



CALL FOR PROPOSALS FOR THE UCC/UCUSAF GRANT FOR DIGITAL LITERACY AND SKILLS DEVELOPMENT OF THE ELDERLY IN SELECTED DISTRICT LOCATIONS

STATEMENT OF REQUIREMENTS

1.0 INTRODUCTION

Uganda Communications Commission (UCC) through the Uganda Communications Universal Service Access Fund (UCUSAF), has launched a call for proposals to establish a collaboration for the implementation of key activities under a general thematic area of enhancing digital skills amongst the elderly in the unserved and underserved parts of the country.

The collaboration is targeting digital literacy for at least 1,000 elderly senior citizens from 10 selected districts of Zombo, Koboko, Moyo, Adjumani, Kitgum, Pader, Kaabong, Napak, Nakapiripirit and Gulu.

In the 2026/2027 Financial Year budget, the Commission under UCUSAF, in line with the Fund's strategy (2023/24/20027/28), allocated resources to be utilised under a collaborative grant framework between the Commission/UCUSAF and a competent partner to implement digital literacy and skilling for the elderly in the 10 selected district locations.

2.0 BACKGROUND

The rapid growth of digital technology has transformed how people access information, services, and social connections. However, this progress has widened the digital divide, especially for older adults who often face challenges such as limited digital literacy, lack of exposure, and discomfort with modern devices and the ever-changing technologies.

Limited access to and use of digital technologies, coupled with a lack of basic digital skills and competencies, are major barriers preventing older persons from engaging online and accessing digital goods and services. This exclusion limits access to essential services such as e-government, mobile money, telehealth, and digital communication, leading to greater social isolation, reduced independence, and limited civic participation.

As Uganda advances its Digital Uganda Vision and other digital transformation strategies, it is crucial to ensure no one is left behind. The elderly, who remain

active in family, community, and informal economic roles, must be supported to engage meaningfully in the digital age.

The Digital Skilling for the Elderly project addresses this gap by providing older adults with essential digital skills. Through accessible, community-based training, the project empowers them to use mobile phones, the internet, digital safety and to access key online services, thereby improving their quality of life, enhancing service access, and promoting social inclusion.

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/UCUSAF is seeking to collaborate with suitably qualified applicants (individual organisation/firm or consortium of organisations) with the requisite qualifications, resources, competencies and experience as per the eligibility criteria and statement of requirements as presented in this call. The applicant shall build capacity of the elderly communities in digital literacy skills.

3.0 PROBLEM STATEMENT

In Uganda, older adults often remain on the margins of the country's digital transformation. While digital tools have become central to how services are delivered and how people connect, the elderly frequently lack the foundational skills needed to navigate this new landscape. Most have had limited exposure to technology during their lifetime, and fewer opportunities exist for them to learn in a way that respects their pace, context, and learning style.

This disconnect has real consequences. Elderly individuals are increasingly unable to access critical services such as mobile banking, digital banking, social communication platforms, and government support systems, most of which are rapidly moving online. The result is a widening gap in access to information, support, and participation in society. This exclusion not only threatens their wellbeing but also reduces their ability to contribute meaningfully to their families and communities.

There is a pressing need to create targeted, accessible digital skilling programs that empower elderly Ugandans to use everyday technology confidently and safely. Without this, the promise of digital inclusion will remain out of reach for a generation that still plays an essential role in Uganda's social fabric.

4.0 OBJECTIVES OF THE GRANT

The general objective of the grant is to enhance the digital inclusion of older persons by equipping them with essential digital literacy and skills that enable them to access digital services, communicate effectively, improve their quality of life, and participate safely and meaningfully in the digital economy and society. Specifically, the project intends:

- i) Enhance digital literacy and foundational ICT competencies among 1,000 elderly from the 10 selected districts,
- ii) Promote the safe, responsible and productive use of digital technologies by equipping beneficiaries with skills in internet use, online safety, digital communication and access to digital public and financial services,
- iii) Strengthen digital livelihoods and enhance confidence in using and accessing digital technologies amongst the elderly,
- iv) Improve digital inclusion among the elderly, by addressing barriers to digital skills acquisition and technology adoption,
- v) To build local capacity by training community-based trainers to deliver ongoing digital literacy sessions for elderly people at community Public Access centres, and
- vi) Contribute to Uganda's national digital transformation agenda by increasing the adoption and meaningful use of digital technologies amongst the elderly in line with the national and international frameworks.

