

Annual Program Statement (APS)

Innovations for Social Accountability in Cambodia (ISAC) Digital Innovation and Information Fund

(This APS is replacing the APS issued on 8 June 2020)

Funding Opportunity Number: APS No. 001

Purpose: To solicit applications for funding from registered civil society organizations (CSOs) and technology companies to design and implement technology-enabled projects that aim to enhance local government accountability for the delivery of public services.

Grant Size: Up to USD 33,333

Cost share/matching contributions (up to 21% of the total budget) are strongly encouraged.

Number of Awards: Up to 3

Award Type: Fixed Amount Award (FAA); the total amount of the award is fixed and grant installments will be paid upon completion of agreed upon milestones.

Grant Duration: 3 to 6 months

Issuance Date: 10 August 2020

Deadline for Submission of Application: Applications are accepted and reviewed on a rolling basis. The deadline for a final submission is **5:00 PM on 30 September 2020 (GMT+7)**.

Submission Email: Applications must be submitted electronically via email to LMary@fhi360.org. Questions concerning this APS should be submitted via email to LMary@fhi360.org.

The contents of this Annual Program Statement are the responsibility of ISAC and do not necessarily reflect the views of USAID or the United States Government.

Issuance of this Annual Program Statement does not constitute an award commitment on the part of ISAC; nor does it commit ISAC to pay for the costs incurred in the submission of an application. Furthermore, ISAC reserves the right to reject any or all applications received.

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Acronyms

APS	Annual Program Statement
CAF	Community Accountability Facilitator
CBO	Community-Based Organization
CSO	Civil Society Organization
GESI	Gender Equality and Social Inclusion
ISAC	Innovations for Social Accountability in Cambodia
JAAP	Joint Accountability Action Plan
NCDD	National Committee for Sub-National Democratic Development
ODC	Open Development Cambodia
RGC	Royal Government of Cambodia
USAID	United States Agency for International Development
USD	United States Dollar
I4Cs	Information for Citizens

Section 1: What is Innovations for Social Accountability in Cambodia?

Innovations for Social Accountability in Cambodia (ISAC) is a five-year project supported by the United States Agency for International Development (USAID) from October 2019 to September 2024 and implemented by FHI 360, a non-profit human development organization dedicated to improving lives in lasting ways by advancing integrated, locally-driven solutions. FHI 360's implementation partners for ISAC are DAI Global, Internews, and Open Development Cambodia (ODC). The goal of the project is to support Cambodian citizens in urban areas to improve accountability for public services in health, education, Sangkat administration services, and other citizen priorities through the application of social accountability tools. It will achieve this goal by accomplishing the following four objectives, while incorporating Gender Equality and Social Inclusion (GESI)¹ principles across project activities:

1. Improved information access on government decisions and processes, and the planning, spending, and investment of public funds;
2. Increased citizen participation and collective action to hold local governments accountable for public services;
3. Increased utilization of new or existing enabling technologies for citizens to hold local governments accountable for delivery of public services; and
4. Education and outreach to raise awareness of accountability and integrity in public administration.

Section 2: What is the Annual Program Statement looking to fund?

Background

The Implementation Plan for Social Accountability Framework (ISAF), approved by the RGC's National Committee for Sub-National Democratic Development (NCDD) and supported by the World Bank, has created a structure for citizens to engage RGC officials and increase public demand to address community issues. USAID's ISAC Activity will build on the work started by [ISAF Phase I](#) by complementing the rollout of ISAF Phase II and expanding and improving on current ISAF methodologies to help citizens better understand their rights to civic participation and social accountability. Working through trusted local partners, the ISAC activity will ensure that citizens gain the knowledge, skills, and innovative tools needed to improve public services and accountability in urban areas.

APS Objectives

The Digital Innovation and Information Fund, in accordance with the third objective of the ISAC project, is seeking to support CSOs, community-based organizations (CBOs), and/or private companies to design and implement ***new or existing ICT-enabled projects*** to:

¹ "As defined by the United Nations, gender equality refers to the equal rights, responsibilities and opportunities of women and men and girls and boys. Social exclusion is defined by the Department of Economic and Social Affairs of the United Nations as the involuntary exclusion of individuals and groups from society's political, economic and societal processes, which prevents their full participation in the society in which they live." ([Integrity Action 2016, p. 2](#))

