

**Innovations for Social Accountability in Cambodia (ISAC)  
Digital Innovation and Information Fund (DIIF)  
Annual Program Statement (APS)  
Frequently Asked Questions (FAQs)  
Information Session on Microsoft Teams  
2:00-3:30 PM on Friday 19 June 2020**

**1. Could you please let us know the target areas of ISAC/DIIF?**

ISAC is implementing in the urban areas of the six provinces, namely Battambang, Banteay Meanchey, Siem Reap, Kampot, Kandal, and Kampong Chhnang. Please read “Geographic focus” on page 5 of the APS.

**2. Does a grant awarded through this APS focus on the three services collectively or individually?**

It is too broad for this small grant to focus on the three services collectively within the allowed timeframe and budget. The grant is to support any *new or existing ICT-enabled project* that aims to enhance local government accountability for the delivery of health center, primary education and/or Sangkat administration services. An applicant is advised to focus on one service among the three. However, if you think your technology project can help improve social accountability in the three services collectively, you can also propose it.

**3. How many APS objectives should I address per application?**

An applicant can select from one to nine objectives to address in an application. However, an application should have a specific focus. One objective might be the best by taking account of the scope of technology, budget and other resources available to roll out the solution. However, if an applicant can prove that it can address two, three or more objectives in an application, we will also consider it seriously.

**4. When is the submission deadline?**

This APS is valid until 07 June 2021, so an applicant can submit application(s) by then. However, applications are accepted and reviewed on a rolling basis, so a registered entity is encouraged to submit application(s) early. We provide up to three grants until then, so if we see an early application is good enough to get funding, we will proceed forward with that application.

**5. How can I receive a solicitation and an application?**

The solicitation along with an application template and a budget template can be downloaded by clicking this [link](#).

**6. Can I select only a few Sangkats in one or two target municipalities that the project can reach with available resources?**

Yes. An applicant can select only a few Sangkats in one or two target municipalities that are in need for the proposed technology solution to enhance social accountability in one

or more of the three services by taking account of the scope of technology, budget, and other resources available to roll out the solution.

**7. Would you mind giving us more explanation about Sangkat administration services along with examples?**

Sangkat administration services include, but are not limited to, civil registration meaning issuing birth, marriage and/or death certificates; issuing copies of birth certificates; and confirming land ownership.

**8. My organization is based outside the target areas of ISAC. Is my organization eligible to apply for a grant under DIIF?**

Every registered civil society organization (CSO), community-based organization (CBO) and private company is eligible to apply for this grant, but every technology solution created must be rolled out and used by citizens in the target areas of ISAC stated in the “Geographic focus” on page 5 of the APS. Thus, an applicant is encouraged to understand the challenges faced by people in the target areas of ISAC because a strong application starts with the challenge(s). The project period is between three to six months.

**9. Can a technology solution developed under this Fund be existing or new? Is there any technology template available?**

A technology solution proposed under this Fund can be either existing or new or both. Technology solutions can be in many forms that include but are not limited to mobile applications, websites, web portals, Telegram, Facebook, interactive voice response (IVR) and fingerprint. The technology under this Fund must do no harm to citizens who use it.

**10. The cost to develop a technology is high, so can this project be co-funded by other project(s)?**

Yes. The cost-share activities in the proposed project must contribute to one or more APS objectives and be implemented in the target areas of ISAC.

ISAC encourage an applicant to contribute cost share/matching fund up to 21% of the total proposed budget. The cost share contribution should be with non-USG<sup>1</sup> funding. For funding from another USG funding, ISAC will not count as cost share; however, collaboration within other USG funded activities is welcome.

**11. How many NGOs per ISAC province/municipality will be selected?**

We do not determine the exact number of applicants selected in each province. We evaluate applications based on the “Selection Criteria” stated on page 8 of the APS.

**12. If an organization receives a grant from the DIIF, is there any possibility that it gets subsequent funding from the DIIF to add more functionality to the technology solution and/or scale up in more target areas of ISAC?**

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<sup>1</sup> US Government

ISAC can provide subsequent funding to scale up the technology solution that is initially funded by the DIIF as long as the solution has demonstrated a successful proof of concept and it is likely to add more value to our ISAC work. However, the applicant must submit a new application and go through a competitive process that involves other applicants.

**13. For a successful applicant in the first round (for the first three to six months), can it reapply for the second round?**

Yes, you are welcome to apply for the second round.

**14. What are the differences between the Implementation Plan for the Social Accountability Framework (ISAF) and the Innovations for Social Accountability in Cambodia (ISAC)?**

ISAF is joint initiative implemented by the National Committee for Sub-National Democratic Development (NCDD) and civil society organizations (CSOs) in Cambodia. ISAC is funded under the Democracy, Human Rights and Governance sector of the United States Agency for International Development (USAID) in Cambodia. Both initiatives work to enhance social accountability in primary education, health center and commune/Sangkat administration services in Cambodia. The World Bank and other development partners put money into one basket to implement ISAF. However, ISAC is a separate project funded by the USAID. ISAC supports demand side social accountability activities and working in close coordination with the NCDD and other ISAF implementers. However, ISAF supports both demand and supply sides. ISAC has innovation and technology components implemented by DAI Global and Internews. ISAC and ISAF implementing partners will share good practices and lessons learnt with one another.

**15. How long would it take to hear the feedback from ISAC after an applicant submits a proposal?**

Proposals will be reviewed and evaluated by the ISAC's selection committee according to the selection criteria set forth in the APS. It will take between one to three months to get back to the applicants.

**16. Can ISAC provide an unsuccessful applicant with feedback on its application?**

An unsuccessful applicant will receive an email from ISAC to notify that its application is not successful. The decision of the Grant Evaluation Committee is final and cannot be contested. If requested, ISAC can provide a brief feedback on the application, but it is not detailed.

**17. Can an unsuccessful applicant submit another proposal?**

Yes, ISAC welcomes submissions of any relevant concept, regardless of the status of applicants' former submissions.

**18. If an application is successful, what is the implementation period?**



An applicant is advised to state the implementation period in Month 1, Month 2, Month 3 up to Month 6. However, if you propose a project to fit into the social accountability process that requires to be implemented at a certain time, please state that and we will assess it accordingly.

**19. Can an applicant include the overhead cost in the budget?**

The Fixed Amount Award (FAA) will be applied to this Fund, meaning that the total amount of the award is fixed, and grant installments will be paid upon completion of agreed upon milestones. Therefore, an applicant is advised to ensure the comprehensiveness of the proposed budget. During the budget review and negotiation stage, we will endeavor to ensure that each line item budget is allowable, allocable and reasonable.