5.0 PROJECT SCOPE

The project seeks to equip 1,000 elderly beneficiaries from ten (10) selected districts of Zombo, Koboko, Moyo, Adjumani, Kitgum, Pader, Kaabong, Napak, Nakapiripirit and Gulu as contained in Annex 2 with practical hands-on learning that will enhance confidence and willingness to adopt and use ICT for enhanced citizen participation and livelihood improvement amongst the elderly in Uganda's growing digital economy.

The implementation period for the project shall be six months from the date of agreement signing, within the financial year 2026/2027.

6.0 PROJECT KEY ACTIONS

- a) Conduct a needs assessment and baseline study in the selected beneficiary communities.
- b) Stakeholder engagement and beneficiary mobilisation.

- c) Develop a training curriculum and digital skills training materials with language translation taken care of.
- d) Build the capacity of trainers and local facilitators to support programme delivery.
- e) Deliver practical, context-specific digital skills training.
- f) Conduct digital awareness and community sensitisation activities.
- g) Monitor, evaluate and report on project implementation, outcomes and lessons learned for a period of two years.
- h) Put in place measures for sustainability and ecosystem strengthening of the initiative.

7.0 TARGET GROUP

The primary beneficiaries of this project are elderly beneficiaries from ten (10) selected districts of Zombo, Koboko, Moyo, Adjumani, Kitgum, Pader, Kaabong, Napak, Nakapiripirit and Gulu as contained in Annex 2.

8.0 ELIGIBILITY OF APPLICANTS

8.1 General Criteria

1. The applicant organisation(s) must be a not-for-profit entity. Where the proposed solution is to be delivered through a consortium, the lead applicant must be a not-for-profit organisation.
2. The applicant (both the Lead Applicant and co-applicant, in the case of a consortium) shall be legally registered and established entities in Uganda with valid and verifiable documentation demonstrating legal establishment and operational status.
3. Where an application is submitted by a consortium, both the Lead Applicant and the co-applicant(s) shall sign the Grant Agreement with UCC and shall assume joint responsibility and accountability for the implementation of the project, including compliance with all grant conditions, deliverables and reporting obligations.
4. The applicant (both Lead and co-applicant in case of a consortium) must be in satisfactory financial health and have adequate structures and systems to manage the project as shall be required.
5. The applicant (both Lead and co-applicant in case of a consortium) must demonstrate the willingness, capacity and operational ability to implement activities in unserved and underserved communities across Uganda.
6. The Lead and co-applicant in case of a consortium must demonstrate a working relationship through a legally binding agreement.
7. The applicant (either the Lead Applicant or co-applicant, in the case of a consortium) shall provide documented evidence of at least two (2) years' experience in digital literacy training.

8. The applicant (both Lead or co-applicant in case of a consortium) must demonstrate documented experience in mobilising, coordinating and delivering similar initiatives at a national scale, especially working with the elderly in rural areas.
9. The applicant (both Lead and co-applicant in case of a consortium) must show a clear plan and capacity to mobilize additional resources or partnerships to support project sustainability beyond initial funding.

