



August 14, 2024

WIDEF Technical Assistance (TA) Round Q&A

This document outlines responses to questions on WIDEF's current round of Technical Assistance which is open until September 12, 2024. The following questions were raised during the webinar(s) or were sent as inquiries to us over email. We have compiled all the questions and provided responses below. Some questions have been edited and/or modified to provide additional clarity. All questions were submitted by August 5, 2024.

For more information, please refer to the following:

- Read the full [Request for Applications](#) (RFA) before applying.
- View our [informational webinar](#) to understand our offering and the eligibility for this round.
- On page 7 of this document, you will find [a step-by-step Fluxx user guide](#) at the end of this document to learn more about how to navigate the application portal.

#	Question	Answer
1	<p>We would like to confirm if the technical assistance is exclusively available to large enterprises with over 249 employees, as mentioned in the application guidelines.</p> <p>Would organizations with fewer employees be immediately ineligible, even if they fit all other eligibility criteria?</p> <p>Alternatively, are there other opportunities for similar technical support from WIDEF for smaller/ growing private sector enterprises?</p>	<p>Yes, this particular round is only for large private sector enterprises that have 250 or more employees. However, enterprises with fewer employees may be eligible for other WIDEF rounds.</p>
2	<p>Is the stage of technical assistance a continuation of the first registration stage of the program and is it necessary to register for it?</p>	<p>No, this round is not a continuation of the other rounds. This is a separate round focused on providing technical assistance to large private sector enterprises.. Please visit our website for the latest updates.</p>
3	<p>Who/which providers provide the technical assistance to applicants for this round? Have the TA providers already been shortlisted by WIDEF? The RFP says third-party suppliers and members of the WIDEF consortium will provide TA. Does this mean that the applicant has no say in who can provide them with the TA?</p>	<p>The TA providers have not been selected yet. Technical assistance will be provided by third-party expert suppliers engaged by WIDEF. The details of the tailored TA to be provided will be defined in collaboration with the successful applicant and the TA provider will then be selected through an open request for proposal process. Successful applicants may suggest TA providers and will be consulted in the selection</p>

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		<p>of the TA provider. However, the final decision for contracting will remain with WiDEF.</p> <p>Additionally, members of the WiDEF team will also provide additional technical assistance support. The TA to be provided by the WiDEF team will also be defined in collaboration with the applicant.</p> <p>No direct financial support will be provided to applicants as part of this WiDEF Technical Assistance round.</p>
4	<p>If there is a way at this time to be considered as a TA provider for this funding round, could you please provide specific instructions as to how to go about being considered applying?</p>	<p>The technical assistance supplier selection process will begin in December 2024 after the applicants have been selected. It will be done through an open request for proposal process. In the meantime, suppliers can send in their portfolio and contact details to us at contact@widedf.global</p>
5	<p>Can the application be submitted in partnership with a preferred TA provider?</p> <p>a. How will WiDEF pay the TA provider? The RFP says- <i>No direct financial support will be provided to applicants as part of this WiDEF funding round</i></p> <p>b. In case WiDEF pays the TA provider, what will be the arrangement? A grant or a service contract</p>	<p>The application should not be submitted in partnership with a preferred supplier. The details of the tailored TA to be provided will be defined in collaboration with the successful applicant and the TA provider will then be selected through an open request for proposal process. Shortlisted applicants will be able to suggest TA providers. However, the final decision for supplier selection and contracting will remain with WiDEF.</p> <p>Suppliers will be engaged through a service contract. WiDEF will directly contract the TA provider.</p>
6	<p>Is there a way for TA providers to be a part of this WiDEF consortium?</p>	<p>TA providers are not being invited to be part of the consortium managing the delivery of WiDEF. The selection of TA providers who will deliver the TA support as part of this round will be done through an open request for proposal process. However, prospective technical assistance suppliers can send in their portfolio and contact details to us at contact@widedf.global</p>
7	<p>We would appreciate having assistance to apply easily for the support you are providing.</p>	<p>Please note that we cannot offer any direct support during the application process. Please visit widedf.global/funding and click on "apply</p>

