

INTERNATIONAL TELECOMMUNICATION UNION



Request for Expression of Interest Ref. No. REOI-2017-004
***Appointment of a Host for the “EU mHealth Hub” within the
framework of the “Be Healthy, Be Mobile” joint WHO and ITU
Initiative on mHealth for Non-Communicable Diseases***

CONSOLIDATED TABLE OF QUESTIONS AND ANSWERS

REOI CLOSING DATE: Friday, 29 September 2017 at 15:00 hours (Geneva time).

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Geneva, 20 September 2017



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Dear Sir or Madam,

By the present letter we would like to refer to Request for Expression of interest ref. no. REOI-2017-004 for the "Appointment of a Host for the EU mHealth Hub within the framework of the "Be Healthy, Be Mobile" joint WHO and ITU Initiative on mHealth for Non-Communicable Diseases".

Please note that as indicated in the REOI Document the Response shall clearly indicate whether the same is submitted by an Institution as a single institution or by means of a Consortium.

Institutions that submit a Response as a single Institution shall comply with all the Pre-Qualification Criteria set forth in Section 4.1 to the REOI Document.

In case of a Consortium, please see Annex 1 to the present document "Entities obliged to comply with Pre-Qualification Criteria". Annex 4 to the REOI Document (Statement of Compliance with ITU's Pre-Qualification Criteria) has been updated accordingly.

Please note that if a Lead Institution fails to comply with a Pre-Qualification Criteria applicable only to the Lead Institution, the Consortium as a whole would not qualify.

In case the structure of the Consortium is already defined, the Lead Institution must indicate in the Response the names, professional profile and roles of all Partners involved. An Annex 3 will have also to be submitted for the Lead Institution and each Partner.

If an Institution intends to create a Consortium for its participation in the upcoming Request for Proposal as a Lead Institution but has not yet identified the relevant Partners, a Response to the REOI may be submitted, clearly stating the above situation. In that case, the identification and detailed structure of the Consortium shall be presented in the Proposal submitted within the framework of the upcoming Request for Proposal.

Below you may find the consolidated table of requests for clarifications received together with the related answers.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'E. Eckerstrom', is written over a horizontal line.

p.p. Elisabeth Eckerstrom
Head, Procurement Division
Financial Resources Management Department
International Telecommunication Union

Attachments:

Annex 1: Entities obliged to comply with Pre-Qualification Criteria

Annex 4 to the REOI Document (Statement of Compliance with ITU's Pre-Qualification Criteria) updated.



Ref.No	INSTITUTIONS' QUERIES	ITU'S ANSWERS
TECHNICAL QUERIES		
QT.1	<i>"Annex 2 would be a general description of initiatives manage by the organization? Or do you need scope and aim of each project or program (mHealth, eHealth, TeleHealth) In the pre-qualifying phase we do need to present HUB governance, structure and capability to be auto-sufficient."</i>	Please note that Annex 2 refers to the general description of the experience and initiative managed by the Institution ("A presentation of the Institution (or the Leading Institution and proposed partners in case of a Consortium) including, at a minimum; (a) overall professional profile; (b) the status, structure, and main activities of the Institution; (c) a description of the Institution's experience in the field of mHealth, and related fields such as eHealth, digital health, telehealth, telemedicine, etc.")
QT.2	<i>"Regarding documentation needed to demonstrate responsiveness to the Pre-Qualification criteria its needed Recommendation letter? We do have experience on EU Programs (eHealth Programs) and international projects to cooperate with Countries outside of EU. This information would be a ad-value in this phase?."</i>	<p>Institutions should indicate in Annex 4 whether they comply with each Pre-Qualification criteria and shall provide all information and documents necessary to prove their compliance with the same.</p> <p>For the Pre-qualification Criteria that refers to the support of a national government ("<i>the Institution shall have support and commitment of any national government in the European Region or the national government of the country where the Institution is established, at a minimum at the level of Ministry of Health</i>"), running projects for a ministry of health or receiving funding from national or regional government qualifies for the requirement. If possible, Institutions shall submit a written statement from the relevant ministry (i.e. though a letter of recommendation). If this is not possible, Institutions shall provide at a minimum:</p> <ul style="list-style-type: none"> - A description of the relationship and role of the organization in these activities; - The details of the National Governments supporting the Institution, including a contact person, title and contact details to allow ITU to verify the information.
QT.3	<i>"The institution shall have support and commitment for any national government in the European region ... at least at the ministry of health. We have a 3 years running project with the ministry of health of our region. Does this also qualify? Do we need a written statement by the ministry to support our application?"</i>	Please refer to Answer no. 2.