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

8.2 Preference

The Fund will give preference to proposals that demonstrate the following:

- 1) A well-structured, clear, logical and comprehensive proposal that demonstrates a thorough understanding of the programme objectives, the digital skilling needs and challenges of elderly communities.
- 2) Clear alignment with the objectives of the Uganda Communications Commission (UCC), the Uganda Communications Universal Service and Access Fund (UCUSAF), and relevant national and international development frameworks, including Uganda Vision 2040, the National Development Plan (NDP IV), the Digital Transformation Roadmap, and the Sustainable Development Goals (SDGs).
- 3) Demonstrated institutional capacity and relevant experience in delivering community-based digital skilling programmes, supported by innovative, practical and scalable approaches that promote meaningful digital inclusion.
- 4) A robust implementation approach that includes community mobilisation, beneficiary selection, practical hands-on training, stakeholder engagement, mentorship, and post-training support to promote sustained adoption and utilisation of digital technologies.
- 5) A clear Monitoring, Evaluation and Learning (MEL) framework with defined baselines, performance indicators, targets, data collection methods, and reporting mechanisms for measuring project outputs, outcomes and impact.
- 6) Identification of key implementation risks, together with realistic and effective mitigation measures to ensure successful project delivery.
- 7) Clear strategies for sustaining project outcomes beyond the grant period, including partnerships with local governments, community structures, educational institutions, private sector actors, or other relevant stakeholders.

- 8) Qualified implementation team with availability of competent, experienced and inhouse human resources capable of executing the project within the proposed timelines.
- 9) Evidence of financial and/or in-kind contributions by the applicant and/or project partners that enhance project ownership, sustainability and overall value.
- 10) Strong value for money, demonstrated through realistic budgeting, cost-effectiveness, efficient use of resources and a clear linkage between proposed activities, outputs, outcomes and expected impact.
- 11) A practical approach to promoting equitable participation, with deliberate measures to ensure the inclusion of women and persons with disabilities (PWDs).

9.0 ASSESSMENT CRITERIA

9.1 Three Stage Assessment Process

A. Administrative Assessment

This stage focuses on verifying the eligibility of the applicant. Key areas assessed include:

- i. Legal registration and status of the organisation in Uganda.
- ii. Submission of all required administrative and legal documentation.
- iii. Compliance with minimum eligibility requirements as outlined in the call.

B. Technical Assessment

The technical assessment will evaluate the overall quality, relevance and feasibility of the proposed project. This includes:

- i. Clarity and rationale of the project motivation.
- ii. Alignment of project objectives with SMART (Specific, Measurable, Achievable, Relevant, and Time-bound) principles.
- iii. Applicant's relevant experience and track record in similar ICT and multimedia training programs.
- iv. Appropriateness and innovation of the proposed methodology and project management approach.
- v. Feasibility and practicality of the work plan and timelines.
- vi. Anticipated project outcomes, impact and alignment with UCC/UCUSAF priorities.
- vii. Integration of cross-cutting issues such as gender inclusion, disability mainstreaming, and environmental considerations.
- viii. Demonstrated strategy for sustainability beyond the project period.

C. Financial Assessment

This stage will assess the proposal's financial soundness and cost-effectiveness, including:

- i. Clear and realistic budgeting with a strong value-for-money proposition.
- ii. Sustainability of project funding post-grant.
- iii. Ability to leverage additional resources (financial or in-kind) to scale and sustain the initiative.

9.2 Required Applicant's Legal Documents

All applicants are required to submit the following legal and administrative documents to support their eligibility and capacity. In the case of partnerships or consortia, these requirements apply to both the lead applicant and co-applicants.

- 1) Certificate of Incorporation or Registration: A valid certificate showing the legal name and registration status of the organisation in Uganda.
- 2) Beneficial owner form, in case of a company.
- 3) Memorandum and Articles of Association: Foundational documents outlining the organisation's governance, objectives and operational mandate.
- 4) Official Address Details: Current physical address, postal address, email and website (where applicable).
- 5) Authorised Contact Person Information with Powers of Attorney: Full name, title/position, phone number, and email of the designated representative authorised to act on behalf of the organisation.
- 6) Letters of Support (if applicable): Endorsement letters from affiliated entities, proposed implementing partners, or supporting institutions if any (co-applicants).
- 7) Audited Financial Statements: Certified financial statements for the last two (2) financial years, demonstrating sound financial health and reporting systems.
- 8) Signed Code of Ethical Conduct: A duly signed copy of the "Code of Ethical Conduct for Grant Applicants and Providers" (refer to Annex 1 of the Call for Proposals).
- 9) Proof of Relevant Experience: Provide evidence of the organisation's experience skilling mechanics, such as project completion reports, client testimonials and/or records of previous awards.

