**ANSWERS TO APPLICANTS QUESTIONS PUBLISHED
DURING PERIOD 20 MAY - 15 JUNE 2019**

**REPONSES AUX QUESTIONS DES SOUMISSIONNAIRES PUBLIEES
PENDANT LA PERIODE DU 20 MAI AU 15 JUIN 2019**

Call for proposals on eHealth (1ˢᵗ round)
Appel à propositions relatif à l'eSanté (1ᵉʳ tour)

BEL1707111-AP-03

Contracting authority: Enabel, the Belgian development agency
Autorité contractante : Enbel, Agence belge de développement

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Pour le français, voir ci-dessous

In accordance with the guidelines of this call for proposals on eHealth (point 2.2.3), applicants may send their questions by e-mail to wehubit@enabel.be, at the latest 21 days before the applications submission deadline (see table). The Wehubit Programme will not be obliged to provide clarification on questions received after this date.

Questions will be answered at the latest 11 days before the applications submission deadline. Only answers to questions and other important information not included in the guidelines or FAQ will be published. As such, regular consultation of this website is recommended in order to be informed of the questions and answers published. **If possible, we will update this file weekly**. **Questions and answers will only be published in the language in which they were received.**

We remind you our website where you can download the 2 documents (Guidelines and Introductory Note).

	Date	Heure/Hour
Date limite d'envoi des questions **Deadline for submitting questions**	15/06/2019	17:00
Date limite réponses aux questions **Deadline date for responding to questions**	25/06/2019	17:00
Date limite de soumission des des demandes de subside **Deadline for submitting Grant applications**	05/07/2019	13:00

Conformément aux lignes directrices de cet appel à propositions relatif à l'eSanté (point 2.2.3), les demandeurs peuvent envoyer leurs questions, par courrier électronique à wehubit@enabel.be, au plus tard 21 jours avant la date limite de soumission des demandes de subside (voir tableau). Le Programme Wehubit n'a pas l'obligation de fournir des éclaircissements sur des questions reçues après cette date.

Il y sera répondu au plus tard 11 jours avant la date limite de soumission des demandes. Seules les réponses aux questions ainsi que d'autres informations importantes ne figurant pas dans les FAQ ou dans les lignes directrices seront publiées. Il est par conséquent recommandé de consulter régulièrement ce document afin d'être tenu informé des questions et réponses publiées. **Dans la mesure du possible, nous mettrons ce document à jour chaque semaine. Les questions et réponses ne seront publiées que dans la langue dans laquelle elles ont été reçues.**

Pour rappel, notre site internet où vous pourrez télécharger les 2 documents (Lignes directrices et la Note Introductive)

> **Legend:** In order to ensure privacy, organisations names are kept anonymous (replaced by XXX)

> **Légende:** Dans un souci de confidentialité, les noms des organisations ne sont pas mentionnés (remplacés par XXX).

Answers to questions received between 20th & 24th of May 2019

Question 1

Could you please clarify if the 10% co-funding can be brought by other institutional donors? Or does it have to be own funds?

Answer:

In the absence of details in the guidelines regarding the expected co-funding, your organization may define the origin of the funds itself. However, if the action is part of a wider program, this should be mentioned in the application form. In case of co-funding with another donor, while presenting your detailed budget during the second round, it must be clear who is funding what, and how the financial control can confirm this distribution of funding, and avoid double funding.

Question 2

What do you define as "reaching a business case"? Does it simply mean that there needs to be a developed business plan on paper only, or does it already need to have been tried and tested?

Answer:

To us it means that after having gone through the prototyping, the testing and the piloting stages, you have implemented a digital solution/service and you have now a clear understanding of its functioning in its environment, its users, its functionalities, its strengths, its weaknesses, you are able to provide some very concrete and detailed user cases, and you have a plan to sustain it. Your digital solution or service is already implemented (production/live) and is ready for being scaled-up and/or replicated.

Question 3

If an empirical case needs to be made for financial viability, is revenue generation enough to say that there is a business case or is actual financial sustainability (i.e. break-even) the criterion?

Answer:

We don't request a plan proving financial sustainability, but rather the elements described under the first question. However sustainability (institutional and financial) is key in the assessment.

Question 4

Does the applying organization need to be the one that has the actual business case, or can the model of an associated organization serve as proof of a solid case? In our example, the American Red Cross (who will not be involved in this proposal) has established financially sustainable First Aid Blended Learning in their own country. Could this serve as sufficient evidence for the jury that First Aid Blended Learning works and is financially viable, so that we can also roll it out in one of the aforementioned countries?

Answer:

Again, our point is to fund scaling-up/replication of already implemented solutions by the applicant. Also we don't fund earlier stages of development/testing/piloting. It is recommended to demonstrate in concrete terms how your solution is already being implemented and used (you may send URL's of video,

articles, screenshots, etc.) Organisations need to convince the jury why Wehubit should invest in their digital solution/service rather than in the others. This is a highly competitive fund. At the organisation level, we only request the proof of having the capacity to manage a grant of public money. See guidelines for more detailed information.

If you're not eligible as applicant, I would recommend you to check if you are eligible as co-applicant.

Question 5
Notre ONG a développé une application E-santé relative à l'information des personnes vivant avec le VIH dans des pays hors appel à projet – Egypte, Liban et Tunisie – que nous aimerions désormais répliquer dans des pays ciblés par le présent appel à projet. Cette réplication est-elle éligible ?

Réponse :
Le fait que votre solution ait été implémentée par le passé dans un pays non-partenaire de la coopération belge ne la rend pas inéligible, pour autant que votre organisation et votre projet répondent bien aux critères d'éligibilité mentionnés dans les lignes directrices.

