

Frequently Asked Questions

Eligibility and applications

Are organisations belonging to a university eligible?

Yes, as long as they can prove a permanent and ongoing cultural activity for at least two years.

Are public libraries or archives eligible?

Yes, public libraries and archives are eligible to apply to the call. For further information about the eligible types of institutions, please check the eligibility criteria on the open call page or in our Guide for Applicants.

Are Sports / Olympic museums eligible?

Yes, sport and Olympic museums are eligible to apply to the call. For further information about the eligible types of institutions, please check the eligibility criteria on the open call page or in our Guide for Applicants.

Does the submitting party need to be an independent legal entity, or is it possible to make the application through other entities (e.g. a municipality that has a visitor centre)?

An institution is eligible to apply to the call, if they have an exhibition space that fulfils the criteria as laid out in the eligibility criteria (eg. permanent space, non-commercial). The museum does not need to be its own legal entity, it can also be a department or operational unit of a bigger organisation.

Is it possible to submit a proposal for different innovation areas coming from the same submitter?

Submitters are welcome to apply to different innovation areas. Organisations are, however, allowed to submit only one proposal for each innovation area.

As questions keep coming in, we will keep updating this document.





Is it possible to apply with a pilot that tackles the digitisation of a collection, including all of the necessary steps such as 3D scanning, creation of a website, content development and content upload?

Yes.

What is the definition of small or medium sized museum in the context of this grant?

Institutions should match at least one of the following criteria:

Counting less than 200 000 visitors in 2019 (In-person audience – in situ activity and off-site -, or online audience for purely online/ virtual museums)

A yearly turnover or balance sheet total of less than €2 M for core museum operation

What exactly is meant by a yearly turnover or balance sheet of less than 2 million for core museum operations?

The annual turnover is determined by calculating the income that an enterprise received during the year in question from the sale of products and provision of services falling within the company's ordinary activities (i.e museum operations), after deducting any rebates. Turnover should not include value added tax (VAT) or other indirect taxes.

What should applicants expect in terms of ownership and open access of DOORS results?

All results generated by the third parties shall fall under joint ownership, unless otherwise agreed. Each of the joint owners shall be entitled to use the jointly owned Results for non-commercial research activities on a royalty-free basis, and without requiring the prior consent of the other joint owner(s). Each of the joint owners shall be entitled to otherwise exploit the jointly owned results and to grant non-exclusive licenses to third parties (without any right to sub-license), if the other joint owners are given at least 45 calendar days advance notice and fair and reasonable compensation.





If joint ownership is not possible (due to specific, external licences or other), DOORS will negotiate this with the submitter at the grant agreement stage to obtain all necessary rights to respect the obligations of the funding program. All major research outputs (including the guidelines each pilot needs to produce) will be distributed online and free of costs as DOORS' main objective is to increase the re-use of the project's outcome and outputs by the museum sector.

How feasible is it for very small-scale museums (meaning less than 10 permanent staff members) to participate in the open call and later in the incubation program if chosen? Would participation, in that case, be too ambitious?

Absolutely not. We encourage also very small-scale museums to apply to the program.

Is it possible to submit a pilot proposal that is already in development to the open call?

If you can demonstrate a significant strategic advancement and independent extension of an existing project or are only in a prototype state with no project outcome yet, this is possible under certain circumstances (eg. assuring no double funding, see eligibility period for costs in cost section).

The Guide for Applicants states that “Experiments should include an appropriate audience analysis”. Is this analysis to be included in the pilot proposal, or is it possible to carry it out during first incubation stage?

Such analysis will be conducted as part of the first incubation stage (diagnostics process) and the second incubation stage (pilot implementation).

How long should the museum description be?

Max. 1000 Characters.



Since there is not a document upload option at the application page for balance sheet or turnover documents, how could a private museum prove its eligibility? Will the selection committee be asking for any evidence documents about visitor numbers or financial situation?

At the due diligence checks stage, we will ask selected pilots to provide all necessary documents to check the applicant legal entity information, ethics requirements, financial information and any other checks as requested by the European Commission before starting the pilot incubation. Should they fail the due diligence checks, DOORS reserves the right to reject the application.

Will there be a sample proposal?

No, we will not make available a sample proposal.

Is it necessary to give a detailed overview of the institutions' technological and digital needs?

We recommend describing the most important technological needs (services, digitalisation steps, etc..) required to implement the pilot for the jury to get a better understanding of it.





Tandems and partnerships

Should the collaboration with other partners, e.g. creative/technical support providers, be described in the proposal or can it be specified later?

This is not a necessity for the first stage proposal. If you already have a specific technical provider in mind, please do include it in the proposal description.

Will it be mandatory to select the collaborator from the portfolio of creative/technical providers suggested by the DOORS program?

No. It will be entirely up to the museum to choose a relevant provider and agree on the necessary terms and conditions with these providers.

Is it possible to form a tandem with an association or company?

