



**UNITED NATIONS CAPITAL DEVELOPMENT FUND (UNCDF)
REQUEST FOR APPLICATIONS**

Using Digital Innovation in Health to improve quality of service by VHTs, CHEWs and health workers

Summary:

As part of [UNCDF strategy "Leaving no one behind in the digital era"](#), UNCDF is looking for legally established entities in Uganda that can propose innovative and scalable solutions that can address the following focus areas with an aim of empowering the target customers/beneficiaries:

- Area 1: Pilot and scale sustainable models that leverage digital technology to improve service quality, productivity, motivation and performance of community health workers (VHTs and CHEWs) in Uganda.
- Area 2: Pilot and scale a digital solution to improve stock management of essential drugs and medical supplies in Uganda.

Timing and Contacts:

- Queries to this RFA can be submitted via email at uncdf.rfa@uncdf.org no later than the 26 of March 2020 23:59 EAT. A document of Frequently Asked Question (FAQ) will be shared on this page.
- Applications about this RFA should be submitted via email at uncdf.rfa@uncdf.org copying in (Cc) Chris Lukolyo chris.lukolyo@uncdf.org no later the 1st of April 2020 23:59 EAT.

1. INTRODUCTION TO THIS REQUEST FOR APPLICATIONS (RfA)

As part of [UNCDF strategy "Leaving no one behind in the digital era"](#), UNCDF is looking for legally established entities in Uganda that can propose innovative and scalable solutions that can address the following focus areas with an aim of empowering the target customers/beneficiaries:

- Area 1: Pilot and scale sustainable models that leverage digital technology to improve service quality, productivity, motivation and performance of community health workers (VHTs and CHEWs) in Uganda.
- Area 2: Pilot and scale a digital solution to improve stock management of essential drugs and medical supplies in Uganda.

The digital solutions must be innovative and sustainable to allow for continuity of all involved in the deployment. They should be targeted towards serving health workers, village health teams and/or community health extension workers in low-income rural regions. Specifically, the solutions will be deployed in the regions of Kiryandongo district, West Nile, Acholi and Lango.

Moreover, the solutions proposed should create the following impact:

- Improved quality of service, and performance of VHTs and CHEWs through a proven use case such as antenatal, postnatal, vaccination, reproductive health, etc.
- Improved motivation and retention of VHTs and CHEWs through a sustainable incentive system (financial and none financial); e.g access to savings and loans for VHTs and CHEWs
- Improved monitoring of essential drugs and visibility of medical supplies such as blood banks and oxygen in health facilities
- Improved adoption and usage of digital services
- Improved collection of real-time data on key health indicators

UNCDF will provide a grant and sign a Performance-Based Agreement (PBA) with at least one applicant per area or more.

Applicants may apply separately for the different areas (Area 1 to Area 2) or propose a project for a combination of areas. Please indicate the scope in the proposal.

UNCDF contributions may range from 50,000 USD to 370,000 USD per grant agreement. In the proposal, the applicant shall quote its costs for the operations and management of the project including providing full time resources that would engage with UNCDF in supporting the project implementation. Applicants should provide budgets indicating how the proposed approach will deliver high quality results.

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Please include in the subject line of the email: **“Using Digital Innovation in Health to improve quality of service by VHTs, CHEWs and health workers”**

Applications must follow the submission format as outlined in Annex 1 to 5 of this RfA.

The overall duration of UNCDF support for the successful applicants will be up to two (2) years, maximum 31 December 2022.

2. ORGANIZATION CONTEXT AND BACKGROUND INFORMATION

UNCDF is the UN’s capital investment agency for the 47 world’s least developed countries. It creates new opportunities for poor people and their communities by increasing access to microfinance and investment capital. UNCDF focuses on Africa and the poorest countries of Asia and the Pacific, with a special commitment to countries emerging from conflict or crisis. It provides seed capital – grants and loans – and technical support to help microfinance institutions reach more poor households and small businesses, and local governments finance the capital investments – water systems, feeder roads, schools, irrigation schemes – that will improve poor peoples’ lives.

