



EXPANDING SOCIAL PROTECTION PROGRAMME

Request for Proposals for the Procurement of a Consultancy firm to undertake Senior Citizens Grant beneficiary survey.

ESPP/SVCS/2021-22/00017

September 2021

Acronyms

EAT	East African Time
ESPP	Expanding Social Protection Programme
CV	Curriculum Vita
GOU	Government of Uganda
MGLSD	Ministry of Gender, Labour and Social Development
PMU	Programme Management Unit
RFP	Request for Proposals
SCG	Senior Citizens Grant
SPFM	Social Protection Fund Manager
ToR	Terms of Reference

Contents	
Part 1: Proposal Procedures.....	5
1.1 Section 1: Instructions to Consulting Firms	5
1.2 Section 2: Technical Proposal Submission Sheet	10
1.3 Section 3: Financial Proposal Submission Sheet	12
Part 2: Terms of Reference	14

07th September 2021

Dear Sir/Madam

Invitation letter

1. Expanding Social Protection Programme would like to procure services of a consultancy firm to undertake Senior Citizens Grant beneficiary survey.
2. Expanding Social Protection Programme invites sealed proposals for the provision of the above services.
3. Bidding will be conducted in accordance with the method of advertising for consultancy firm without publication of an expression of interest as contained in the Expanding Social Protection Programme Manual.
4. You may obtain further information and inspect the proposal documents at Expanding Social Protection Programme offices from 9:00 am to 5:00 pm (**Working Hours**) for a period of five working days from the date of issue of this RFP or inquire through the email indicated in Section 5 below.
5. Proposals must be delivered to the address below at or before 11:00 AM EAT on 24th September 2021. Late proposals shall be rejected.
Attn:
Senior Programme Officer, Administration, Procurement and Logistics
Expanding Social Protection Programme
Plot 9, Lourdel Road, Nakasero.
P.O. Box 28240
Kampala, Uganda.
Email: Alex.Tumuhairwe@socialprotection.go.ug
6. There shall not be a pre-proposal meeting.
7. (a) Documents will be issued from: Expanding Social Protection Programme, Plot 9, Lourdel Road.
(b) Proposals must be delivered to: **Senior Programme Officer, Administration,**

Procurement and Logistics, P.O Box 28240, Kampala.

(c) Address of Proposal Opening: Expanding Social Protection Programme, Upper Board Room

8. The planned procurement schedule (subject to changes) is as follows:

Activity	Date
a) Publication of the bid notice for proposals	13 th September 2021
b) Request for clarifications	15 th September 2021
c) Pre-proposal meeting	N/A
d) Proposal closing date	24 th September 2021
e) Evaluation process	27 th -28 th September 2021
f) Display and Communication of best evaluated bidder notice	29 th September -5 th October 2021

Signature:



Greg Taggart.

Team Leader/Fund Manager

Part 1: Proposal Procedures

1.1 Section 1: Instructions to Consulting Firms

Preparation of Proposals: You are requested to submit separate technical and financial proposals, as detailed below. The standard forms in this request for proposal may be retyped for completion but the consultancy firm is responsible for their accurate reproduction.

You are advised to carefully read the complete request for proposals. Where an electronic copy of the request for proposals is issued, the paper or hard copy is the original version. In the event of any discrepancy between the two, the hard copy shall prevail.

Preparation of Technical Proposals: Technical proposals should contain the following documents and information.

1. The Technical Proposal Submission Sheet;
2. A brief methodology for performing the assignment.
3. A detailed work plan, showing the inputs of all key staff, deliverables and man days;
4. Copies of previous contracts of similar projects/ Assignments
5. CV's of key staff;
6. A summary of your experience in similar assignment for the last five years
7. The documents evidencing your eligibility, as listed below; and
8. The consultancy firm comments or suggestions on the terms of reference (TORs).

Preparation of Financial Proposals: Financial proposals should contain the following documents and information:

1. The Financial Proposal Submission Sheet; and
2. A copy of the breakdown of lump sum price in your proposal, showing all costs for the assignment, broken down into fees including reimbursable and miscellaneous costs.

Validity of Proposals: Proposals must remain valid until **14th/1/2022** (90 working days).

Sealing and marking of Proposals: The technical and financial proposals should be sealed in separate envelopes, both clearly marked with the Procurement Reference Number above, the consultancy firm name, Expanding Social Protection Programme and either "Technical Proposal" or "Financial Proposal" as appropriate.

Both envelopes should be enclosed in a single outer envelope, clearly marked with the Procurement Reference Number above, the Consultancy firm name and Expanding Social Protection Programme. The envelope should be sealed in such a manner that opening and resealing cannot be achieved undetected and bear a warning not to open before the time and date for proposal opening.

In case the proposals are submitted electronically, the technical and financial proposals should be submitted in separate emails with the Procurement Subject, Procurement Reference Number above, the Consultancy firm name and either "Technical Proposal" or "Financial Proposal" as appropriate. The financial proposal should be password protected and Expanding Social Protection Programme shall request for it at an appropriate time.

