



CALL FOR BUSINESS PLAN PROPOSALS FOR THE UCC/UCUSAF GRANT FOR ENHANCING ICT ADOPTION THROUGH DIGITAL LITERACY FOR THE ELDERLY

STATEMENT OF REQUIREMENTS

1.0 Introduction

Uganda Communications Commission (UCC) through the Uganda Communications Universal Service and Access Fund (UCUSAF), which is a Universal Service Fund (USF) for communications in Uganda, has launched a call for business plan proposals to establish a collaboration with a suitable partner for the implementation of key activities under the general thematic area of addressing the digital divide among the elderly in the Eastern Elgon region district communities of Namisindwa, Sironko, Manafwa, Bududa, Bulambuli and the Sebei districts of Kapchorwa, Kween and Bukwo.

This is a continuation of the project after the pilot phase in the central region where up to 500 elderly participants from the districts of Mukono, Kayunga, Mpigi, Luwero and Mityana were equipped with digital literacy skills. The prioritization of the Eastern Elgon and Sebei region districts is based on its relatively high share of older people as per the Ministry of Labour, Gender and Social Development situational analysis report of September 2020 on The State of Older Persons in Uganda.

The 2023/24 UCUSAF budget aligned to the UCUSAF IV Strategy set aside resources to be utilized under a collaborative grant framework between UCC/UCUSAF and a suitable partner in this financial year 2023/2024 to implement activities related to addressing the digital divide amongst the elderly in the above-mentioned 8 eastern region districts of Uganda.

2.0 Background

Uganda's 1995 Constitution affirmed making "reasonable provision for the welfare and maintenance of the aged", and issues affecting older people are included in the National Development Plans and Vision 2040. Uganda is a signatory to the 2002 Madrid International Plan of Action on Ageing, whose recommendations were on 3 priority areas, namely: 1) Older persons and development; 2) Advancing health and well-being into old age;

and 3) Ensuring enabling and supportive environments (Madrid International Plan of Action on Ageing, 2002).

Older persons constitute 4.6 per cent of Uganda's total population (Approximately 2.2 million people as of 2022 UBOS projections) and will remain a demographic minority in the near future. Yet, the dramatic increase in total numbers underscores the need to ensure they receive appropriate support. More than 98 per cent of older persons live outside of Kampala and 54 per cent are women (Situational Analysis Report on the State of Older Persons in Uganda, MOGL&SD September 2020).

In Uganda, older persons contribute immensely to the creation of wealth, support and care for orphans and other vulnerable children, create cohesion and resolve conflict in their communities and guard traditions and cultural values, which are passed on from generation to generation. Older persons also make valuable contributions towards eradication of poverty through engaging in economic activities.

Age-related discrimination, also known as agism, is one of the most frequent challenges faced by older persons. Conversely, many older persons are unaware of their rights and wrongly accept age-discrimination as part of being old. Older persons are thus highly vulnerable to neglect, isolation and elder abuse and face discrimination in accessing social services, including ICT services that require digital literacy.

ICTs are a catalyst for economic and social growth as well as a bridge to the outside world while minimizing the impacts of isolation. Nevertheless, it is essential that content is created according to the needs of older persons. This UCUSAF initiative aims to address the digital divide gap amongst the elderly (ITU Report – Ageing in a digital world).

Uganda Communications Commission has over the years set up a number of public access centers equipped with ICT equipment at various locations, including libraries and post offices, and envisages these locations to provide post training support to the training beneficiaries so as to address continuous and further learning.

UCC through UCUSAF therefore seeks to carry out a digital literacy programme in selected areas targeted at sensitizing and building digital literacy capacity for the elderly in the 8 districts of Namisindwa, Sironko, Manafwa, Bududa, Bulambuli, Kapchorwa, Kween and Bukwo.

3.0 Project Goal

The main goal of the project is to equip the elderly from the five district communities with competencies (knowledge, skills and attitudes) in the safe and ethical use of digital technology needed to access services and to promote social interaction so as to contribute to society as active citizens.