1. Adjust and simplify Information for Citizens (I4Cs)² to be more user-friendly;
2. Improve citizens' access to information on government planning and decisions as well as public revenue and expenditures in ISAC municipalities mentioned below;
3. Raise awareness of citizen rights and service standards, including the direct participation of citizens, CAFs, and CSOs in public outreach and awareness-raising events;
4. Enhance transparency and responsiveness in delivery of public services, such as those provided by health centers, schools, and Sangkat administrations in ISAC municipalities;
5. Involve a large number of citizens in community scorecard³ assessments, collective actions, and Joint Accountability Action Plan (JAAP)⁴ activities to strengthen local governments' accountability for delivering public services, such as those provided by health centers, schools, and Sangkat administrations to citizens;
6. Enhance local government responsiveness to JAAPs and increase JAAP implementation;
7. Enhance capacity of citizens, CAFs, and CSOs to productively engage local governments in improving delivery of public services such as those provided by health centers, schools, and Sangkat administrations;
8. Improve relations and trust between citizens and public officials and service providers; and/or
9. Raise awareness of accountability and integrity in public administration.

A technology company registered in Cambodia is encouraged to work with a CSO/CBO to blend complementary strengths and thereby enhance the potential success of a proposed project. ISAC envisions that a company with the capability to develop a digital tool(s) can collaborate with a CSO/CBO which has the resources and networks to train and promote innovations to ISAC's target population to increase use of developed tools. Each applicant is encouraged to go through

² Information for Citizens (I4Cs) is a mechanism for communication between government and citizens. It aims to inform citizens about processes, rights and standards, performance and budget pertaining to each public service. The I4Cs will present data in a way which is easy for citizens to understand and which facilitates debate on performance and service delivery improvement ([NCDD 2014, p. 7](#)).

³ Community scorecards are assessments of the performance of local service providers, including health centers, schools, and communes, conducted by groups of citizens trained by community accountability facilitators and local NGO partners and armed with information about government standards and performance indicators. The findings of these citizen assessments are subsequently shared and discussed with commune councilors, service providers, and district officials in an interface meeting at which effort will be made to work out what to do about the problems through a process of action planning called Joint Accountability Action Plans (JAAPs) ([NCDD 2014, p. 13](#)).

⁴ JAAPs are developed during the interface meetings among citizens, commune councilors, service providers, and district officials. JAAPs describe what citizens, local service providers, communes and district offices will do to address performance gaps identified through monitoring activities. Integrated into the Commune Investment Plan, the JAAP is subsequently followed up on under the guidance of a joint JAAP committee made up of commune and citizen representatives. The JAAP committee will seek the endorsement of the commune council to approve commune actions and support and monitor the implementation of the JAAP by various stakeholders ([NCDD 2014, pp. 13-14](#)).

a human-centered design⁵ or design thinking approach with “Do No Harm” principles to develop and implement a digital solution that will be used by the target communities.

ISAC will provide a maximum of **three grants**, each of which must not exceed USD 33,333 **that is subject to availability of funding**. All award activities must have a period of performance in between three and six months. The number of awards and amount of available funding is subject to change and ISAC reserves the right to make no awards as a result of this APS. Grant funding may be supplemented with technical support, including program design support and/or training from ISAC, if applicable. Awardees will be expected to share activity results and key lessons learned with external audiences.

Geographic focus

Activities envisioned under this APS are expected to take place in the following project target municipalities and the Sangkats within them:

Capital City/ Province	Khan/ Municipality	Number of Sangkats
Phnom Penh	Chbar Ampov and Preaek Phnov	7 Sangkats of Khan Chbar Ampov: Chhbar Ampov Ti Muoy, Chbar Ampov Ti Pir, Nirouth Sangkat, Veal Sbov, Preaek Aeng, Kbal Kaoh and Preaek Thmei 4 Sangkats of Khan Preaek Phnov: Preaek Phnov, Ponhea Pon, Samraong and Ponsang
Battambang	Battambang	10 Sangkats: Tuol Ta Ek, Prek Preah Sdach, Rottanak, Chomkar Somraong, Sla Ket, Kdol Doun Teav, OMai, Wat Kor, Ou Char, and Svay Por
Kandal	Ta Kmao	10 Sangkats: Ta Kdol, Prek Ruessey, Doeum Mien, Ta Kmao, Prek Ho, Kampong Samnang, Svay Rolum, Kaoh Anlong Chen, Setbou and Roka Khpos
Banteay Meanchey	Poi Pet	3 Sangkats: Nimitt, Paoy Paet, and Phsar Kandal
	Serey	7 Sangkats: Kampong Svay, Kaoh Pong Satv, Mkak, Ou

⁵ Human-centered design is a creative approach to problem solving that involves a process starting with the people you are designing for and ending with new solutions that are tailor-made to suit their needs. Human-centered design consists of three phases. In the Inspiration Phase you will learn directly from the people you are designing for as you immerse yourself in their lives and come to deeply understand their needs. In the Ideation Phase you will make sense of what you learned, identify opportunities for design, and prototype possible solutions. In the Implementation Phase, you will bring your solution to life and, eventually, to market. You will know that your solution will be a success because you have kept the very people you’re looking to serve at the heart of the process ([IDEO.ORG 2020](https://www.ideo.org/)).