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		<p>now” which will take you to the application platform.</p> <p>Please review the webinar and the presentation for a step-by-step guide on how to access and submit your application.</p>
8	As we are operating two projects, we would like to know if we can be eligible to process both applications.	Only one application may be submitted per enterprise.
9	<p>Regarding the request for applications for technical assistance for large private enterprises to tackle the gender divide, who would be considered eligible for this initiative and able to respond to the call?</p> <p>Although we are not a private company, we could leverage partnerships with our members to drive digital inclusion for women through meaningful access to and use of digital technology, particularly smartphones and the internet.</p>	<p>This round is open to large private sector enterprises with more than 249 employees and operating in one or more of the countries listed.</p> <p>The following organizations are not eligible to apply but can have partnerships with the large private sector enterprise applying and be named in the application as a partner (i) Governments, government-owned agencies (or appointed government agencies) (ii) UN Agencies and multilateral organizations (iii) Non-profits/NGOs (iv) Enterprises with fewer than 250 employees (MSMEs) (v) Universities or academic organizations, if it strengthens the value proposition of their applications.</p>
10	My attempt to access round 2 questionnaire application form has not been successful, may you assist me get the same to tender my application?	<p>We have put together a simplified user guide (see at the end of this document) to enable you to access the application form.</p> <p>Please review the webinar and the presentation for a step-by-step guide on how to access and submit your application. If you continue to have technical issues accessing the system or submitting your form, please contact us at the following email addressing with the details of the issue you are facing contact@wedef.global</p>
11	Is the women's organization filing its application or whether a company is going to file it?	<p>This round is open to large private sector enterprises with more than 249 employees. They will submit the application. They can have partnerships with other organizations who can be named as a partner in the application.</p>
12	Are NGO's eligible to apply? Is it eligible to have a consortium of only NGOs?	<p>No. this round is for large private-sector enterprises with more than 249 employees. NGOs are not eligible to apply for this round, however, there will be other WiDEF funding rounds that NGOs could qualify for.</p>

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		For this round, eligible enterprises can have partnerships with NGOs when it strengthens the value proposition of their application.
13	Can you please confirm if the regions for this window are Bangladesh / Africa & is there a separate application window for India?	<p>This technical assistance round is a global round and all countries where USAID operates are eligible, excluding Afghanistan, Burma, China, Cuba, Haiti, Jordan, Syria, Venezuela. This round includes India.</p> <p>Learn more: https://www.usaid.gov/where-we-work</p>
14	Can we in northwest Syria apply for the scholarship?	<p>Enterprises in Syria are not eligible to apply. See the Request for Application document on our website for the list of eligible countries.</p> <p>Please note this round offers technical assistance to selected applicants rather than scholarships.</p>
15	Can NGOs participate as part of the large firms that work with women?	<p>NGOs are not eligible to apply for this round. However, NGOs will be other WiDEF funding rounds.</p> <p>For this round, eligible enterprises can have partnerships with NGOs when it strengthens the value proposition of their application.</p>
16	Can you explain what do you mean by Gender Balance?	<p>This technical assistance round focuses on solutions that address the gender digital divide and solutions must clearly explain how they will reach more women than men.</p> <p>The gender digital divide refers to the disproportionate exclusion of women and girls from the opportunities provided by digital connectivity. This includes how women and girls access, participate in, are empowered by, financially benefit from, and lead in the digital economy.</p>
17	In this project, can beneficiaries be only women?	Not necessarily. However, proposals should clearly set out how they will reach more women than men since the focus of WiDEF is to reduce the gender digital divide.
18	Are universities eligible to apply	Universities are not eligible to apply for this round. For this round, eligible enterprises can have partnerships with universities when it strengthens the value proposition of their application.