The specific objectives are:

1. Enable the elderly to acquire digital skills for them to be active citizens and socially included in respect of e-governance, business, social life, citizen participation and continuous learning.
2. Enable the elderly to keep in touch with the changes in technology.
3. Increase older peoples' trust and confidence in doing things online.
4. Improve digital inclusion to ensure that the elderly can equally and equitably access and make use of the ICTs.
5. Enable the elderly obtain information and knowledge on ICTs that can assist them to improve on prevention of illness and boosting health and well-being.
6. Reducing social isolation for older persons.

4.0 Project Key Output Actions

1. Review the available content and ensure it is customized for the training of the eligible elderly in basic digital literacy.
2. Conduct digital literacy training to up to 800 selected elderly people, at least 100 from each district from the urban centers of the 8 selected districts of Namisindwa, Sironko, Manafwa, Bududa Bulambuli and the Sebei districts of Kapchorwa, Kween and Bukwo.
3. Put in place a mechanism for the training of beneficiaries to obtain access to the most convenient ICT public access centers for post training further and continuous learning. UCC public access centers attached in Appendix 1.

5.0 Target Group

This initiative targets the elderly with no or very basic digital literacy skills, especially groups such as associations of the elderly, church groups, Saccos, etc.

6.0 Eligibility of Applicants

6.1 General Criteria

1. The lead applicant is a legally established entity in Uganda. In order to address the diverse needs of the programme, it is likely that the training will be delivered through consortia of providers.
2. The applicant organization (in case of consortia both lead and Co-applicant organization) will assume overall responsibility and sign a memorandum of understanding with UCC to enforce joint accountability of action.
3. The applicant organization must be in satisfactory financial health and have adequate financial structures and systems to report to UCUSAF as shall be required.
4. The lead applicant has at least 3 years' experience in digital literacy training.
5. The applicant has documented experience in mobilizing, coordinating, and delivering similar social development initiatives at national scale, especially working in upcountry areas.
6. The lead applicant has a clear strategic plan incorporating such projects.
7. The applicant has capacity to network and mobilize complimentary resources to sustain the initiative.
8. The applicant and co-applicant must have an established working relationship.
9. Co-applicants must demonstrate complimentary competencies to the applicant.

N.B: A due diligence may be conducted on the applicant organization(s) at any point of the process to ascertain demonstrated capability to execute the assignment.

6.2 Preference

The Fund will give preference to applicants whose Business Plan proposals highlight the following:

1. Well presented, clear, logical, well-conceived and reflecting a good understanding of the relevant issues in the subject matter.
2. Make linkage to UCUSAF & UCC strategic objectives, national and international development agenda.
3. Show evidence of being innovative, possessing the capacity for effective implementation to achieve program objectives, and present a practical approach to attaining the stated goals.
4. Demonstrate ability to establish baselines, indicators, and methodologies for measuring progress.
5. Recognize potential project risks and present corresponding strong mitigation strategies.

6. Clear financial and/or material contribution towards the implementation of the project.
7. Proposals that demonstrate higher value for money.

7.0 Assessment Criterion

The grant applications will be assessed based on a 3-stage process (Administrative, Technical and Financial) but also incorporating the four equally-weighted, all-encompassing criteria:

1. Administrative- will focus on assessment of the eligibility.
2. Technical – will focus on clarity of the motivation, smartness of goals, appropriateness of methodology and project management, feasibility of work plans, impact of the project, ability to meet project priorities, addressing of crosscutting issues and project sustainability capacity to deliver.
3. Financial – will focus on value for money, sustainability and ability to mobilize more resources to scale the initiative.

8.0 Risk Assessment

The Assessment Team will carry out a risk assessment of the indicated and non-indicated risks. The assessment based on the risks assessed will consider the totality of an applicant's submission in evaluating whether a potential engagement would involve low, medium, high, or extreme risk to UCC/UCUSAF.