Recently, UNCDF has formulated its strategy **‘Leaving no one behind in the digital era’** based on over a decade of experience in digital finance in Africa, Asia and the Pacific. UNCDF recognizes that reaching the full potential of digital financial inclusion in support of the Sustainable Development Goals aligns with the vision of promoting digital economies that leave no one behind. The vision of UNCDF is to empower millions of people by 2024 to use services daily that leverage innovation and technology and contribute to the Sustainable Development Goals. UNCDF will apply a market development approach and continuously seek to address underlying market dysfunction. For further detail on UNCDF strategy, refer to; <https://www.uncdf.org/article/4931/global-strategy-leaving-no-one-behind-in-the-digital-era>

The current RFA is framed under “Inclusive Innovation” one of the four identified work streams of UNCDF strategy. The set of activities under this work stream is designed to achieve the outcome: “Support local entrepreneurs and MSME to build inclusive services for the local digital economy making sure that the value offered by digital services improve the livelihoods of those living within the market and is not spirited away to global platform providers.” Inclusive innovation can be accelerated and will deliver the right services to empower vulnerable people if an open, affordable, quality and accessible digital ecosystem is in place.

3. SCOPE OF WORK

By this RFA, UNCDF is looking for legally established entities in Uganda that can propose innovative and scalable solutions and minimum viable products (MVPs) that can address the following focus areas with an aim of empowering the target customers/ beneficiaries;

- Area 1: Pilot and scale sustainable models that leverage digital technology to improve service quality, productivity, motivation and performance of community health workers (VHTs and CHEWs) in Uganda.
- Area 2: Pilot and scale a digital solution to improve stock management of essential drugs and medical supplies in Uganda.

Under this RFA, UNCDF will be selecting applicants that will present new proposals that support, test and scale-up innovative products, services and business models that empower customers in a sustainable way. The solutions proposed shall focus on specific regions of Uganda, precisely: Kiryandongo district, West Nile, Acholi and Lango.

Area 1: Pilot and scale sustainable models that leverage digital technology to improve service quality, productivity, motivation and performance of community health workers (VHTs and CHEWs) in Uganda.

The applicants must demonstrate the ability to support specific intervention using innovative digital tools like digital registration, reminder, reporting and/or financial product to improve use cases such as antenatal care, post-natal care, immunization, group savings, etc that increase efficiency and effectiveness of service delivery by CHEWs and VHTs as well as improve their motivation and performance.

The solutions proposed shall contribute towards:

- Improving the motivation and performance of VHTs and CHEWs
- Improving the delivery community-based health services such as antenatal, post-natal, immunization, reproductive health services, case reporting, performance tracking, etc.
- Collecting real-time data on selected key indicators related to the intervention

Area 2: Pilot and scale a digital solution to improve stock management of essential drugs and medical supplies in Uganda.

Health facilities are responsible for the monitoring of essential drugs and medical supply to avoid shortage and stock-out. The applicants must demonstrate their ability to design, pilot and scale a digital solution for drugs and medical supply monitoring, tracking and visibility across the health structure.

The solutions proposed shall contribute towards:

- Providing regular inventory management information regarding essential drugs and medical supplies
- Providing on time information, alerts, and reports to all relevant stakeholders in the supply chain on the availability of drugs and medical supplies in a given health facility, district or region.
- Enabling the health sector staff to perform their duty effectively in the planning and supply of essential drugs and medical supplies

3.1. Expected Results

In accordance with the projects and solutions presented, the applicants shall provide in the proposal a comprehensive list of outputs, KPIs and targets to monitor the attainment of the different outcomes.

Foreseen targets and indicators should be gender disaggregated.

It will be required to the selected applicants to provide quarterly qualitative and quantitative reports. In the reporting requirements and outcomes, it will be important to outline the contribution to the target groups including:

UNCDF is especially interested in the following indicators:

KPI's for Area 1:

- Number of VHTs/CHEWs actively using the digital solution
- Number of cases handled (visits) by the VHTs/CHEWs – registered on the digital system
- Improved health seeking behaviour among community members served by VHTs/CHEWs
- Number of cases adhering to the recommended medical appointments
- % number of cases who complete full cycle of the recommended medical appointments
- % number of VHTs/CHEWs that remain active over 6 months / 12 months

KPI's for Area 2

- Number of periodic reports received on time
- Reduction in number of drug shortages and stock outs for drugs and medical supplies in a health facility

4. AGREEMENT PARAMETERS

4.1. Outputs and deliverables

The engagement under this RfA would be for use by the entire economy aiming at developing an inclusive digital economy in Uganda. Thus, the applicant would work closely with UNCDF team in Uganda in the design and implementation of the project.

4.2. Duration

The partner is expected to sign a Technical Assistance Agreement and/or Performance Based Agreement with UNCDF. Applicants not familiar with UNCDF agreements are encouraged to request a sample from uncdf.rfa@uncdf.org prior to submission of application). Expected date for the full completion of the project is **December 30, 2022**.

4.3. Agreement size

UNCDF will provide technical assistance support and/or grants and/or mentorship services to the applicants selected under this RFA.