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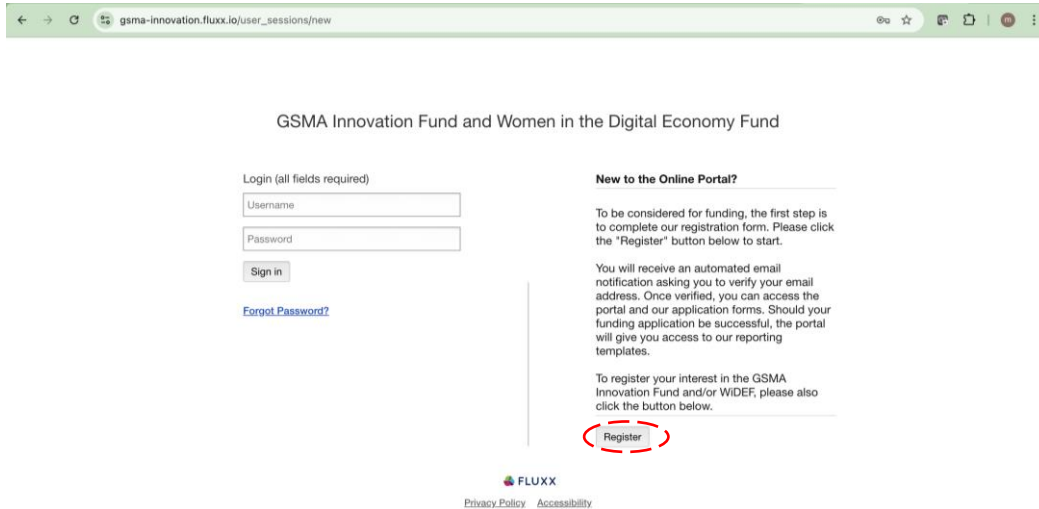
19	Should the 250 employees be full time or can we include those that work on commission basis?	<p>Applicants must have 250 or more full-time equivalent (FTE) employees. You may include commission-based/ seasonal or part-time workers and count the “full-time” units worked. For example, if 2 employees work half-time (ie 0.5 FTE units each), they could be counted as 1 full-time worker.</p> <p>Note: FTE is a way of adding up the hours of full-time, part-time and various other types of employees into measurable 'full-time' units.</p>
20	When is the technical assistance round ought to begin	<p>The timeline is as follows:</p> <ul style="list-style-type: none"> - The application window will close on 12 September, 11:59 PM BST. - Selection will take place from September to December. - Starting in December, successful applicants will be invited to the contracting stage with the GSMA Foundation. - From January 2025 onwards, successful applicants will implement their projects with technical assistance from WiDEF.
21	Could you expand on what makes a solution "proven"?	<p>A proven solution is where there is evidence that the solution can increase women’s adoption or increased usage of the internet and internet-enabled products and services, and help close the gender digital divide. Evidence can include, for instance, results from a pilot or evaluation showing traction of a product or service by women customers in your market or other markets.</p>
22	Do we have to include the amount of technical support we need for our project?	<p>Yes, as part of your application, please include details of technical assistance being requested (if you have an approximation of the technical assistance value this can also be provided). Please indicate:</p> <ul style="list-style-type: none"> - What is the gap or challenge that technical assistance support from WiDEF can address? Why is this support needed? What does it unlock that would not be possible otherwise? - Describe the support you would ideally like from WiDEF. Which type of support and over what timelines?