9.0 Required Applicant's Legal Documents

1. Applicant's certificate of incorporation or registration providing a legal name – the name that identifies the applicant for legal, administrative, and other official purposes.
2. Applicant's memorandum and articles of association.
3. Applicant's address (physical, postal, email, and web site where applicable).
4. Applicant's contact details –name, position, phone, and email contact for an authorized representative.
5. Applicant's affiliated entities.
6. Applicant's audited financial account statements for the last 2 years.
7. Applicant's signed Code of Ethical Conduct in Business for Grant Applicants and Providers (Appendix 3).

10.0 Business Plan Requirements

1. Project understanding
2. Project linkage to UCC/UCUSAF strategy, national & international development agenda
3. Experience managing similar projects (Organization & Staff)
4. Project implementation methodology
5. Project management framework
6. Project sustainability approach
7. Risk management framework
8. Integration of cross-cutting issues
9. Monitoring and evaluation approach
10. Project implementation budget

11.0 Application Timeline

The grant application is open effective 18 September – 02nd October 2023.

An online pre – grant application meeting on Teams will be held on 26th September 2023 at 3.00pm. Meeting log in link is here below:

<https://events.teams.microsoft.com/event/df5b7e44-ecca-4cb8-9f51-c2a545996f31@f7ffcd5e-44c0-4686-8452-78ea57432de7>

For any required clarification or guidance on the grant application process, please contact telephone +256414339099 or email registry@ucc.co.ug / gkatongole@ucc.co.ug

Final applications should be submitted in triplicate hard copies (3 copies) by 4.30 pm on 02nd October 2023 to:

The Executive Director
Uganda Communications Commission
Plot 42-44, Spring Road Bugolobi
P.O. Box 7376, Kampala
Uganda

And by email to the email addresses: registry@ucc.co.ug & gkatongole@ucc.co.ug

Please note that any form of solicitation for favors in the application process will lead to automatic applicant disqualification.

Appendix 2: UCC/UCUSAF Supported Public Access Centers

No	Location	Institution
1	Nakaseke	National Library of Uganda
2	Pallisa	National Library of Uganda
3	Hoima	National Library of Uganda
4	Paidha	National Library of Uganda
5	Soroti	National Library of Uganda
6	Jinja	National Library of Uganda
7	Bugiri	National Library of Uganda
8	Moyo	National Library of Uganda
9	Mbarara	National Library of Uganda
10	Kampala	National Library of Uganda
11	Kitgum	National Library of Uganda
12	Moroto	National Library of Uganda
13	Kabale	National Library of Uganda
14	Masaka	National Library of Uganda
15	Kisoro	National Library of Uganda
16	Mbale	National Library of Uganda
17	Lira	National Library of Uganda
18	Masindi	National Library of Uganda
19	Kamuli	National Library of Uganda
20	Busia	National Library of Uganda
21	Entebbe	National Library of Uganda
22	Kabarole	National Library of Uganda
23	Mitooma	National Library of Uganda
24	Bundibugyo	National Library of Uganda
25	Arua	National Library of Uganda
26	Nebbi	National Library of Uganda
27	Tororo	National Library of Uganda
28	Kasese	Posta U Ltd
29	Mubende	Posta U Ltd
30	Kitgum	Posta U Ltd
31	Moroto	Posta U Ltd
32	Luwero	Posta U Ltd
33	Entebbe	Posta U Ltd
34	Hoima	Posta U Ltd
35	Masaka	Posta U Ltd
36	Arua	Posta U Ltd
37	Busia	Posta U Ltd
38	Gulu	Posta U Ltd
39	Lira	Posta U Ltd

