The essential award criteria for the specific operating grant are defined as follows:

- (1) quality of the annual work programme, in particular as regards the description of the general and specific objectives and the relevance of the priority sectors that shall be covered;
- (2) quality of the communication strategy and of the full activities' list;
- (3) consistency of the objectives and targets with the multiannual work plan of the framework partnership agreement;

(4) a clear and coherent estimated budget of the expenses in relation to the corresponding activities.

All award criteria have the same weight.

A maximum of 40 points can be attributed to the specific grant agreement proposal. The proposal has to reach a minimum of 20 points to be accepted.

IMPLEMENTATION

The action will be implemented by the Executive agency.

INDICATIVE TIMETABLE OF THE INVITATION TO SUBMIT PROPOSALS AND INDICATIVE AMOUNT OF THE SPECIFIC GRANTS DIRECTLY AWARDED UNDER FRAMEWORK PARTNERSHIPS

Reference	Date	Amount
Invitation to framework partner to submit proposals for specific operating grants for 2021	2 nd quarter 2020	€ 2 000 000

MAXIMUM POSSIBLE RATE OF CO-FINANCING OF THE ELIGIBLE COSTS

The co-financing shall not exceed 50% of the eligible costs.

2.1.2. Support to events concerning consumer policy of the Union which are organised by the Member State holding the Presidency of Council configurations, other than that of Foreign Affairs, on issues in line with established Union policy priorities (grants for actions) – direct grant

LEGAL BASIS

Regulation (EU) No 254/2014: Objective II – Consumer information and education and support to consumer organisations: Article 4 (b) (4); Article 5 (5); Annex I 6. (e)

Article 195(c) of Regulation (EU, Euratom) 2018/1046

PRIORITIES OF THE YEAR, OBJECTIVES PURSUED AND EXPECTED RESULTS

Two grants are envisaged to be awarded, one to each Presidency. The co-financed events should bring added value and contribute to the Consumer policy objectives, such as:

- promoting consumer safety;
- enhancing knowledge of consumer rights;
- strengthening the development and enforcement of consumer rules;
- integrating consumer interests into the key sectorial policies, such as telecommunications, digital, environment and energy.

The expected results of the Presidency events should be directly linked to the key policy priorities of the Commission, more specifically to the Digital Single Market, the Deeper and Fairer Internal Market, the Circular Economy or the Energy Union. The form, topic and expected results of events are established by the respective Presidency in agreement with the Commission.

DESCRIPTION OF THE ACTIVITIES TO BE FUNDED BY THE GRANT AWARDED WITHOUT A CALL FOR PROPOSALS

Activities for the organisation of Presidency events, such as conferences, seminars, workshops, are co-funded through the grant covering eligible costs.

ESSENTIAL ELIGIBILITY, SELECTION AND AWARD CRITERIA

Eligibility criteria

Grants may be awarded to national authorities of the Member State holding the Presidency of the Council of the EU, other than that of Foreign Affairs or to bodies designated by that Member State.

Selection criteria

The applicant must have adequate financial resources and the necessary operational resources, skills and professional experience in order to carry out the proposed action. The verification of the financial capacity shall not apply to public bodies.

Award criteria

- EU dimension of the event;
- contribution of the event to consumer policy objectives and to a better understanding

- of consumer's interests in the area concerned;
- clarity and accuracy of the application, in particular as regards the estimated budget.

IMPLEMENTATION

The actions shall be implemented directly by Directorate-General for Justice and Consumers. The result of the grant award procedure will take the form of grant agreements.

INDICATIVE TIMETABLE OF THE INVITATION TO SUBMIT A PROPOSAL AND INDICATIVE AMOUNT OF THE GRANT(S)

Reference	Date	Amount
Application for a grant	First and second semester of 2020	Maximum € 100 000 for each Presidency

MAXIMUM POSSIBLE RATE OF CO-FINANCING OF THE ELIGIBLE COSTS

The grants for the organisation of Presidency events may not exceed 50 % of the eligible costs.