Submission of Proposals: Proposals should be physically or electronically submitted to the address below, no later than the date and time of the deadline below. Any proposal received by Expanding

Social Protection Programme after the deadline for submission of proposals shall be declared late, rejected, and returned unopened to the consultancy firm.

Date of deadline: 24th September 2021

Time of deadline: 11:00 am EAT.

Address: **Senior Programme Officer, Administration, Procurement and Logistics
Expanding Social Protection Programme
Plot 9, Lourdel, Nakasero
P.O. Box 28240 Kampala, Uganda
Alex.Tumuhairwe@socialprotection.go.ug**

Opening of Proposals: Technical Proposals will be opened in public by Expanding Social Protection Programme at the time, date and address shown for submission of proposals.

Evaluation of Proposals: The evaluation of proposals will use the **Quality and Cost Based Evaluation** methodology as detailed below:

1. Preliminary evaluation to determine eligibility (as defined below) and administrative compliance to this request for proposals on a pass/fail basis;
2. Detailed Technical evaluation will contribute 80%;
3. Financial scores will be allocated 20% to determine the best evaluated bid.
4. Proposals failing any stage will be eliminated and not considered in subsequent stages.

Eligibility Criteria: You are required to meet the following criteria to be eligible to participate in the procurement exercise:

1. have the legal capacity to enter into a contract;
2. not be insolvent, in receivership, bankrupt or being wound up or subject to legal proceedings for any of these circumstances;
3. not have had your business activities suspended;
4. have fulfilled your obligations to pay taxes and social security contributions;
5. have the nationality of an eligible country (defined in the proceeding section) and;
6. not have a conflict of interest in relation to this procurement project.

Documents Evidencing Eligibility: Consultancy firms are requested to submit copies of the following documents as evidence of your eligibility and sign the declaration in the Technical Proposal Submission Sheet:

1. Certificate of Incorporation
2. A copy of the Bidder's current Trading license (2021) or equivalent;
3. Valid Income tax clearance from relevant authorities.
4. Power of attorney with a specimen signature of authorised representative.
5. PPDA Certificate of registration.

We recognize that some documents evidencing eligibility of bidders may take some time to get and thus may not be available at the time of bid submission. Therefore, bidders will have up to 15th September 2021 to submit all documents evidencing their eligibility.

Administrative compliance criteria: The consultancy firm must adhere to the following to be considered administratively compliant. This will be evaluated on a pass/fail basis:

1. Adherence to the bid validity of 14th January 2022.
2. Signed code of ethical conduct in business for bidders and providers; and

3. Signed Technical submission sheet.
4. Submission of powers of attorney
5. Submission of any valid income tax clearance
6. Certificate of Incorporation
7. Current trading License for the year 2021

Nationality of Consultant/Firm: All consultants employed under any resulting contract shall have the nationality of an eligible country to conduct business in Uganda. All countries are eligible, unless as a matter of law or official regulation, the Government of Uganda prohibits commercial relations with that country or by an act of compliance with a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Government of Uganda prohibits any import of Supplies from that country or any payments to persons or entities in that country.

Technical Criteria: Proposals shall be awarded scores out of the maximum number of points as indicated in below:

Evaluation Criteria	Marks
Qualification and Competence of the Consultant	
<i>Professional experience/expertise in relevant technical field)</i>	
<i>Consultancy Firm has at least 7-10 years' experience conducting large-scale household surveys. Attach copies of contracts evidencing experience in performing similar assignments in the last 7 -10 years.</i>	5
<i>Recent knowledge and experience in the use of digital data collection (i.e. CAPI) and quality assurance tools.</i>	5
<i>Ability and proven experience in developing data analysis and reporting/presentation dashboards</i>	5
<i>Qualifications of the Consultants/firm</i>	
Team Leader with A postgraduate degree in related social science, demography, statistics or related technical field	10
Sub total	25
<i>Evidence of meeting specific requirements in the Terms of Reference (ToRs)</i>	5
References for all relevant previous assignments	5
CV of the Consultancy firm/ Resume with all references of the assignment done indicated.	5
Two Recommendation letters from any previous clients for assignments done	5
Sub-Total	20
Technical Approach	
<i>Consultancy firm understanding of the consultancy requirements</i>	15
<i>Adequacy of proposed methodology and work plan to address the assignment</i>	20
<i>Experience in managing field work and teams undertaking training of enumerators</i>	5
Sub Total	40
<i>Adequacy of the proposed work plan of the assignment (logic, sequencing, interrelation of activities and realistic work plan)</i>	
Logic	2.5
Sequencing	2.5
Interrelation of activities	2.5

Evaluation Criteria	Marks
Realistic work plan	2.5
Sub-total	10
Evidence of capacity to undertake work in terms with TOR and quality assurance	
Schedule of deliverables against personnel	3
Number and composition of team members	2
Sub-total	5
Grand Total	100

Minimum technical score: The mark required to pass the technical evaluation is 80%.

Financial Criteria

Pricing information should not appear in any other section of the proposal other than the financial proposal.

Financial scores shall be determined by awarding 100 points to the lowest priced proposal and giving all other proposals a score which is proportionate to this.

Total scores: Total scores shall be determined using a weighting of 80% for technical proposals and a weighting of 20% for financial proposals.