Consolidated Table of Q&A

QT.4	<i>"The institution can demonstrate that more than 50% of the project portfolio over the last three years is related to mHealth/eHealth. We are a digital research institute that has a total annual balance of 500M€. We are active in media, healthcare, ICT and energy markets. Half of our turnover is NOT dedicated to e/m or digital health programs but if you look to the turnover of our healthcare division only we have 100% dedication to the mentioned markets. Which project portfolio are you talking about. Can it be only the one of our healthcare division, Are this specific project (e.g. must it be only H2020 projects etc?)"</i>	It is the activity of the unit that will be responsible for the Hub activities we are interested in. Projects do not have to be H2020 projects only. It is important that big Institutions that cover several disciplines or departments state clearly which resources are going to be involved with the Hub activities. In case a specific department or unit applies to become the host of the Hub, we ask that this is described in the EOI.
QT.5	<i>"Funding: your call for ROI asks for co-funding. Do you mean by that that we actually need to pay for new activities or can the co-funding be the activities we already do at local level and upscale/learn from them for international level? What is the co-funding needed for?"</i>	We are looking for Host candidates that have a realistic capacity to sustain the Hub activities beyond the EU Project. The in-kind contribution or co-funding will typically be in terms of infrastructure and collaboration with relevant projects and resources within the Institution or Consortium. The co-funding can be activities you already do at local level that are up scalable to international level. This is also why ITU is looking for Institution or Consortium that already have a track record and existing activities in relevant fields.
QT.6	<i>"How many hubs are going to be selected?"</i>	For the EU Project we are looking for one Host and one EU mHealth Hub. We cannot rule out the possibility that, in the future, other hubs may be established in the WHO EURO region, but that will depend on how well the hub we are setting up now is able to span the different challenges and needs of different parts of the greater WHO EURO region. In any case, please note that the possibility of establishing other Hubs is not part of the scope of the present REOI.
QT.7	<i>"Which is the amount of money provided by the project in the first phase (till 2021) to each one of the hubs?"</i>	As indicated in QT.6, please note that the present REOI and upcoming Solicitation concern only the establishment of ONE Hub. At this stage of the REOI, the focus is to identify interested Institutions based on the Pre-qualification Criteria. Please note that the EOI must include the information requested in Section 3.c. There is no request at the REOI to submit proposals of work plans nor budget requirements. It is important to demonstrate organization or consortium interest