Question 6
XXX is a limited company headquartered in Nairobi, Kenya. According to the calls to proposal guidelines you provided, Kenya is not listed under countries of Belgian Bilateral Development Cooperation. The complete list of questions we would like clarifications on from you, are listed below;

- **Is xxxx eligible to bid the eHealth Proposal?**

- **What kind of system are you looking for? is it web-based or on-premise?**

- **What is the overall architecture of the existing system?**

- **If the current system architecture is hosted on-premise, Do you currently have servers? if so, what kind?**

- **if the current system architecture is hosted online, Would you need integration with existing systems or you prefer it to be autonomous?**

- **What kind of database server is used to hold information? Is it MySQL or Microsoft SQL server**

- **The answers to these questions should give EITI Africa a clear understanding of the appropriate action to take. If you have any questions or comments, please feel free to reply to this email.**

Answer:
Eligibility criteria of your organisation and project are defined in the guidelines of the call. Please refer to the guidelines. However visiting your website, and reading your questions, I have the impression you are a consultancy firm, looking for procurements as service provider. Wehubit does not launch procurement through its website but uses Enabel's procurement system.

Answers to questions received between 27th of May and 07th of June 2019

Question 7   Co-funding rules

We just went through the guidelines of eHealth call for proposal and are interested to submit a project ! Could you please clarify if the 10% co-funding can be brought by other institutional donors? Or does it have to be own funds?

Answer:

In the absence of details in the guidelines regarding the expected co-funding, your organization may define the origin of the funds itself. However, if the action is part of a wider program, this should be mentioned in the application form. In case of co-funding with another donor, while presenting your detailed budget during the second round, it must be clear who is funding what, and how the financial control can confirm this distribution of funding, and avoid double funding.

Question 8

We were interested in applying to the call for E-health. Could it be possible to talk to you in order to have more information about conditions etc?

Answer:

In order to ensure equal and fair treatment between all applicants, please refer to the guidelines of the call for proposals for its conditions. We will answer to precise questions in case their answer is not available in the guidelines.

Question 9

As it concerns scale-up initiatives, may I submit initiatives that already exist but can be further scaled up by means of digitisation? Or should the initiatives have a digital component right from the start?

Answer:

To us it means that after having gone through the prototyping, the testing and the piloting stages, you have implemented a digital solution/service and you have now a clear understanding of its functioning in its environment, its users, its functionalities, its strengths, its weaknesses, you are able to provide some very concrete and detailed user cases, and you have a plan to sustain it. Your digital solution or service is already implemented (production/live) and is ready for being scaled-up and/or replicated.

Question 10

En lisant les conditions d'éligibilité, je souhaiterai savoir si les organisations internationales comme OIM sont également éligibles pour demander du financement. (i.e, applicant ou co-applicant).

Réponse :
Le fait d'être une organisation internationales ne vous rend pas inéligible. Concernant les critères d'éligibilité, merci de vous référer aux lignes directrices.

Question 11

J'aurais voulu savoir si les agences étatiques peuvent postuler directement ou si elles doivent s'allier à une autre organisation (ONG, entreprise sociale, Nations Unies)?
Est-ce que les agences des Nations Unies (Unicef, FNUAP) peuvent également postuler ?

Réponse :
Nous confirmons qu'une entité publique est éligible sans aucune obligation de se mettre en consortium avec une ONG. Les agences des Nations Unies sont également éligibles.

Question 12
Ci-dessous trois questions relatives à l'appel E-Santé ouvert par WeHubIt :

1. **Le scaling-up peut signifier plusieurs choses?**

   - **multiplier les sites ou zones d'utilisation du service =** oui

   - **augmenter le nombre d'utilisateurs ou de bénéficiaires =** oui

   - **influencer les réglementations ou normes générales à partir de la niche dans laquelle fonctionne la solution =** oui/non, cela sera positivement ou pas évalué dans les questions (13, 15, 21 et 26) du formulaire de demande.

   - **augmenter le nombre de fonctionnalités de la solution existante =** oui

2. **Imaginons qu'un acteur privé veuille apporter dans le projet un développeur à mi-temps, en tant que Corporate Social Responsability.**

   - **Doit-on quand même procéder à un appel d'offre? =** non

   - **Est-il associé ou fournisseur? =** Cette personne sera associé.

   - **Et dans le cas d'un associé, la valeur du temps de travail de ce développeur est considérée comme "en nature" et donc inéligible pour les 10% de contribution? =** oui, c'est bien correct.

3. **Est-il possible d'être (co-)demandeur dans un projet et associé dans un deuxième? =** oui c'est tout à fait possible

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Question 13
We are interested in understanding our eligibility in the associate capacity to one of our NGO partners. The NGO partner in partnership with our organization has built and scaled a digital health solution in one country and has piloted it in a neighbouring country on Enabel eligibility list. We are looking to scale that digital innovation.
In the capacity of associate, we intend to provide specialized technical assistance as they scale in the new country. We are a private organization. We would like some clarity on the scope of the Associates role described below:

Other organisations may be associated with the action. Associates actively participate in the action, but cannot be eligible for grants, except for daily allowances and travel expenses. These associates do not need to satisfy the eligibility criteria mentioned in point 2.1.1. The associates must be mentioned in Annexe A.2 - Grant Application file of the 2nd round, entitled 'Associates of the applicant participating in the action'. Including a private sector actor as an associate will be considered as an asset.

Can we qualify to receive funding through this mechanism to support the prime through time based technical assistance?

> **Answer:**
> In accordance to Call for Proposals on eHealth (Reference: BEL1707111-AP-03), if you are in the capacity of associate participating in the action, you are not eligible for grants (will not receive funding) except for daily allowances/travel costs.