UNCDF contributions may vary from 50,000 to 370,000 USD per partner. In the proposal, the applicant shall quote its costs for the operations and management of the project including providing full time resources that would engage with UNCDF in supporting the project implementation. Applicants should provide budgets indicating how they would contribute to produce high quality expected results with their technical approach.

4.4. Language

The deliverables, as well as any and all related correspondence exchanged by the organization and UNCDF, shall be written in English.

5. APPLICATION REQUIREMENTS

5.1. Eligibility requirements of the Applicant(s) and/or the leading applicant of the consortia:

- To be duly incorporated and registered according to the rules of Uganda;
- Not to be in a state of repair or to have been the subject of bankruptcy, liquidation, judicial settlement, safeguarding, cessation of activity or any other similar situation

- resulting from a similar procedure;
- Not to be included in the United Nations financial sanctions lists, particularly in the fight against the financing of terrorism and against attacks on international peace and security;
- To have fulfilled obligations relating to the payment of social security contributions or obligations relating to the payment of taxes according to the legal provisions in Uganda.
- In addition, neither the principal entity nor the legal entities that are members of the consortium will be able to: (i) submit another individual bid; (ii) or as a principal or member of another consortium / partnership submitting another submission.
- Applicant(s) should be operating in Uganda for at least 1 year;
- Applicant(s) should have audited financial statements for at least the last 1 year.

5.2. Minimum qualification criteria:

- Submit a complete application (Annexes 1 to 5)

5.3. Structure of the Application:

- The application should follow the template provided in Annex 1 to 5.
- Only applications that follow the formats of Annex 1 to 5 and include all the necessary documentation will be accepted.
- Applicants are requested to present their innovative ideas, business models and solutions and to provide evidence of their social and environmental impact.

Note: Applicants can apply to a specific focus area:

- Area 1: Pilot and scale sustainable models that leverage digital technology to improve service quality, productivity, motivation and performance of community health workers (VHTs and CHEWs) in Uganda.
- Area 2: Pilot and scale a digital solution to improve stock management of essential drugs and medical supplies in Uganda.

The selected project can have a maximum life span of up to 24 months and they could run until December 2022

5.4. Submission of the Application:

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5.5. Evaluation of the Application

The evaluation will follow the combined scoring method:

- **Rating the Technical Proposal (TP):**
TP Rating = (Total Score Obtained by the Offer / Max. Obtainable Score for TP) x 100
- **Rating the Financial Proposal (FP):**
FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100
- **Total Combined Score:**
(TP Rating) x (Weight of TP, e.g. 70%) + (FP Rating) x (Weight of FP, e.g., 30%)
Total Combined and Final Rating of the Proposal

UNCDF will provide a grant and sign a Performance-Based Agreement (PBA) with selected applicants to manage projects and deliver as per the scope of work detailed in the next sections.

Applicants may apply separately from Area 1 up to Area 2 or proposed a project for a package area. Please indicate the scope in the proposal.

Only the applicants that will score at least 70/100 from the combined technical and financial rating will be considered successful and move to the next step of the due diligence. The criteria are listed below.

Technical proposal: 100 Points

Expertise of the Applicant		Points Obtainable
1	The applicant has already solution tailored for under-served segments (e.g. youth, women, migrants) or demonstrates ability to quickly penetrate the market directly or through partnerships. The current resources (HR, financial, infrastructure, technology, brand recognition, geographical footprint, etc.) of the applicant demonstrates ability to scale among the identified segments	15
2	The applicant has already an existing viable business models to reach and empower underserved segments that is sustainable.	15
3	The applicants have already tested the solution in Uganda or in the region	10
Total Part 1		40

Understanding of the mandate and proposed approach		Points Obtainable
4	Contribution to the inclusive digital economy that leave no one behind in the digital era with the specific mandate to create impact among vulnerable segments	20
5	Contribution of the Project to reach at least one of the Sustainable Development Goals	10
6	Product readiness for deployment; project team has relevant expertise and demonstrates ability to implement towards project goals	10
7	Level of innovation in the product and approach proposed; level of additional value to the market	10
8	Solution has potential for scale	10
Total Part 2		60

Only the applicants who score at least 70% of the technical score, will pass the next screening phase of the financial proposals.

Financial Proposal (100 points)



- Only the financial offers of the applicant scoring at least 70% of the technical proposal will be assessed
- To be computed as follows:
 - Up to 50 points values for money ration equal to project budget divided by the number of users reached at the end of the project.
 - Up to 50 points, level of co-financing in cash and in kind by the applicant