2.1.3. Grants for actions with Member States for capacity building of the alternative dispute resolution bodies for consumer disputes⁹ - call for proposals

LEGAL BASIS

Regulation (EU) No 254/2014: Objective III – Rights and redress: Article 4(c)(9); Article 5(9); Annex I (9)

PRIORITIES OF THE YEAR, OBJECTIVES PURSUED AND EXPECTED RESULTS

Facilitating the access of consumers to alternative dispute resolution (ADR) schemes compliant with Directive 2013/11/EU⁹ including through measures for vulnerable consumers, developing the networking of national alternative dispute resolution entities, promoting monitoring activities on the functioning and the effectiveness of dispute resolution mechanisms.

The expected results are that ADR bodies become more accessible to the consumers, including in the cross-border context, and improve their operational capacity in resolving consumer disputes.

DESCRIPTION OF THE ACTIVITIES TO BE FUNDED UNDER THE CALL FOR PROPOSALS

The projects should correspond to one of the following activity:

- Awareness raising on consumer ADR and the consumer ODR, including ADR networks, bringing knowledge on ADR and ODR to a wider groups of consumers and traders;
- ADR networks support: meetings, conferences, development of common tools and common knowledge;
- Case handling: development of case management systems, including information technology tools, advice and staff training on the relevant European legislation;
- ADR operational capacity: mentoring, study visits and consulting to allow ADR entities to implement working methods and organisational models to better fulfil their mission.

Joint applications of two or more ADR entities are encouraged in view of supporting networking activities.

ESSENTIAL ELIGIBILITY, SELECTION AND AWARD CRITERIA

Eligibility criteria

- The applicants must be, on the date of the submission of the proposal, an Alternative Dispute Resolution (ADR) entity notified to the European Commission pursuant to Article 20(2) of Directive 2013/11/EU on consumer ADR¹⁰;

⁹ Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR), OJ L 165, 18.6.2013, p. 63–79

- The EU grant requested cannot be lower than € 10 000 and higher than € 60 000 for mono-beneficiaries
- The EU grant requested cannot be lower than € 20 000 and higher than € 60 000 for multi-beneficiary grants.

Selection criteria

The applicants must have stable and sufficient sources of funding as well as the necessary professional resources, skills and experience required in order to carry out the proposed actions.

Award criteria

The proposals will be evaluated based on the following criteria:

- **Relevance** of the action, including the expected results and impact, in view of the objectives of the call;
- **Quality** of the proposed action: clear and feasible description of activities, schedule and deliverables; appropriate and cost-effective allocation of resources, including management.

Each criteria will have equal weight.

IMPLEMENTATION

The grants shall be implemented by the Executive agency.

INDICATIVE TIMETABLE OF THE INVITATION TO SUBMIT PROPOSALS AND INDICATIVE AMOUNT OF THE CALL FOR PROPOSALS

Reference	Date	Amount
Publication of the call for proposals	1 nd quarter 2020	€ 500 000

MAXIMUM POSSIBLE RATE OF CO-FINANCING OF THE ELIGIBLE COSTS

The maximum co-financing rate for grants for action to ADR bodies is 50%.

¹⁰ Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR), OJ L 165, 18.6.2013, p. 1–12

2.1.4. Financial contributions for joint actions with bodies constituting the European Consumer Centres Network – ECC-Net

LEGAL BASIS

Regulation (EU) No 254/2014: Objective IV – Enforcement: Article 4 (d) (11); Article 5 (8); Annex I(11)

PRIORITIES OF THE YEAR, OBJECTIVES PURSUED AND EXPECTED RESULTS

The European Consumer Centres (ECCs) are currently active in the Member States as well as in Norway and Iceland. The objective of co-financing the European Consumer Centres Network (ECC-Net) jointly with Member States is to support a better enforcement of consumer rights by enabling consumers to exercise their rights in a cross border context. The network provides information and assistance to consumers to help them exercise their rights in cross border purchases and obtain access to appropriate dispute resolution.