	Sophorn	Ambel, Phniet, Preah Ponlea, and Tuek Thla
Siem Reap	Siem Reap	12 Sangkats: Sla Kram, Svay Dankum, Kok Chak, Sala Kamreuk, Nokor Thum, Chreav, Chong Khnies, Sngkat Sambuor, Siem Reab, Srangae, Krabei Riel, and Tuek Vil
Kampong Chhnang	Kampong Chhnang	4 Sangkats: Phsar Chhnang, Kampong Chhnang, B'er, and Khsam
Kampot	Kampot	5 Sangkats: Kampong Kandal, Krang Ampil, Kampong Bay, Andoung Khmer, and Traeuy Kaoh

ISAC strongly encourages applications from organizations or companies that are based in at least one of the municipalities listed above.

Section 3: Minimum Eligibility Criteria

To meet minimum eligibility criteria for a grant award, the applicant or its grant application must:

1. Be an **officially registered entity/organization in Cambodia** (NGOs/CBOs need to be registered with the Ministry of Interior or the Ministry of Foreign Affairs and International Cooperation, and companies need to be registered with the Ministry of Commerce);
2. Use existing technology solutions or develop an open source technology⁶; and
3. Follow all instructions provided in Section 4 of the APS.

The following are not eligible to receive grant support:

- Individuals and political parties;
- Military, police, or other armed groups;
- Government or semi-governmental institutions or media organizations (semi-governmental institutions and organizations that are 50 percent or more government-financed or -owned); and/or
- Faith-based organizations that exclude beneficiaries from other faiths.

Grant applications will first be checked for eligibility. Applications that are not eligible will not be considered by the **Grant Evaluation Committee**.

⁶ The term **open source** refers to something people can modify and share because its design is publicly accessible. **Open source technology** is technology with source code that anyone can inspect, modify, and enhance. "Source code" is the part of software that most computer users do not ever see; it is the code computer programmers can manipulate to change how a piece of software—a "program" or "application"—works. Programmers who have access to a computer program's source code can improve that program by adding features to it or fixing parts that do not always work correctly (opensource.com 2019).

Section 4: Application Submission Instructions

The applicant should describe its innovative approach and a summary of the proposed activity. ISAC is interested in the quality of ideas rather than length of applications. ISAC will not review applications that do not meet the instructions listed below or elsewhere in this APS:

1. The application whose template can be found in **Annex 1** must **not exceed 10 pages** (not inclusive of a cover page and Annexes) and must respond to the objectives of this APS.
2. All applications must be submitted in either Microsoft Word or PDF format to LMary@fhi360.org and must include all required documents listed below.
3. **Formatting: Please use Times New Roman 12 font type with single spacing and one-inch margins on all sides.** Budget should be prepared in an Excel sheet using formulas for calculation.
4. All applications must be submitted no later than the deadline on the cover page of this APS or subsequently announced deadlines if additional reviews are announced.
5. Funds requested from ISAC must **not exceed USD 33,333.**
6. All application packages should be submitted in English.

Required Documents

1. An Application Form up to 10 pages (using the Annex 1 - Application Template provided)
2. Detailed budget in USD and budget narrative (see Annex 2 - Budget Template)
3. Authorized signatory statement: Applications must be signed by a person authorized to submit an application on behalf of the applicant and to bind the applicant to the application. Applications should include the name, title, email, and telephone number of the person or persons in the organization who are authorized to discuss and accept a grant if awarded.
4. Copy of Registration Certificate as per RGC policies

Grant Information Application

1. **Cover page** (not counted towards the page limit): The cover page is a brief introduction from the applicant organization/company. See application template for information required.
2. **Technical approach** (no more than 8 pages): The technical approach is the ‘pitch’ – this section should include:
 - a. A problem statement and evidence/data of the challenge (or problem) faced by target audience;
 - b. Why and how the approach is appropriate for the target audience;
 - c. How applicant plans to integrate user feedback to improve program/resource during and after implementation;
 - d. Outline of specific activities to be implemented over the proposed period; and
 - e. A plan for sustainability.

Note: Any new code developed under this fund must be licensed as open source; any content created must be licensed as Creative Commons.