		<p>and capacity to host the Hub and the nature of in-kind or cash contributions that can be co-invested in addition to the seed funding that will be provided. A proven capacity to attract additional funding would be a definite asset.</p> <p>As such, there is no specific indication at this stage on the amount of seed funding to avoid distracting the focus from assessing organization or consortium capacity regardless of the seed funding available. This is critical for the sustainability of the Hub beyond the project period.</p> <p>Detailed proposed work plans and budget requirements will be requested in the upcoming Request for Proposal where clear indication of seed funding available will be provided.</p>
QT.8	<i>"Are you looking for a hub based on a region/country with a set of institutions from such region/country or are you looking for a consortium with entities from different countries/regions?"</i>	<p>We do plan to set up other regional mHealth Hubs, but we do not have the precise mechanism for this yet. We have received interest from organizations in Middle East and in Asia that want to explore the possibility of becoming a regional mHealth Hub in their region, and we envision that we will eventually have several regional mHealth hubs that work together at some level and share knowledge and innovations. A key issue is of course how to give these hubs legitimacy to work with the governments in the respective regions. The EU mHealth Hub receives its legitimacy in part because of the support from the EU and in part from the support from WHO and ITU. As indicated in QT.6, please note that the possibility of establishing additional Hubs is not part of the scope of the present REOI.</p> <p>With regards to the composition of the Consortium, we have left that open and invited the applicants to be creative. No geographical limitation exists regarding the composition of the Host. Therefore, the Consortium may include institutions from the same or different country/region.</p>
QT.9	<i>"A Consortium shall be led by one Institution that shall comply with all the requirements stipulated in the REOI: does it mean that the leading institution must comply with all requirements OR the Consortium as a whole through the participating organisation?"</i>	<p>Please note that as indicated above the Response shall clearly indicate whether the same is submitted by an Institution as a single institution or by means of a Consortium.</p> <p><u>Institutions that submit a Response as a single</u></p>



		<p><u>Institution</u> shall comply with <u>all</u> the Pre-Qualification Criteria set forth in Section 4.1 to the REOI Document.</p> <p>In case of a Consortium, please see <u>Annex 1</u> to the present document "Entities obliged to comply with Pre-Qualification Criteria". <u>Annex 4</u> to the REOI Document (Statement of Compliance with ITU's Pre-Qualification Criteria) has been updated accordingly. Please note that if a Lead Institution fails to comply with a Pre-Qualification Criteria applicable only to the Lead Institution, the Consortium as a whole would not qualify.</p> <p>In case of a Consortium and if possible, the Lead Institution must indicate in the Response the names, professional profile and roles of all Partners involved in the Consortium. An <u>Annex 3</u> will have also to be submitted for the Lead Institution and each Partner.</p> <p>If an Institution intends to create a Consortium for its participation in the upcoming Request for Proposal as a Lead Institution <u>but has not yet identified the relevant Partners</u>, a Response to the REOI may be submitted, clearly stating the above situation. In that case, the identification and detailed structure of the Consortium shall be presented in the Proposal submitted within the framework of the upcoming Request for Proposal.</p>
QT.10	<i>"Can private commercial organisations join a consortium?"</i>	Yes, as long as there is no affiliation to tobacco industry or the arms industry, a commercial organization may join as a partner, however the REOI specifies that the lead/host must be a non-commercial Institution/organization (see Section 1.5 of the REOI Document). Please also note that the Hub itself should not serve a commercial interest, but may operate on a revenue generation basis for cost recovery (see Section 1.4 of the REOI Document).
QT.11	<i>"I would like more clarification on the financing of the project. Will it be 100% funded by the EC?"</i>	No, as indicated in the REOI some in-kind support is expected. This may be in the form of infrastructure and use of existing resources.
QT.12	<i>"I would appreciate suggestions on how to reach out to suitable potential entities, other than the Ministry website, thanks!"</i>	We understand this question to be related to identifying possible hosts or other institutions to partner with for establishing a Consortium. Please note that ITU cannot assist Institutions in the