The EU financial contribution shall cover the 2021 actions of one ECC per participating country. These actions shall be organised as part of a Framework Partnership Agreement (FPA) covering operations for the period 2018-2021.

DESCRIPTION OF THE ACTIVITIES TO BE FUNDED BY THE SPECIFIC GRANTS DIRECTLY AWARDED UNDER FRAMEWORK PARTNERSHIPS

Activities shall focus on cross-border issues such as: awareness raising and promotional activities, direct provision of information, staff training, sectoral and regional networks, dissemination of best practices, monitoring tools, digital interfaces with the broad range of stakeholders, assisting consumers with a complaint or with a dispute, promotion of alternative dispute resolution (ADR) and other redress mechanisms, networking and feedback, collaboration with traders and enforcement authorities, promotion of equal quality of services. Additional coordination or capacity building activities carried out by centres that wish to do so for the benefit of the entire network will be considered as creating an EU dimension added value that justify a higher co-financing rate.

ESSENTIAL ELIGIBILITY, SELECTION AND AWARD CRITERIA

Selection criteria

ECCs must have adequate financial and operational resources in order to carry out the proposed activities. The operational capacity will be assessed on the basis of the capacity of each ECC to perform the activities to be funded. Each ECC team should be composed at least of a full time employed director or coordinator, a lawyer and a communication officer; ideally these should be three different persons. Only in exceptional cases (due to the size of the centre) part-time staff will be accepted.

ECCs that have signed a FPA were selected also on the basis of having the necessary operational capacity; thus the selection criteria will not be assessed again at specific grant agreement application stage. However, framework partners must confirm that they have the adequate financial resources to carry out the proposed operations in 2021 and that their operational capacity remained as required.

Award criteria

Regular running of a European Consumer Centre and additional EU dimension activity:

- consistency of the proposed 2021 annual work programme with the FPA implementation strategy;
- convergence of the 2021 targets towards the FPA targets;
- clear and coherent estimated budget of the expenses in relation to the corresponding activities;
- quality of the detailed description of 2021 activities;
- quality of the EU dimension activity proposed (applicable only for proposals envisaging such activity).

IMPLEMENTATION

The action shall be implemented by the Executive agency. The financial contribution shall be in the form of specific grants.

INDICATIVE TIMETABLE OF THE INVITATION TO SUBMIT A PROPOSAL AND INDICATIVE AMOUNT OF THE SPECIFIC GRANTS DIRECTLY AWARDED UNDER FRAMEWORK PARTNERSHIPS

Reference	Date	Amount
Invitation to the Member States and to EFTA/EEA countries (Norway and Iceland) to submit proposals for the 2020 specific grants	2 nd quarter 2020	€ 6 500 000

MAXIMUM POSSIBLE RATE OF CO-FINANCING OF THE ELIGIBLE COSTS

The maximum EU co-financing rate for carrying out the activities corresponding to the regular running of a ECC will cover up to 50 % of the eligible costs.

The ECCs from countries whose GDP per capita is in the lower quartile (source Eurostat 2017), can receive grants covering up to 65% of the eligible costs. This criterion is intended to contribute to the reduction of inequalities in access to consumer redress mechanisms and equal enforcement levels across the internal market.

The applicants choosing to carry out in addition to the regular activities a EU dimension activity benefitting the whole network in order to strengthen its impact, will receive a grant covering up to 56% of the eligible costs. A EU dimension activity should be consisting of the management of shared tools, such as the business support including case classification for the ECC-Net IT tool, the management of a knowledge base for the consumer portal including the production of relevant statistics, a common legal advice centre or a centre producing common communication material.