Post Qualification: Expanding Social Protection Programme shall determine to its satisfaction whether the best evaluated bidder is qualified to perform the contract satisfactorily.

Currency: Proposals may be priced in Uganda Shillings or any other freely convertible currency and in up to two currencies. The currency of evaluation will be Uganda Shillings. Proposals in other currencies will for evaluation purposes only be converted to Uganda Shillings, using the exchange rates published by the Bank of Uganda on the date of the submission deadline.

Best Evaluated Bid: The best evaluated bid shall be the consultancy firm with the highest combined score and shall be recommended for award of contract. Expanding Social Protection Programme shall issue a Notice of best evaluated bidder within five (5) working days from the decision of the award a contract.

Award of contract: Award of contract shall be by signing of an agreement in accordance with Part 3: Contract. Expanding Social Protection Programme shall not award a contract to the best evaluated bidder until the lapse of five (5) days after the date of display of the Notice of Best Evaluated Bidder.

Right to Review: The Consultancy firm may seek administrative review by the Head Programme Unit if they are aggrieved with the decision of Expanding Social Protection Programme within the five-day period of communication and display of Best Evaluated Bidder notice.

Right to Reject: Expanding Social Protection Programme reserves the right to accept or reject any proposal or to cancel the procurement process and reject all proposals at any time prior to contract signature and issue by Expanding Social Protection Programme, without incurring any liability to the consultancy.

Expanding Social Protection Programme reserves the right, at its sole discretion, to reject all proposals received and seek fresh proposals, to negotiate further with one or more of the bidders, to defer the award of a contract or to cancel the competition and make no contract award, if appropriate.

Post qualification. The Expanding Social Protection Programme shall undertake a post qualification on the best evaluated bidder to confirm whether the best evaluated bidder has the capacity and financial resources to execute the procurement. Expanding Social Protection Programme may cross check clients to confirm if the best evaluated bidder has ever performed any contract on survey before contract award.

1.2 Section 2: Technical Proposal Submission Sheet

[Complete this form with all the requested details and submit it as the first page of your technical proposal, with the documents requested above attached. Ensure that your technical proposal is authorized in the signature block below. A signature and authorization on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorized, it may be rejected.]

Proposal Addressed to:	
Date of Technical Proposal:	
Procurement Reference Number:	
Subject of Procurement:	

I/We offer to provide the services described in the Statement of Requirements, in accordance with the terms and conditions stated in your Request for Proposals referenced above.

I/We confirm that I/we are eligible to participate in public procurement and meet the eligibility criteria specified in Part 1: Proposal Procedures of your Request for Proposals.

I/We have signed and undertake to abide by the Code of Ethical Conduct for Bidders and Providers attached during the procurement process and the execution of any resulting contract;

My/Our proposal shall be valid until _____ [insert date, month and year] and it shall remain binding upon us and may be accepted at any time before or on that date;

I/We enclose a separately sealed financial proposal.

Technical Proposal Authorised by:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Address: _____

CODE OF ETHICAL CONDUCT IN BUSINESS FOR BIDDERS AND PROVIDERS

1. Ethical Principles

Bidders and providers 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

Bidders and providers 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

Bidders and providers shall not accept contracts which would constitute a conflict of interest with, any prior or current contract with ESP. Bidders and providers 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 bidders and providers in the course of procurement processes or the performance of contracts 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 contract and shall not use such information for personal gain.

5. Gifts and Hospitality

Bidders and providers shall not offer gifts or hospitality directly or indirectly, to staff of ESP Uganda that might be viewed by others as having an influence on a government procurement decision.

6. Inducements

- (1) Bidders and providers shall not offer or give anything of value to influence the action of a public official in the procurement process or in contract execution.
- (2) Bidders and providers shall not ask a public official to do anything which is inconsistent with the Act, Regulations, Guidelines or the Code of Ethical Conduct in Business.

7. Fraudulent Practices

Bidders and providers shall not-

- (a) collude with other businesses and organisations with the intention of depriving ESP 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 procurement process or the execution of a contract to the detriment of ESP; or utter false documents;
- (e) unlawfully obtain information relating to a procurement process in order to influence the process or execution of a contract to the detriment of the ESP.
- (f) withholding information from ESP a during contract execution to the detriment of ESP.

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

AUTHORISED SIGNATORY

NAME OF CONSULTANCY FIRM

1.3 Section 3: Financial Proposal Submission Sheet

[Complete this form with all the requested details and submit it as the first page of your financial proposal, with the documents requested above attached. Ensure that your proposal is authorized in the signature block below. A signature and authorization on this form will confirm that the terms and conditions of this RFP prevail over any attachments. If your proposal is not authorized, it may be rejected. The total price of the proposal should be expressed in the currency or currencies permitted in the instructions above.]

Proposal Addressed:	
Date of Financial Proposal:	
Procurement Reference Number:	
Subject of Procurement:	

The total price of our proposal is: _____.

We confirm that the rates quoted in our Financial Proposal are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

Financial Proposal Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____
(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

Address: _____

Breakdown of Lump Sum Price

[Complete this form with details of all your costs and submit it as part of your financial proposal. Where your costs are in more than one currency, submit a separate form for each currency. Authorize the rates quoted in the signature block below.]