		identification of possible Partners.
QT.13	<i>"In the pre-qualifying phase we do need to present HUB governance, structure and capability to be auto-sufficient"</i>	Please refer to the Request for Expression of Interest document Section 4.1. Governance and structure will be required within the framework of the upcoming Request for Proposal.
QT.14	<i>"Are Private Comercial Organizations completely excluded from this process?"</i>	See QT.10: Private commercial companies may join as a partner in a consortium, but cannot be the lead agency (legal Host).
QT.15	<i>"What is the limit of requested funding?"</i>	For the REOI we have not specified any amounts for funding, only indicated that some seed funding may be made available to the Host/Consortium, and that some in-kind contribution (in the form of infrastructure and access to resources within the Consortium) is expected.
QT.16	<i>"Should regional public authorities submit a kind of support letter from its national government or it would be enough to explain the public role of the regional administration?"</i>	See QT.3: If possible, Institutions shall submit a written statement from the relevant ministry (i.e. through a letter of recommendation). If that is not possible, Institutions should provide at minimum: <ul style="list-style-type: none"> - A description of the relationship and role of the organization in these activities; - The details of the National Governments supporting the Institution, including a contact person, title and contact details to allow ITU to verify the information
QT.17	<i>"Co-funding needed: In the documents there is the mention of co-funding. However it is not expressed to which percentage we need to co-fund. Can you please tell us how much co-funding is needed? Or are e.g. the own implementation projects we are locally running enough as co-funding?"</i>	No specific percentage has been set as to the level of co-funding (or in-kind contribution) expected from the candidates. In-kind contribution may come on the form of access to infrastructure, such as buildings, facilities, technical and organizational infrastructure, etc. It may also come in the form of access to other resources, such as experts and technical staff, projects and research portfolios. Already existing projects on implementation would fit well with the expectations of co-funding/in-kind contribution.
QT.18	<i>"Consortium: how do we hand in the papers as a consortium? Does everyone hand in the full documentation (annexes 1-4) or only the leading institution? Does only the leading institution needs to fulfill the requirements made by ITU for</i>	The Responses must be sent by e-mail only to the e-mail addresses indicated in Section 5 to the REOI Document. In case of a Consortium please note that only one Response shall be prepared and submitted by the Lead Institution, containing all the information and documents requested in Section 3.c. to the REOI Document. Section 3c. to the REOI Document specifies which of the annexes need to be filled in by the Lead



	<p><i>prequalification or do all need this?</i></p> <p><i>Can we also add letters of support to the ROI from other parties who want to proceed along our proposal?"</i></p>	<p>organization and which needs to be filled in by all partners in case of a Consortium. Note that Annex 3 should be submitted by the lead organization and each partner in the case of a consortium.</p> <p>The leading organization will be the entity with the legal responsibility and contractual agreements with ITU.</p> <p>Regarding the Pre-qualification Criteria, please refer to QT.9.</p> <p>Letters of support for the EOI from parties outside of the consortium are not necessary at this stage.</p>
QT.19	<p><i>"I wanted to attend the webinar but I have already a scheduled meeting at the same time. Will it be possible for me to listen to the webinar afterwards?"</i></p>	<p>The recording of the webinars organized on 17 August 2017 and 5 September 2017 is published on ITU's website: http://www.itu.int/en/ITU-D/ICT-Applications/eHEALTH/Be_healthy/Pages/The-EU-mHealth-Hub-Project.aspx</p> <p>The first webinar can be found at: https://connect.itu.int/p1qqoymysy4m/ and the second webinar is found at: https://connect.itu.int/p41bzip5ki4f/</p>
QT.20	<p><i>"In relation to the criteria of a participating consortium: shall the leading institution comply with all requirements OR is it sufficient that the consortium as a whole complies with all requirements?"</i></p>	<p>Please refer to QT.9.</p>
QT.21	<p><i>"Can a private commercial organisation be one of the partner of a consortium?"</i></p>	<p>Yes, see QT.10 and QT.14. The leading partner (Host) must be a non-commercial organization/institution (see Section 1.5 of the REOI Document).</p>
QT.22	<p><i>"We are considering to apply for the mHub Europe call as a Consortium and we were wondering if all the partners need to provide a letter of support from the Ministry of Health or only the lead applicant of the Consortium."</i></p>	<p>Only one such letter of support should be needed. See also QT.2, QT.3, and QT.16</p> <p>For the Pre-qualification Criteria that refers to the support of a national government ("the Institution shall have support and commitment of any national government in the European Region or the national government of the country where the Institution is established, at a minimum at the level of Ministry of Health"), running projects for a ministry of health or receiving funding from national or regional government qualifies for the requirement. If possible, Institutions shall submit a written statement from the relevant ministry (i.e through a letter of recommendation. If this is not possible, Institutions shall provide at a minimum:</p> <p>A description of the relationship and role of the organization in these activities; and; The details of the National Governments supporting the</p>