9.3 Proposal Requirements

- 1) Demonstrate a clear understanding of the project's objectives, target beneficiaries and the digital skilling needs of the elderly.
- 2) Show how the proposed intervention aligns with the UCC/UCUSAF Strategic Plan and relevant national and international development priorities.
- 3) Provide evidence of the organisation's and key personnel's experience in implementing similar digital skilling, ICT, or community development projects.
- 4) Describe the methodology for community mobilisation, beneficiary selection, training delivery, stakeholder engagement, and post-training support.
- 5) Outline the project management structure, staffing, roles, implementation schedule, and quality assurance mechanisms.
- 6) Present a results-based MEL framework, including performance indicators, data collection methods, reporting arrangements, and learning mechanisms.
- 7) Describe strategies for sustaining project outcomes beyond the grant period and outline key risks together with mitigation measures.
- 8) Explain how the project will promote gender equality, disability inclusion, safeguarding, environmental sustainability, and other relevant cross-cutting considerations.
- 9) Submit a detailed, realistic, and cost-effective project budget, including any financial or in-kind contributions from the applicant or partners.

10.0 RISK ASSESSMENT

The Commission shall undertake a comprehensive risk assessment of all applications as part of the evaluation process. The assessment will consider both identified and potential risks associated with the applicant, the proposed project, implementation approach, governance arrangements, financial management capacity, technical capability, and overall ability to deliver the intended project outcomes.

The risk assessment will involve a holistic review of the proposal and supporting documentation to determine the level of exposure that the proposed engagement may present to UCC/UCUSAF's resources, operations, reputation, and strategic objectives. Key areas of assessment will include financial sustainability, organisational capacity, governance and compliance, project implementation capability, stakeholder management, operational risks, and sustainability of project outcomes.

Based on the findings, each application shall be assigned an overall risk rating of Low, Medium, High, or Extreme. The results of the assessment will inform funding decisions, grant management arrangements, monitoring requirements, and any risk mitigation measures that may be required prior to project commencement.

11.0 APPLICATION TIMELINE

Application period: August 10 -21, 2026

Pre-Grant application meeting: Monday, August 17 at 04:00pm (online).

Registration link:

<https://teams.microsoft.com/meet/393901126807512?p=64wqu5iQZ6kZprrqwb>

For detailed statement of Requirements, kindly refer to
<https://www.ucc.co.ug/ucusaf/>

For inquiries, contact: Telephone +256 414 339 000 / +256 312 339 000, Email
ucusaf@ucc.co.ug.

All applications must be submitted online via the website link
https://eservices.ucc.co.ug/web/login#action=659&model=grant.application&view_type=list&menu_id=309 by **05:00pm, Friday, August 21, 2026.**

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

Disclaimer

Personal information supplied in an application will be used by the Commission in accordance with the Laws of Uganda.

EXECUTIVE DIRECTOR

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Annex 1

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 associations 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 (the 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 Applicant/s in the course of the grant processes or the performance of agreement 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 agreement and shall not use such information for personal gain.

5. Gifts and Hospitality

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

6. Inducements

- (1) Applicant/s 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) Applicant/s 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 the 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 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 Commission;
- f) Withholding information from the Commission during grant execution to the detriment of the Commission.

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

AUTHORISED SIGNATORY

NAME OF APPLICANT

Annex 2: Selected District Locations

Sn.	District	Participants
1	Zombo	100
2	Koboko	100
3	Moyo	100
4	Adjumani	100
5	Kitgum	100
6	Pader	100
7	Kaabong	100
8	Apac	100
9	Nakapiripirit	100
10	Gulu City	100