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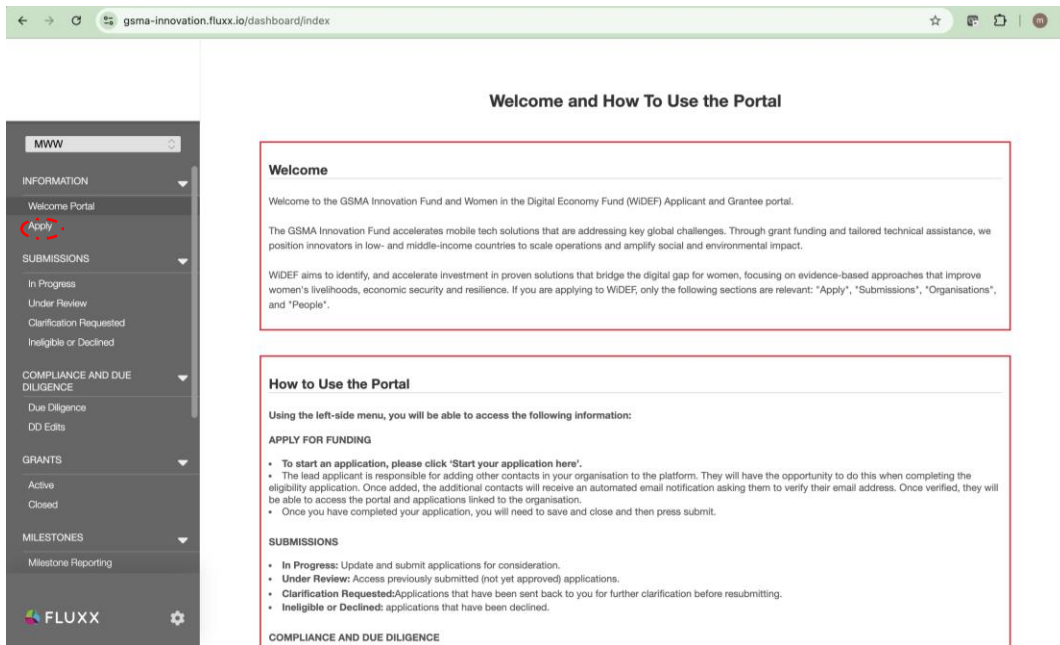
		- How will you use it to reach women at scale?
23	We would like to be guided to get the application link.	Please visit wedef.global/funding and click on "apply now" which will take you to the application platform.

Fluxx User Guide

Step 1: Access the application form from the Fluxx system. You will need to create an account by clicking the register button. Once you complete the process, you will receive an email to confirm your email address.

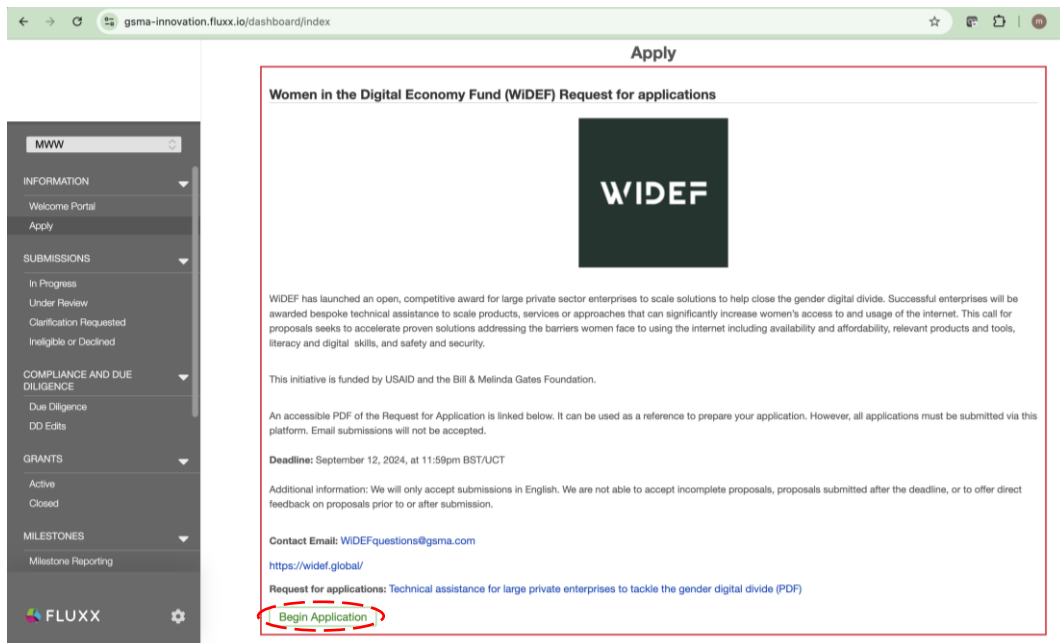


Step 2: Once you have confirmed your email, log in again. You will be directed to the landing portal shown below. On the left side, you will see the **APPLY**. Click this button to be redirected to the application page.

