CALL FOR EXPRESSION OF INTEREST

AN E-SERVICE OUTLETS MODEL FOR DIGITAL INCLUSION AND DECENTRALIZATION OF SERVICES

I. Background

UNDP is the UN global development network, advocating for change and connecting countries to knowledge, experience and resources to help people build a better and resilient lives. It works with countries grappling with complex development challenges to find integrated solutions to these complex challenges and support the acceleration towards SDGs. In Lesotho UNDP support the aspiration of the Lesotho National Strategic Development Plan (NSDP II) ; guided by the UNDP Strategic Plan (2022–2025) and implementing through its Country Programme (2019-2023) anchored in three programme areas: **a)** Inclusive Green, Resilient and Sustainable Economic Growth; **b)** Good Governance, Accountability and Improved Service Delivery; and **c)** Climate Action, Disaster Resilience, and Environmental Sustainability

In solve socio-economic challenges, UNDP in Lesotho leverages digital solutions to catalyse development solutions and ensure effective achievement of its mandate. The new UNDP Digital Strategy 2022-2025 emphasizes utilization and integration of digital technologies into all areas of business, fundamentally changing how economic and social activities are implemented to achieve a greater impact.

As part UNDP Public Sector Reform and Improved Delivery Programme Offer; UNDP Lesotho Accelerator Lab intends to carry out an experiment for digital inclusion and services decentralization through e-Service Outlets. The hypothesis is that if individuals can access services offered online by key national e-Services with the assistance of e-service outlets within their locality, this will lead to greater uptake of online services, leading to savings in time and travel cost when accessing such services locally rather than centrally. Overall public service delivery is anticipated to be improved.

II. Objectives

The main objectives of the experiment will be:

- To decentralize access to e-services
- Facilitate and broaden digital inclusion
- To strengthen service delivery

- To reduce the cost of accessing services

III.   Implementation:

To accomplish a sustainable model for purposes of this experiment on decentralization and digital inclusion, a brief implementation plan is outlined below:

- ➢ Identify businesses in urban areas and communities who are currently offering ICT and related services. E.g. internet and printing shops, mobile money agents, etc.
- ➢ Train the operators on key existing online services provided by each experimentation partners e.g. Revenue Services Lesotho, OBFC
- ➢ The trained operators will provide paid services to community members who wish to access the online platforms
- ➢ Participants who complete a five (5) days training will obtain the following:
  - o Certified upon training completion
  - o Provision of e-Service branding for business identity
  - o Online and call support from e-service offerors

IV.   Eligibility

- The call for expression of interest is open to everyone who has relevant and proven track record and experience in providing internet, scanning, printing services or similar services.
- Proven availability of a minimum of one (1) computer, one (1) smart phone , one (1) scanner and one (1) printer or the combination of the last two.
- Basic computer skills
- Minimum COSC/LGCSE certificate for the operator
- Location: Accessible working space and preferably in a well-known or populated areas
- There is no cost associated with this training

V.   Selection of winning proposals

UNDP will set up an evaluation committee, comprising mainly of UN staff, representatives from government and private sector to review all proposals. Received proposals will be assessed using UNDP's principles of fairness, and integrity and will be selected based on the following:

No	Criteria	Score
1	• Relevant and proven track record and experience in providing internet, scanning and printing services	20%
2	• Proven availability of a minimum of one (1) computer, one (1) scanner one (1) smart phone and one (1) printer	40%
3	Learning capacity: • Basic computer skills • Minimum COSC/LGCSE certificate for the operator	30%
4	• Location: Accessible and preferably in populated areas	10%
	Total	100

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Interested companies/organization and other eligible categories will submit the proposal in a format, in **Annex 1**.

VI. **PROPOSALS WITH THE REQUIREMENTS LISTED ABOVE MAY BE SUBMITTED ELECTONICALLY TO:**

EOI: AN E-SERVICE OUTLETS MODEL FOR DIGITAL INCLUSION AND DECENTRALIZATION OF SERVICES

> Resident Representative
> United Nations Development Program
> United Nations Road
> 3rd Floor, United natis House
> Maseru 100
> e-mail: ls.procurement@undp.org

The closing date for submission is on or before **Wednesday 19th April 2023 at 1200 noon**.

 For more details email: ls.procurement@undp.org

This EOI is approved by: [*Ms. Nessie Golakai-Gould*]

DocuSigned by:

Nessie Golakai

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Signature

Name and Designation   Nessie Golakai-Gould, Deputy Resident Representative

30-Mar-2023

Date of Signing

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