		Institution, including a contact person, title and contact details to allow ITU to verify the information.
QT.23	<i>"I have been an eHealth & Innovation Consultant at the WHO Regional Office for Europe over the past 2 years and am writing because of my continued interest in the Be Healthy, Be Mobile programme and new hub. I am contacting you now to hear if there would be an opportunity to consult on or work with the Be Healthy, Be Mobile programme and setting up the mHealth hub."</i>	Please note that the submission of Responses is only open to Institutions and not to individuals.
QT.24	<p><i>"At the _____ region with the support of regional Health Ministry, our polytechnic university has been suggested to apply based on the expertise on mobile health within my institute.</i></p> <p><i>The issue is that instead of our university, that is working on different fields and as our institute has not legal entity, another option would an association recently created that around health and quality of life engages different universities, research centres, and the _____ association on this specific field.</i></p> <p><i>Therefore, the question would be:</i> <i>Could we send all the documentation for the first round for eligibility criteria under the university umbrella?</i> <i>Could we apply for the 2nd round under the association umbrella and have the polytechnic university, the University of _____ and the _____ Institute working as third parties for the association?"</i></p>	Please refer to QT. 9.
QT.25	<i>"Does "Institution Presentation" in Annex 2 mean a presentation in the form of continuous text or PowerPoint-slides?"</i>	Please note that the submission is to be in the form of one PDF-file, so in the case of a Power-Point slide, it has to be converted to PDF and included in the deliverable, clearly marked as <u>Annex 2</u> . Continuous text is OK. Power-Point is OK.
QT.26	<i>"Is the UNGM Registration Number in Annex 3 mandatory?"</i>	No, registration on UNGM is not mandatory at this stage.
QT.27	<i>"Does the letter of support need to be from the Minister of Health of the country where the region is based or can it be the relevant</i>	Only one such letter of support should be needed. Please refer to QT.2, QT.3, QT.16, and QT.22.



	<i>regional government?"</i>	
QT.28	<i>"If we apply as a Consortium is it necessary at this stage to write some lines on our relationship or you only need the filled form from leader and all the partners."</i>	In case of a Consortium and if possible, the Lead Institution must indicate in the Response the names, professional profile and roles of each Partner involved in the Consortium. An Annex 3 will have also to be submitted for the Lead Institution and for each Partner.
QT.29	<i>"After having read the Request for Expression of Interest Ref. REOI-2017-004 we would like to know whether the Consortium structure has to be completely defined already in the pre-qualifying stage or if it can be roughly described and further developed in the subsequent full proposal. As well, is there any possibility that ITU's evaluation committee suggests any modification in the composition of the established Consortium? "</i>	Please refer to QT. 28 above. We confirm that ITU's evaluation committee will not suggest any modification in the composition of a Consortium.
QT.29	<i>"I need to understand what type of funding is available from the EU for the Institution that is applying to become a HUB. Where can I find this information? I have understood that the EU funding will not be 100%, but it is not clear on how much it will be, or if it will exist at all."</i>	Please refer to TQ. 5 and TQ. 7 above.
QT.30	<i>"The _____ is an international community of 650 organisations (governments, regional authorities, hospitals, universities, clusters, companies, start-ups, investors...) and 16,500+ experts in Digital health. We are a not-for-profit entity. We understand from your documents that such an organisation could answer to your REOI and lead a consortium. Is it correct?"</i>	The REOI Document specifies that the Lead/host must be a non-commercial Institution/organization (see Section 1.5 of the REOI Document). Such an organization may submit a Response as a single Institution or as a Lead Institution of a Consortium.
ADMINISTRATIVE QUERIES		
QA.1	<i>"Where do we have to hand in the ROI. I seem not to find this information in the documentation."</i>	Please refer to Section 5 to the REOI Document.
QA.2	<i>"Do we have limit of pages for DOCS (PDF file submission)? "</i>	We confirm that there is no limit of pages.