Tandems can be formed with any kind of organisations (private/public) and from all different sectors.

How many entities need to participate in a pilot for Innovation Area 4?

At least one eligible entity is necessary, and the number of tandem partners (at least one) is up to this entity (no capping). Tandems can be formed with any kind of organisations (private/public) and from all different sectors.

Can a museum that is not located in an eligible country as per the Guide for applicants collaborate with an organisation based in Europe that is eligible to submit?

Institutions are welcome to submit in Tandem, as long as the submitting institution is eligible according to our Guide for applicants.

Will the DOORS consortium be able to facilitate the identification of such tandem partners?

DOORS will not facilitate the identification of potential tandem partners.





Pilot focus

Should the pilot proposals focus on digitisation in the narrow sense, or can they also tackle digital transformation processes comprising the entire organisation?

Both directions are eligible within DOORS: holistic digital transformation processes, as well as single digitisation projects addressing a specific challenge in your organisation. The incubation program will support embedding narrow digitisation projects in the wider digital transformation context of the participating museums.

Are pilot proposals which formulate a coherent innovation potential for digital transformation encompassing all of the four innovation areas eligible?

All applicants must choose one innovation area, but their proposed action may of course demonstrate significant value to other innovation areas in addition. This can be outlined in the pilot proposal document.

Would a method for strategic planning and deployment of digital transformation projects inside museums be eligible as a pilot?

Yes, if the proposed action can demonstrate a tangible pilot outcome within the given timeline and is addressing one of the four innovation areas.



Incubation program and workshops

At which stage of the incubation program are participants required to collaborate with an external company or partner from the creative/tech sector, and is this a recommendation or a grant requirement?

It is a requirement to collaborate with a partner from the creative and/or technology sector obtaining necessary services, products or know-how for the implementation of the pilot. This is a requirement for the second incubation stage, while such partners do not need to be known already for the first stage application. The first incubation stage will offer opportunities to connect with potential partners and search for relevant expertise.

Are all of the workshops planned to take place in an online format? Who is developing and organising the workshops, and how will program participants decide which ones to join?

DOORS offers an entirely online incubation programme. All workshops take place online. The workshops will be organised by the DOORS consortium. You will not have to choose, since all workshops will be the same for everyone participating in the incubation program.





Costs

Are pilots supposed to use a share of the grant to cover mentoring and consultation?

DOORS will provide individual mentoring and collective workshops as part of the second stage incubation program. This is for free and does not need to be included in the cost plan, while all project specific consultation costs for the implementation of your pilot need to be covered by your individual grant amount. For the first incubation stage the financial support is €1.500 of which € 750 is a mandatory workshop fee. Museums will be required to spend the € 750 workshop fee on the overall workshop program and will not be able to choose individual programs.

Can the pilot budget plan also contain ongoing staff costs for those involved in the pilot development?

Yes. Such costs are eligible and should be foreseen in the cost planning.

Can part of the grant be dedicated to cover costs related to the payment of the external creative and/or technology?

Yes. Such costs are eligible and should be foreseen in the cost planning.

Is it possible to purchase technical equipment and hardware (e.g. projectors, sensory/interactive tables, touch screens etc.) that are necessary to implement the pilot?

Yes, but infrastructural purchases are limited to 40% of the budget and need to be justified and reasonable.



Is it possible to purchase software that is necessary for creating new digital infrastructure and the pilot implementation?

Yes, such purchases are eligible and continuous costs (eg. monthly subscriptions, depreciation) can be included in the budget during the implementation period of the project, if justified and reasonable. After the pilot period such costs must be covered by the pilot organisations.

What is the % of funding for stage 2 (pilot)?

The second stage and pilot implementation can be funded up to 100%, but with a maximum of 27.000€ financial contribution from DOORS.

How detailed should the budget plan be?

At the current stage (open call for incubation stage 1) a general overview on the foreseen costs of the pilot implementation is sufficient. This should include an estimation on the approximate overall expenses for staff costs, expenses for external services (eg. creative/tech providers), infrastructural costs & materials and other costs necessary for the realisation of the pilot. The cost plan can be adjusted for the proposals in incubation stage 2.

How detailed should the infrastructural acquisitions plan be (as outlined in Part A of the proposal template)?

You should justify why the pilot results could not be achieved without the infrastructural acquisitions and explain the planned type of infrastructure (in max. 1000 characters incl. spaces). Please note that simple Yes/No answers will not be accepted.

What is the eligibility period for project expenditure of DOORS' pilots?

November 2022 to July 2023. Expenditure born before or after that period will not be funded, nor reimbursed.





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Travel

How much of the program will take place online, and is there any travel foreseen and required?

DOORS is an online program. No obligatory travel is foreseen. In case you consider travel as necessary for your pilot implementation, this can be foreseen as eligible costs in the cost plan.

Do applicants need to cover necessary travel costs of creative and technological providers in their cost plan?

Yes.



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