Procurement Reference Number: _____

CURRENCY OF COSTS: _____

FEES				
Name and Position of Personnel	Input Quantity	Unit of Input	Rate	Total Price
TOTAL:				

REIMBURSABLE AND MISCELLANEOUS COSTS				
Description of Cost	Quantity	Unit of Measure	Unit Price	Total Price
TOTAL:				

TOTAL LUMP SUM PRICE IN CURRENCY: _____

Breakdown of Lump Sum Price Authorised By:

Signature: _____ Name: _____

Position: _____ Date: _____

(DD/MM/YY)

Authorised for and on behalf of:

Company: _____

PART 2: TERMS OF REFERENCE TO UNDERTAKE THE SENIOR CITIZENS GRANT BENEFICIARY SURVEY.

1. Introduction and Background.

The Expanding Social Protection Programme phase II (ESP II) is the second phase of a collaborative partnership between the Ugandan, British and Irish Governments to promote the expansion of social protection. The intended impact of the programme is that ‘Poverty is reduced and life-chances are improved for poor men, women and children in Uganda’ with the outcome being a ‘sustainable national social protection system institutionalised and financed and reaching recipients at national level’. The programme’s impact and outcome will be achieved through the delivery of five outputs:

- i. Ministry of Gender Labour and Social Development (MGLSD) capacity is strengthened to lead on social protection.
- ii. A Sustainable and accountable system for cash transfer delivery is established at national level.
- iii. The Senior Citizens’ Grant is delivering reliable and regular payments to recipients on a national scale.
- iv. There is Increased public understanding of and demand for an accountable social protection system.
- v. Social protection for people with disabilities is strengthened.

Output 3, the Senior Citizens Grant (SCG), implemented by the Ministry of Gender Labour and Social Development (MGLSD), is a key component of the programme. It seeks to ensure that Ugandans aged 80 years and above, are cushioned from poverty. The grant currently serves 378,000 beneficiaries who receive a total of UGX 25,000 every month paid on a bi-monthly basis

Through these terms of reference, the ESPII Program Management Unit (PMU) requires a firm to undertake four rounds of SCG monitoring surveys for the remainder of the programme. The data gathered will be used primarily during the annual review process to inform on key SCG indicators reflected in the ESPII logical framework. The data collected will also support the operational monitoring of the essential elements of SCG service delivery.

2. The SCG results monitoring framework

The results and monitoring indicators summarised in Table 1 below outline the expected outcomes, outputs and the key activities (processes) that will be implemented in order to successfully roll out the SCG. Indicators are articulated at both the results and activity level and these form the basis for monitoring and reporting on the performance of the SCG.

The results indicators (See full matrix in Annex 1). look at the immediate results of the implementation of activities. The process indicators examine the adherence to set standards and guidelines during the verification, registration, enrolment and payment of beneficiaries.

3. Survey objectives

The SCG beneficiary survey seeks to elicit information from a representative sample of beneficiaries, drawn from the SCG payroll, from all districts/RTSUs to establish;

- Beneficiary knowledge and awareness of their rights and entitlements under the SCG

- Beneficiary experience and levels of satisfaction with the SCG services (verification, enrolment, payment, communication/ feedback mechanisms, complaints and grievances; perceived benefits and uses of the grant.
- Beneficiary level of knowledge on the corona virus i.e. - prevention and care, behaviour practices and whether the grant has helped in the purchase of preventative supplies etc
- Understanding/knowledge levels among the general public about the SCG
- To establish the level of adherence of the Payment Service Providers (PSPs) to the agreed Service Level Agreement standards (SLAs).
- Gather information from staff (RSTU and PMU), district local governments and other implementers and document good practices, operational challenges and lessons learnt.
- Identify and document gaps in service delivery.

4. Proposed methodology

Guided by the results monitoring indicator framework (Annex 1), the consultant firm will be expected to develop both qualitative and quantitative tools and methodology to collect data to provide information on the indicators therein.

The use of CAPI tools is recommended to allow for both the monitoring and quality assurance of data collection as it takes place.

A quality assurance dashboard to track data quality and performance of enumerators as they gather data will be available to the Operations unit RTSUs. It will also facilitate the production of quick summary reports for easy dissemination.

The survey will collect data from beneficiaries, PSP agents as well as SCG officers to establish the status of the programme. The data collected will be triangulated to establish the performance of the programme and to identify the challenges to be addressed before the next round of beneficiary payments.

5. Consultants scope of work

The consultant/firm will be expected to work with the PMU MERL unit to undertake the following tasks;

- a) Design a robust national wide beneficiary survey that meets the programme needs and purpose.
- b) Review SCG documentation and familiarise themselves with the purpose and objectives of the SCG.
- c) Develop data collection tools and sampling methodology for at least surveys that allows for the availability representative disaggregated data.
- d) Undertake data collection, coordinate the field work, train supervisors and enumerators
- e) Develop a quality assurance dashboard to enable the review of data as it is collected in the field.
- f) Undertake data collection and analysis
- g) Develop a quality assurance dashboard to enable the review of data as it is collected in the field and,
- h) Develop a results dashboard using Power-BI or similar applications to display the results of the survey

6. Expected outputs/deliverables

The consultant/firm will be required to submit the following.