2.1.5. Co-operation between national authorities responsible for the enforcement of the consumer protection laws – call for proposals

LEGAL BASIS

Regulation (EU) No 254/2014: Objective IV – Enforcement: Article 4(d)(10); Article 5(6); Article 8(3)(a); Annex I (10)

PRIORITIES OF THE YEAR, OBJECTIVES PURSUED AND EXPECTED RESULTS

The grants for co-operation between national authorities responsible for the enforcement of the consumer protection law aim at supporting the activities of national authorities and other relevant bodies under the CPC Regulation (Regulation (EU) 2017/2394)¹¹ to tackle breaches of the laws listed in the Annex of this Regulation.

DESCRIPTION OF THE ACTIVITIES TO BE CO-FINANCED UNDER THE CALL FOR PROPOSALS

The grants can support a wide range of activities such as preparing authorities, other relevant bodies and other stakeholders for the Regulation (EU) 2017/2394, staff training, creation of online interfaces and monitoring tools, networking tools including workshops, surveillance, e-enforcement tools and other enforcement capacities, including purchase of equipment for product testing.

ESSENTIAL ELIGIBILITY, SELECTION AND AWARD CRITERIA

Eligibility criteria

The following entities are eligible:

- entities notified to the Commission in accordance with Article 8 of the Regulation (EU) 2017/2394: competent authorities, single liaison offices, designated bodies, public or private entities issuing external alerts under Article 27 (1) of the Regulation (EU) 2017/2394.
- ‘other public authorities’ for the purpose of assisting competent authorities at their request in the context of the proposed activity and in accordance with Article 6 of Regulation (EU) 2017/2394.

Selection criteria

The applicant must have adequate financial resources in order to carry out the proposed action. The verification of the financial capacity shall not apply to public bodies.

Beneficiaries must have the operational resources, skills and professional experience necessary for implementing the action.

Award criteria

- Added value of the action in relation to the enforcement of consumer law included in the Annex of CPC Regulation (EU) 2017/2394;
- Methodology of implementing the action (including timing, resources and project organisation).

IMPLEMENTATION

¹¹ Regulation (EU) 2017/2394 of the European Parliament and of the Council of 12 December 2017 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004

The grants shall be implemented by the Executive agency. The result of the grant award procedure will take the form of grant agreements.

INDICATIVE TIMETABLE OF THE INVITATION TO SUBMIT PROPOSALS AND INDICATIVE AMOUNT OF THE CALL FOR PROPOSALS

Reference	Date	Amount
Publication of the call for proposals	2 nd quarter 2020	€ 500 000

MAXIMUM POSSIBLE RATE OF CO-FINANCING OF THE ELIGIBLE COSTS

The maximum level of Union contribution is 50% of eligible costs. However, in the case of actions of exceptional utility (submitted jointly by at least two authorities or other relevant bodies under Regulation (EU) 2017/2394, if they concern possible infringements which cause or are likely to cause harm in two or more Member States) the Union contribution shall not exceed 70% of the eligible costs.

2.2. Procurement

The indicative budget available for procurement contracts in 2020 amounts to € 17.450.700,00.

The Commission, where appropriate with support of the Executive agency, intends to undertake actions through contracts following public procurements or administrative arrangements. Conferences, expert meetings, workshops, seminars, communication activities may be organised, surveys and studies, impact assessments, ex-ante and ex-post evaluations, development and maintenance of IT platforms and systems or translations may be undertaken in particular to monitor the proper implementation of existing legislation, or to prepare, accompany new legislation, or to respond to policy priorities in the area covered by the Programme.

The actions may be implemented by Directorate-General for Justice and Consumers (DG JUST) and other Directorates General and services of the Commission if applicable.

Procurement contracts may cover in particular the following activities detailed under 2.2.1, 2.2.2., 2.2.3. and 2.2.4.