No	Location	Institution
40	Kasese	Foundation for community development and empowerment.
41	Wakiso	Kakiri Community Environment Protection Initiative (KACEP) (Community Access center)
42	Kasanda	Myanzi Farmers Association
43	Ntoroko	Kibuuku primary school
44	Kamwenge	Rwengobe Primary School
45	Gulu	Gulu Public School
46	Kibuku	Nandere S.S
47	Tororo	Victors Youth Empowerment Community
48	Kayunga	Bukeeka c/U Primary School
49	Soroti	Soroti ICT Resource Centre
50	Hoima	Hoima ICT Resource Centre
51	Wakiso	Canan Achievers Vocational
52	Wakiso	Harmony Urban Oasis
53	Wakiso	Kira Youth Association
54	Wakiso	Masulita Vocational Centre
55	Wakiso	Marham Junior School
56	Rwampara	Rwampara Farm Institute
57	Mityana	Nkokonjeru Area Co-operative Enterprise Limited
58	Kampala	Bridge a Gap Community Initiative
59	Kampala	Bloggers Association of Uganda
60	Kampala	Agali Awamu Vocational Training Institute
61	Rubirizi	Rubirizi Public Library
62	Nebbi	Nebbi Public Library
63	Buikwe	Uganda Military Engineering College (UMEC)
64	Lyantonde	Uganda National Medical Alliance for Prisoners
65	Kiruhura	Rushere Community Hospital
66	Ntungamo	South-Western Institute of Policy and Advocacy
67	Rukungiri	Joint Clinical Research Center (JCRC)
68	Wakiso	St. Apollo Kivebulaya C.O.U
69	Mubende	Kasambya Community Computer Center
70	Wakiso	Kawanda Health Center III
71	Kampala	Inspiration Women Ltd
72	Kampala	YEEI Uganda Foundation

Appendix 3

CODE OF ETHICAL CONDUCT IN BUSINESS FOR GRANT APPLICANTS

1. Ethical Principles

Applicants shall at all times-

- (a) maintain integrity and independence in their professional judgement and conduct;
- (b) comply with both the letter and the spirit of-
 - i. the laws of Uganda; and
 - ii. any contract awarded.
- (c) avoid association with businesses and organisations which are in conflict with this code.

2. Standards

Applicants shall-

- (a) strive to provide works, services and supplies of high quality and accept full responsibility for all works, services or supplies provided;
- (b) comply with the professional standards of their industry or of any professional body of which they are members.

3. Conflict of Interest

Applicants shall not accept contracts which would constitute a conflict of interest with any prior or current contract with Uganda Communications Commission. Applicants shall disclose to all concerned parties those conflicts of interest that cannot reasonably be avoided or escaped.

4. Confidentiality and Accuracy of Information

- (1) Information given by applicants in the course of the grant processes or the performance of contracts shall be true, fair and not designed to mislead.
- (2) Providers shall respect the confidentiality of information received in the course of performance of a contract and shall not use such information for personal gain.

5. Gifts and Hospitality

Applicants shall not offer gifts or hospitality directly or indirectly, to staff of Uganda Communications Commission that might be viewed by others as having an influence on a grant decision.

6. Inducements

- (1) Applicants shall not offer or give anything of value to influence the action of a public official in the grant process or in contract execution.
- (2) Applicants shall not ask a public official to do anything which is inconsistent with the Code of Ethical Conduct in Business.

7. Fraudulent Practices

Applicants shall not-

- (a) collude with other businesses and organisations with the intention of depriving Uganda Communications Commission of the benefits of free and open competition;
- (b) enter into business arrangements that might prevent the effective operation of fair competition;

- (c) engage in deceptive financial practices, such as bribery, double billing or other improper financial practices;
- (d) misrepresent facts in order to influence a grant process or the execution of a contract to the detriment of the Uganda Communications Commission; or utter false documents;
- (e) unlawfully obtain information relating to a grant process in order to influence the process or execution of a contract to the detriment of the Uganda Communications Commission;
- (f) Withholding information from the Uganda Communications Commission during contract execution to the detriment of the Uganda Communications Commission.

I ----- agree to comply with the above code of ethical conduct in business.

AUTHORISED SIGNATORY

NAME OF APPLICANT