- An inception report outlining the proposed survey methodology (the sampling methodology, draft data collection tools, data quality assurance) and the proposed timelines for completion and presentation of results.

- A draft report containing the preliminary findings of the survey. This should be no more than 20 pages containing the key elements of the survey –
- Data presentation dashboard a results dashboard updated with every survey cycle.
- Presentation of the survey findings to the ESPII steering committee.
- A final validated report of the survey.

7. Required qualifications

The consultant/firm to undertake the SCG survey should have the following skills and experience.

- A postgraduate degree in related social science, demography, statistics or related technical field.
- At least 7-10 years' experience conducting large-scale household surveys
- Experience in managing field work and teams undertaking training of enumerators
- Recent knowledge and experience in the use of digital data collection (i.e. CAPI) and quality assurance tools.
- Ability and proven experience in developing data analysis and reporting/presentation dashboards

8. Timeframe

The assignment should take place over the remainder of the programme, i.e. June 2022. It is estimated that at least two surveys will be undertaken during that period.

Following the successful implementation of the first phase the consultant firm may be asked to undertake the second the survey.

Timelines for the different cycles/phases of the survey

The first phase: - This will be conducted within 45 working days between October 10th 2021 and December 10th 2021 as proposed below:

- Inception 5 days (Final methodology and tools developed)
- Data collection and analysis 30 days (Fieldwork including training of enumerators/ data collection QA and analysis)
- Draft report 5 days
- Final report 5 days

Subsequent phases: - After the above/initial survey, each survey thereafter will take no more than 30 working days.

9. Management and reporting arrangements

The consultant/firm will be accountable to the Head PMU. The MERL Coordinator will supervise the provider on a day-to-day basis with support from the Senior Programme Officer M&E.

Additionally, the consultant/s shall liaise with other PMU coordinators specifically the SCG operations coordinator on operational issues and senior management in relation to the PSP adherence to the established SCG SLA.

10. Confidentiality

No information provided during the course of conducting this assignment can be used for other purposes unless explicitly agreed to in writing by Expanding Social Protection Programme, Ministry of Gender Labour and Social Development.

11. Submission and evaluation of bids

- i. Interested consultants/firms are required to submit a technical proposal outlining their understanding of the TORs and provide details of how they intend to implement the survey including the anticipated timelines.
- ii. Both technical and financial proposals shall be submitted in one single envelope securely sealed in such manner that opening and resealing cannot be achieved undetected. The financial proposal must include information on the fees for the services to be provided.
- iii. Both technical and financial proposals should be submitted to the address in the solicitation document before or by 11.00am, 24th September 2021.

Annex 1: Complete SCG Results Monitoring Indicator (incl. COVID -19) Framework

Result	Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
Outcome:	371,301 beneficiaries above 80 years are able to sustain their households and mitigate the effects of COVID 19.	1. % of beneficiaries reporting improved household health because of the grant.	Measures ability to attend to medical needs/hospital visits/medication. Disaggregation: Sex, district	TBD (data from previous annual bens satisfaction survey)	90%	Beneficiary survey	M&E officers at RTSU level	October/November and February/March
		2. % of beneficiaries reporting increased engagement in income-generating activities because of the grant.	Ability to engage in/support HH members engage in activities that generate income. Disaggregation: Sex, district	TBD	90%	Beneficiary survey	M&E officers at RTSU level	October/November and February/March
		3. % of beneficiaries reporting increased ownership of household assets because of the grant.	Measures ownership of HH assets that facilitate day-to-day life. Disaggregation: Sex, district,	TBD	90%	Beneficiary survey	M&E officers at RTSU level	October/November and February/March
		4. % of beneficiaries reporting increased school attendance because of the grant.	HH with school going children that have been retained in school as a result of the grant	TBD	90%	Beneficiary survey	M&E officers at RTSU level	October/November and February/March
		5. % of beneficiaries satisfied with SAGE process and systems	Number of beneficiaries satisfied with the verification and enrolment processes/ Total number of beneficiaries. Disaggregation: Sex, district	TBD	90%	Beneficiary survey	M&E officers at RTSU level	October/November and February/March
		6. % of beneficiaries adopting safe hygiene practices in view of COVID-19	No. of beneficiaries reporting hand washing, use of masks social distancing etc. Disaggregation: Sex, district	TBD	90%	Beneficiary survey	M&E officers at RTSU level	October/November and February/March
		7. % of beneficiaries able to purchase sufficient HH supplies (sanitation and hygiene, food and medicines)	Beneficiary capacity to purchase necessary items. Disaggregation: Sex, district	TBD	90%	Beneficiary survey	M&E officers at RTSU level	October/November and February/March

Result	Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
		8. % of beneficiaries with accurate COVID knowledge	Comprehensive knowledge of the key messages on COVI-19 prevention Disaggregation: Sex, district	TBD	90%	Beneficiary survey	M&E officers at RTSU level	October/November and February/March