2.2.1. Coordination of market surveillance and enforcement actions on product safety; maintenance and further development of databases on cosmetics

LEGAL BASIS

Regulation (EU) No 254/2014: Objective I – Safety: Article 4 (a); Annex I (2) (3)

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implementation entity
IT development, update and maintenance work for the EU's Rapid Alert System for dangerous products (RAPEX) and related systems.	5-7 specific service contracts based on framework contracts (FWC) or other procurement models	Throughout the year 2020	DG JUST; Hosting sub-delegated to DG DIGIT
Coordinated activities on market surveillance for dangerous products across the EU. The aim is to improve the effective application of Directive 2001/95/EC of the European Parliament and of the	4-5 specific service contracts based on a framework contract (FCW)	Throughout the year 2020	Executive agency

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implementation entity
Council of 3 December 2001 on general product safety (GPSD) ¹² . These activities include the support to the exchanges of EU Member States and EFTA/EEA enforcement officials in the areas of consumer safety.			
Evaluation and / or other preparatory studies and promotional events in the field of Product Safety, including RAPEX	Open call for tender or specific service contracts based on a FWC	1 st quarter 2020	DG JUST
Maintenance, support, development and hosting of databases on cosmetics, including CPNP (Cosmetic Product Notification Portal) and COSING (Cosmetics Ingredients)	3-5 specific service contracts based on an IT FWC	Throughout the year 2020	DG GROW; Hosting: DG DIGIT

¹² Directive 2001/95/EC of the European Parliament and of the Council of 3 December 2001 on general product safety (Text with EEA relevance), OJ L 11, 15.1.2002,

2.2.2. Building and improving access to the evidence base for policy-making in areas affecting consumers; support through capacity building for consumer organisations; enhancing the transparency of consumer markets and consumer information; enhancing consumer education

LEGAL BASIS

Regulation (EU) No 254/2014: Objective II - Consumer information and education and support to consumer organisations: Article 4 (b); Annex I (4)(5)(6)(7)

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implementation entity
Market monitoring surveys – monitoring the functioning of selected consumer markets, as well as the prevalence of specific practices and problems faced by consumers (two waves on key markets)	2 specific service contracts based on FWC	2 nd and 4 th quarter 2020	Executive agency
Studies and evaluations in the field of behavioural economics	2-4 specific service contracts based on the FWC	Throughout the year 2020	Executive agency and Joint Research Centre. Other Commission services may be involved depending on the topics/objects of the studies/evaluations
Consumer Education and awareness programme, including educational tools for schools, addressing teachers, raising the awareness of consumer policy/law and the importance of consumer education	2 or 3 specific contracts within a FWC	Throughout the year 2020	Executive agency
Capacity building of consumer organisations for projects supporting consumer policy priorities such as the promotion of sustainable consumption, the prevention of vulnerabilities, the	Open call for tender or use of FWC	Throughout the year 2020	DG JUST

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implementation entity
preparation to new tasks of consumer organisations in relation to the enforcement of consumer rights.			

2.2.3. Preparation of consumer protection legislation and other regulatory initiatives; facilitating access to dispute resolution mechanisms for consumers, in particular to alternative dispute resolution schemes, including through a Union-wide online system and the networking of national alternative dispute resolution entities

LEGAL BASIS

Regulation (EU) No 254/2014: Objective III – Rights and redress: Article 4 (c); Annex I (8)(9)

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implementation entity
Studies in relation to the implementation of EU legislation related to both Objectives III and IV. They may concern in particular, the implementation of the CPC Regulation, the ADR/ODR legislation	3-6 specific service contracts based on a FWC	1 st – 4 th quarter 2020	DG JUST and/or Executive agency
IT costs related to support for the Online Dispute Resolution Platform	1-3 specific service contracts based on a FWC	1 st – 3 rd quarter 2020	DG JUST Hosting sub-delegated to DIGIT
Awareness raising on and networking of ADR bodies	Open call for tender or specific service contracts based on a FWC	3 rd quarter 2020	DG JUST
Impact assessment for revised financial services legislation	Open call for tender or specific service contract based on a FWC	2 nd quarter 2020	DG JUST