3. Other Information (no more than 2 pages)

- a. **Timeline:** In this section, applicants should provide a list of the key tasks to be performed under this grant and when each of those tasks will be performed.
- b. **Key Staff/Personnel:** This section should include names of *up to 4* key staff implementing the activity, with a short summary of relevant skills and experience that demonstrates their ability to implement the activity as described in the application. This could include one or more positions still to be determined, such as if you are planning to hire consultant(s) to support the activity; in that case, please include a detailed and realistic profile of the consultant(s) to be hired.

Budget and Budget Notes

The budget should show estimated costs. The budget application should include budget notes that provide a narrative description of the estimated costs listed in the budget. **Please use the attached Budget Template in Annex 2 of this APS.**

Grant budgets can cover core costs including rent, staff salaries, and utilities. The estimated core costs should only include expenses that are directly related to project activities (e.g., salaries for staff working on the proposed activities, internet or telephone costs for proposed activities, etc.). If your organization receives other donor funding, and if the other donors also cover these core costs, please describe how you will share core costs proportionately with other donors.

Section 5: Selection Criteria

All applications that meet eligibility criteria will be reviewed by a **Grant Evaluation Committee** on a rolling basis. To the extent necessary (if award is not made based on initial applications), negotiations may be conducted with each applicant whose application, after discussion and negotiation, has a reasonable chance of being selected for an award. Awards will be made to responsible applicants whose applications offer the best value. Technical applications will be evaluated against the following criteria:

Evaluation Criteria	Weight
1. Technical approach is implementable within proposed timeframe, resources, and budget.	20 points
2. Demonstrates clear understanding of problems, target audience, and context in which program will be delivered (supported by data, surveys, etc.).	10 points
3. Demonstrates a clear plan of action to get target users to buy in and use the solutions to promote social accountability.	10 points
4. Activities/program are user-centered and have been designed incorporating feedback, lessons learned, data, etc.	10 points
5. Demonstrates plans to integrate user feedback to improve program/resource during and after implementation.	10 points

6. Key personnel and staff proposed have the relevant skills and experience to implement the proposed activity.	20 points
7. Includes a clear and strong argument for how this program can be sustainable after the award or deliver sustainable impact.	10 points
8. Provides evidence of applicant's experience in the development of digital solutions and achieve substantial engagement from the users.	10 points
TOTAL	100 points

Technical proposals with a minimum score of 75 points will be considered for grant funding.

Budgets are not assigned a score. A lower budget does not necessarily mean a positive factor, but the **Grant Evaluation Committee** will evaluate budgets to ensure:

- Budget summary, detailed budget, and budget narrative are included and proposed costs are cost effective (costs have been reasonably set in the budget and are the most economical amount to allow attaining the project objectives);
- Proposed costs reflect a clear understanding of the requirements stated in this APS;
- Proposed price is reasonable in comparison with prices with the independent cost estimate;
- Proposed planned costs ensure optimal delivery of the proposed activities; and
- A detailed line item budget, budget narrative, and supporting documentation that clearly describe how the budgeted amounts are calculated must support the applicant's budget.

Throughout the evaluation process, ISAC shall take steps to ensure that members of the Grant Evaluation Committee do not have any conflicts of interest or the appearance of such with regard to the organizations whose applications are under review. An individual shall be considered to have the appearance of a conflict of interest if that person, or that person's spouse, partner, child, close friend, or relative works for or is negotiating to work for, or has a financial interest (including being an unpaid member of a Board of Directors) in any organization that submitted an application currently under the committee's review. Members of the committee shall neither solicit nor accept gratuities, favors, or anything of monetary value from parties to the awards.

Notification: The Grant Evaluation Committee will assess applications on a rolling basis and decide which applicants are to be selected as prospective grantees. Shortlisted applicants may be required to give a presentation of their project design, implementation plan, strategies, and so on. Prospective grantees will be notified of their selection by email. If you would prefer to be notified by telephone, please let us know in your application. This initial notification does not guarantee that an applicant will receive a grant. First, the applicant will work with ISAC to complete additional steps successfully in order for it to qualify for a grant.

Unsuccessful applicants will be notified by separate emails. The decision of the Grant Evaluation Committee is final.

Section 6: Disclaimers

- 1) ISAC may cancel an APS and/or not make awards;
- 2) ISAC may reject any or all of the responses to its APS;

- 3) Issuance of an APS does not constitute a commitment by ISAC to make awards;
- 4) If an applicant fails to follow APS instructions, ISAC reserves the right to disqualify its application;
- 5) ISAC will not reimburse applicants for the cost of preparing and submitting an application to an APS;
- 6) ISAC reserves the right to issue an award on the basis of an initial evaluation of offers without further discussion;
- 7) ISAC may award grants for only part of the activities listed in an APS; and
- 8) ISAC reserves the right to check an applicant's donor references.