Result	Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
Output 1	371,301 new and existing beneficiaries in 135 districts verified, registered, enrolled onto the Senior Citizens Grant (SCG)	1.1 No. & % of new beneficiaries verified, registered and enrolled onto SCG. Disaggregation: Sex, district (DP/GoU)	No. of new beneficiaries verified, registered and enrolled /No. planned new SCG beneficiaries.	0	200,000 (100%)	MIS	MIS/Operations	(June/July)
		1.2 % of existing beneficiaries enrolled onto the SCG/with bank accounts. Disaggregation: Sex, district (DP/GoU)	No. of beneficiaries verified /no. planned)	0	170,000 (100%)	MIS	MIS/Operations	(June/July)
		1.3. % of beneficiaries satisfied with the "modified" registration and verification process Disaggregation: Sex, district (DP/GoU)	<i>Specifically looks at beneficiary experience with the new registration modality.</i> No. of beneficiaries satisfied with the registration and enrolment process/Total no. beneficiaries enrolled	0	90%	Beneficiary Survey	MERL/M&E Officers	June/July
		1.4. % of parish chiefs that are able to list the safety precautions/ methods of prevention during the "modified" registration and verification process. Disaggregation: Sex, district (DP/GoU)	Measures the effectiveness/uptake of the bulk SMS and other messaging directed at the parish chiefs for the purposes of verification and registration.	0	100%	Stakeholder questionnaire/survey	MERL/M&E Officers	June/July: One-time telephone survey no more than a week after payments.
		1.5. % of RTSU staff that are able to explain the implementation of SCG under COVID-19 SOPs. Disaggregation: RTSU, staff category (?)	Measures the effectiveness/uptake of the messaging around COVID-19 SOPs directed at the RTSU staff for the purposes of verification and registration	0	100%	Stakeholder questionnaire/survey	MERL/M&E Officers	June/July: One-time telephone survey no more than a week after payments.
		1.6. % of beneficiaries who are aware of their rights and entitlements under the SCG grant.	Measures the effectiveness of the communication and information sharing to beneficiaries. Uses a set of questions in the beneficiary questionnaire.	0	90%	Beneficiary Survey	MERL/M&E Officers	October/November and February/March

Result	Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
Key Activities/processes towards achievement of output 1.	Step 1: Verification of eligible beneficiaries (Verification of beneficiaries undertaken in compliance with stipulated COVID-19 procedures)	1.1.1. No. & % of parish chiefs reached with MoH guidelines and key messages on COVID 19 and modified registration and verification processes	Measure whether the messages were disseminated as planned	0	18,000 (100%)	Operations records	MERL/M&E Officers	June/July
	Step 2: Registration of beneficiaries (Registration of beneficiaries undertaken in compliance with stipulated procedures)	1.2.1. No. of RTSU staff reached with messages on COVID 19 prevention and risk reduction strategies.	(Did they get the bulk SMS' and other materials regarding how to protect themselves and others?)	0	All	Stakeholder questionnaire	MERL/M&E Officers	June/July: One-time telephone survey no more than a week after payments are made.
		1.2.2 No. of RTSU staff with copies of the SOPs	(Did they get the bulk SMS' and other materials regarding how to protect themselves and others?)	0	All	Stakeholder questionnaire	MERL/M&E Officers	June/July: One-time telephone survey no more than a week after payments are made.
		1.2.2 No. of RTSUs provided with essential prevention supplies (masks, gloves, sanitisers)	Did they receive the materials as planned? Sufficient supplies for all staff still in the office.	0	All	Stakeholder questionnaire	MERL/M&E Officers	One-time telephone survey no more than a week after payments are made.
		1.2.3 No. of RTSU staff with/ using the essential equipment.	Observational during the data entry process.	0	All	Stakeholder questionnaire	MERL/M&E Officers	One-time telephone survey no more than a week after payments are made.
		1.2.4. No. of RTSU staff conducting data entry on own computer/ maintaining stipulated social distance	Self-reporting in questionnaire sent to the officers /telephone interviews.		100%	Stakeholder questionnaire	LG staff/ MERL/M&E Officers	One-time telephone survey no more than a week after payments are made.
	Step 3: Enrolment of beneficiaries with PSP and account crediting process. (PSPs conduct enrolment and account opening processes in compliance with stipulated procedures.)	1.3.1 PSP COVID 19 prevention and risk reduction policies available? (Y/N)	Does PSP have any written guidelines on the implementation of the MoH guidance on prevention of COVID19? How have business processes been adjusted?	N/A	Y	/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		1.3.2 PSP adheres to MoH guidelines on social distancing? Were beneficiaries at least 4metres apart?	Observation of the payment process of the PSP staff and how they manage the payment points. No. of staff allocated etc.	N/A	Y	/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise

Result	Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
		1.3.3.What alternative measures for biometric registration are in place for PSP?	This is to establish whether the PSP provided alternatives to the fingerprint/biometric	N/A	Y	/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		1.3.4 Does PSP provide sufficient protective supplies and equipment for staff and beneficiaries? Soap, water, sanitisers, masks, gloves etc.? (Y/N) For all staff?	Observation of the payment process of the PSP staff and how they manage the payment points.	N/A	Y	/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		1.3.5 Were PSP staff screened (temperature recorded etc.) prior to posting/travel to payment points?	Observation of the payment process of the PSP staff and how they manage the payment points.	N/A	Y	/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		1.3.6 Are all PSP staff wearing the essential protective gear?	Observation of the payment process of the PSP staff and how they manage the payment points.	N/A	Y	/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		1.3.7 Mode of payment used by beneficiary	Establish the proportion of beneficiaries that were paid using the mobile vans, bank branch or bank agent	N/A	Y	/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise

Result	Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
Output 2	371,301 new and existing beneficiaries in 135 districts receive cash transfer of UGX 150,000	2.1. % of beneficiaries paid the grant.	No. of beneficiaries paid / Total no. beneficiaries planned. Disaggregation: Sex, age, region, new, existing	0	371,301 (100%)	Can be retrieved from the MIS/Operations	Operations/PSP	Two weeks after payment date
		2.2. % of beneficiaries able to access an active pay point within a 10km radius	No. of beneficiaries travelling less than 10km to access pay point/Total no. of beneficiaries Disaggregation: Sex, age, region. (SLA)	93% (2018)	100%	Beneficiary Survey	MERL/M&E Officers	Two weeks after payment date
		2.3. % of beneficiaries able to access funds within 2 days of funds being credited to their accounts	No. of beneficiaries able to access funds within two days of funds being credited/Total no. of beneficiary accounts credited. Disaggregation: Sex, age, region. (SLA)	0	100%	Beneficiary Survey	MERL/M&E Officers	Two weeks after payment date
		2.4. % beneficiaries who feel confident to manage their accounts and make financial decisions	No. of beneficiaries who report feeling confident to manage their accounts and make financial decisions Disaggregation: Sex, age, region. (SLA)	0	90%	Beneficiary Survey	MERL/M&E Officers	Two weeks after payment date
		2.5. % of beneficiaries whose PSP related C&G issues resolved	No. of beneficiaries who report PSP related C&G issues resolved. Disaggregation: Sex, age, region. (SLA)	0	90%	Beneficiary Survey	MERL/M&E Officers	Two weeks after payment date
		2.6.% of beneficiaries reporting replacement of lost payment instruments	No. of beneficiaries who report replacement of lost payment instrument. Disaggregation: Sex, age, region, PSP	0	90%	Beneficiary Survey	MERL/M&E Officers	Two weeks after payment date
Key Activities/processes towards achievement of output 2	Step 4: Beneficiary payment/cash disbursement	2.1.1 No. of accounts opened and activated within x days/using list provided by operations	SLA 1	0	(200,000) 100%	Review of PSP records, documentation and reports by operations and finance)	Operations/PSP	Two weeks after payment date
		2.2.2. % of beneficiary details accurately captured based on information provided by operations.	SLA 1	0	90%	PSP enrolment and exception report	Operations/PSP	Two weeks after payment date

Result	Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
		2.2.3. No. of payment instruments issued to beneficiaries within stipulated timeframe	SLA 2	0	100%	PSP enrolment and exception report	Operations/PSP	Two weeks after payment date
		2.2.4. No. of lost payment instruments replaced; % of lost instruments replaced within stipulated timeframe	SLA 2	0	100%	PSP enrolment and exception report	Operations/PSP	Two weeks after payment date
		2.2.5 No. of beneficiary accounts successfully credited within 2 working days as per MGLSD instructions	SLA 3			PSP enrolment and exception report	Operations/PSP	Two weeks after payment date
		2.2.6 No. of basic information sessions on account management and products provided to beneficiaries per year)				PSP report	Operations/PSP	Two weeks after payment date
		2.2.7 Amounts disbursed	(Disaggregated by PSP, district, funding source?)	0	UGX 150,000*378,000	Can be retrieved from the MIS/Operations	Operations/PSP	Two weeks after payment date
		2.2.8. Existence of PSP C&G policies and mechanisms for SAGE				PSP report	Operations/PSP	Two weeks after payment date
		2.2.9 % of complaints and grievances resolved	No. of complaints and grievances resolved/ Total No. of complaints and grievances received					
		2.2.10 No. and %. of payment points established to decongest payment sites	A count of the number of pay point established against those that were planned	0	12,138 (100%)	SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		2.2.11. % of payment points with sufficient space and facilities to enable social distancing	Total number of pay points with sufficient space and facilities to enable social distancing / Total number of pay points established.	0	100%	SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		2.2.12. No. of stakeholders aware of the MoH guidelines on COVID 19				SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		2.2.13 No. of duty bearers using the supplies provided (Masks, gloves and sanitisers)				SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		2.1.4 Were PSP staff screened (temperature recorded etc.) prior to posting/travel to payment points?	Observation of the payment process of the PSP staff and how they manage the payment points.			/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise

Result	Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
		2.1.5 Are all PSP staff wearing the essential protective gear?	Observation of the payment process of the PSP staff and how they manage the payment points.			/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		2.1.6 No. of vouchers issued by PSP				/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
		2.1.7 Mode of payment used by beneficiary	Establish the proportion of beneficiaries that were paid using the mobile vans, bank branch or bank agent			/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise

Annex 4: PSP QA Monitoring Matrix

Key Area	SLA	Indicators	Data Source
1. Preparation	1. Beneficiary enrolment to the payment	No. of accounts opened and activated within x days/using list provided by operations (% of beneficiaries enrolled and accounts opened);	(Review of PSP records, documentation and reports by operations and finance)
		% of beneficiary details accurately captured based on information provided by operations.	PSP enrolment and exception report /MGLSD
	2. Payment instrument issued to beneficiaries	No. of payment instruments issued to beneficiaries within stipulated timeframe	PSP report
		No. of lost payment instruments replaced; % of lost instruments replaced within stipulated timeframe	PSP
		No./% of beneficiaries with payment instruments available	Beneficiary Survey
% of beneficiaries reporting replacement of lost payment instruments	Beneficiary Survey		
Implementation	3. Beneficiary access to cash out channels	No. of payment channels available to beneficiaries within one month window (No. of active payment channels)	PSP report
		% of beneficiaries able to access an active pay point within a 10km radius	Beneficiary Survey
		% of beneficiaries able to access funds within 2 days of funds being credited to their accounts	Beneficiary Survey
	4. Beneficiary accounts credited	No. of beneficiary accounts successfully credited within 2 working days as per MGLSD instructions	PSP download file reports/ MGLSD analysis

Key Area	SLA	Indicators	Data Source
	5. Management of beneficiary accounts	% of accounts with information on alternates to the account	PSP report/ Beneficiary Survey (Complaints and grievance)
		% of accounts blocked accounts unblocked	PSP report/ Beneficiary Survey (Complaints and grievance)
		% of de-credits or reversals undertaken	PSP report/ Beneficiary Survey (Complaints and grievance)
	6. Beneficiary Account Operating Knowledge and Awareness	No.of basic information sessions on account management and products provided to beneficiaries per year)	PSP report/
		No. of beneficiaries empowered to manage their accounts and make basic financial decisions	PSP report/
		% of beneficiaries who are aware of the PSP account management and products	Beneficiary Survey
		% beneficiaries who have attended or oriented on account management and products	Beneficiary Survey
		% beneficiaries who feel confident to manage their accounts and make financial decisions	Beneficiary Survey
	7. Complaints and grievances	Existence of PSP C&G policies and mechanisms for SAGE	MGLSD payments complaints analysis reports.
		No. of complaints and grievances received	MGLSD payments complaints analysis reports.
		No. of complaints and grievances resolved	MGLSD payments complaints analysis reports.
		% of beneficiaries whose PSP related C&G issues resolved	Beneficiary Survey
	Reconciliation and Reporting	Contract management and reporting	No. of planned contract management meetings attended by the PSP per year (No. of quarterly contract management meetings held; Actions implemented from meetings; Bi-annual Strategic Coordination Meetings Held, Annual review meeting etc.)
No. of reports received on time			PSP/MGLSD

Additional COVID-19 PSP QA Indicators							
Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
Step 3: Enrolment of beneficiaries with PSP and account crediting process. (PSPs conduct enrolment and account opening	PSP COVID 19 prevention and risk reduction policies available? (Y/N)	Does PSP have any written guidelines on the implementation of the MoH guidance on prevention of COVID19? How have business processes been adjusted?	N/A		/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
	PSP adheres to MoH guidelines on social distancing? Were	Observation of the payment process of the PSP staff and how they manage the payment points. No. of staff allocated etc.			/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise

Additional COVID-19 PSP QA Indicators							
Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
<i>processes in compliance with stipulated procedures.)</i>	beneficiaries at least 4metres apart?						
	What alternative measures for biometric registration are in place for PSP?	This is to establish whether the PSP provided alternatives to the fingerprint/biometric			/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
	Does PSP provide sufficient protective supplies and equipment for staff and beneficiaries? Soap, water, sanitisers, masks, gloves etc.? (Y/N) For all staff?	Observation of the payment process of the PSP staff and how they manage the payment points.			/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
	Were PSP staff screened (temperature recorded etc.) prior to posting/travel to payment points?	Observation of the payment process of the PSP staff and how they manage the payment points.			/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
	Are all PSP staff wearing the essential protective gear?	Observation of the payment process of the PSP staff and how they manage the payment points.			/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
	No. of vouchers issued by PSP				/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
	Mode of payment used by beneficiary	Establish the proportion of beneficiaries that were paid using the mobile vans, bank branch or bank agent			/PSP/Bank agent tool/ SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
Step 4: Beneficiary payment/cash disbursement	No. of payment points established to decongest payment sites				SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise

Additional COVID-19 PSP QA Indicators							
Result Statement	Indicator	Definition/Calculation	Baseline	Target	Data Source/Tool	Responsibility	Frequency/Timing
	No. of payment points with sufficient space and facilities to enable social distancing				SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
	No. of stakeholders aware of the MoH guidelines on COVID 19				SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise
	No. of duty bearers using the supplies provided (Masks, gloves and sanitisers)				SAGE Pay point monitoring/ observation tool	LG staff/ MERL/M&E Officers	Observation during payment exercise