2.2.4. Coordination of surveillance and enforcement actions with regard to Regulation on Consumer Protection Cooperation (CPC); support to the European Consumer Centres Network (ECC-Net)

LEGAL BASIS

Regulation (EU) No 254/2014: Objective IV – Enforcement: Article 4 (d); Annex I (10) (11)

Subject matter of the contracts envisaged (study / technical assistance / evaluation / survey / IT / communication services/etc.)	Indicative number and type of contracts and type of procurement	Indicative timeframe for launching the procedure	Implementation entity
Maintenance, development, hosting and support of the CPC and ECC-Net IT systems, running the knowledge management platforms, support to business users, trainings	2-4 specific service contracts based on a FWC	1 st – 2 nd quarter 2020	DG JUST with sub-delegation to DIGIT and/or DG GROW
Workshops in connection with the CPC Regulation and logistics support to CPC joint activities and capacity building, awareness raising activities in this area or in support to the ECC-Net activities	2-4 specific service contracts based on a FWC	1 st – 4 th quarter 2020	DG JUST and/or Executive agency
E-enforcement Academy	Open call for tender or 2-4 specific service contracts based on a FWC	1 st – 4 th quarter 2020	Executive agency

2.3. Other actions or expenditures

2.3.1. Support for the tasks of the independent scientific committees established by Commission Decision C(2015)5383 of 07.08.2015 on establishing Scientific Committees in the field of public health, consumer safety and the environment

LEGAL BASIS

Regulation (EU) No 254/2014: Objective I – Safety: Article 4 (a) (1); Annex 1(1)

AMOUNT

€ 400 000

DESCRIPTION AND OBJECTIVE OF THE IMPLEMENTING MEASURE

The advice from the Scientific Committees feeds into the work of EU standardisation bodies and into the knowledge base by providing scientific advice in support of actions to further improve consumer product safety in the EU, in particular on cosmetic products, as well as to draw attention to emerging problems.

The financial contribution for the advice from the Scientific Committees consists of expert reimbursement for accommodation, travelling and daily allowance, of payment of special allowances to the Committee members and external experts, associate members and rapporteurs throughout the year.

Moreover, the financial contribution covers also the scientific and technical assistance provided by the Secretariat. This includes organisation of scientific hearings and thematic workshops, as well as direct scientific support for the drafting of documents, such as literature searches, editing, and translation of scientific texts into publications for the general public and updating of the scientific committees' website. These services will be provided by external contractors. Support will be provided for data analysis, scientific aspects of impact assessments and risk communication.

IMPLEMENTATION

The action may be sub-delegated or co-delegated to DG SANTE and related payments executed by PMO.

2.3.2. Support to the exchanges of EU Member States and EFTA/EEA enforcement officials in the area of consumer protection cooperation (CPC)

LEGAL BASIS

Regulation (EU) No 254/2014: Objective IV-Enforcement: Article 4 (d) (10); Annex I (10) (b)

AMOUNT

€ 100 000

DESCRIPTION AND OBJECTIVE OF THE IMPLEMENTING MEASURE

The exchanges of officials support the enforcement of consumer rights by strengthening cooperation between national enforcement bodies. The exchanges may notably cover visits, coordination of enforcement or investigations, workshops on common issues including as a contribution to the work of international bodies.

Financial contribution in the form of indemnities, possibly lump sums, reimbursement on the basis of unit costs and flat rate financing, and which may take the form of advance payments, is paid to enforcement officials and third countries notified to the European Commission for the purposes of CPC Regulation (EU) 2017/2394 by a Member State or a EFTA/EEA country. These indemnities shall cover the expenses of the enforcement official's participation at the exchange. The indemnities awarded to officials shall cover travelling costs and subsistence allowances (including the hotel costs and daily allowance). The rules on the reimbursement of expenses incurred will be described in the letters addressed to the CPC.

IMPLEMENTATION

The action shall be launched by the Executive agency in the first quarter of 2020 and implemented throughout the year.