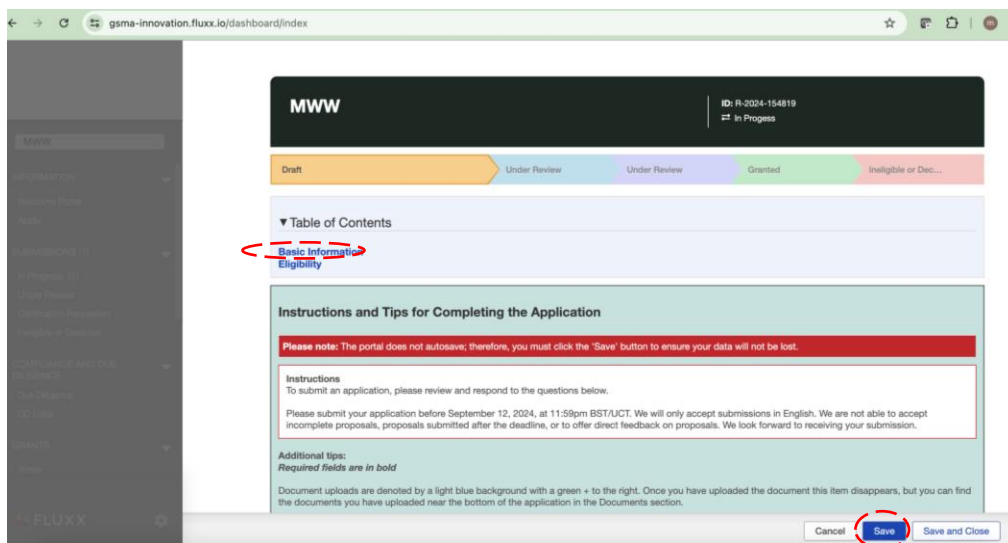


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Step 3: On this page, you can begin your application by clicking begin application.



Step 4: Next, begin populating your application form by first completing the basic company information in one go. Then, submit it for the eligibility check. Please note that this section cannot be changed later.



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Step 5: When completing the eligibility information, fill out all the required fields and submit everything at once, as you won't be able to go back and make changes. You can only continue your application if you meet the eligibility criteria. Please note that this initial "submit" button is only for the eligibility check, not for your actual application.

The screenshot shows a web browser window with the URL `gsma-innovation.fluxx.io/dashboard/index`. On the left is a dark sidebar menu with sections: INFORMATION (Welcome Portal, Apply), SUBMISSIONS (1) (In Progress (1), Under Review, Clarification Requested, Ineligible or Declined), COMPLIANCE AND DUE DILIGENCE (Due Diligence, DD Edits), and GRANTS (Active). The main content area displays a form with the following sections:

- 6. Point of Contact - Contact details (Email address, phone number)**: `m.wachira@gmail.com`, `254719883048`
- 7. Name of the Founders and Co-founders**: A table with one row: `1` | `Charles Wachira`
- 8. Names of the board members**: A table with one row: `1` | `Alice Wachira`
- 9. Country incorporated / registered :** `Ethiopia`
- Eligibility** section:
 - 10. Company size is >249 employees :** `Yes`
 - 11. Country(ies) where the solution will be implemented:** `Ethiopia, Kenya`

At the bottom right, a red dashed circle highlights a `Submit Eligibility` button. A note above it reads: "In order to submit your application for eligibility screening, you must first click the Save and Close button and then the Submit button."

Step 6: Project section: First, read the Request for Applications document to prepare your answers with a rough word count. When you are ready, click the EDIT button (highlighted in a red circle). This will open up the text boxes shown in the second screenshot, where you can type in your responses. Remember to save your progress as you go along. You can save, close, and finalize your application later.

The screenshot shows the same web browser window. The sidebar menu is identical. The main content area shows the application preparation interface:

- Header: **MWW** Pochi | ID: R-2024-154819 | Application Preparation
- Progress bar: Draft (orange) | Under Review (blue) | Under Review (purple) | Granted (green) | Ineligible or Decl... (red)
- Table of Contents**:
 - Basic Information
 - Eligibility
 - Compliance
 - Other
- Basic Information** section: A text input field.
- Eligibility** section: A text input field.
- Message: "Congratulations, you are eligible to apply for Technical Assistance. Please complete all fields below by pressing Edit button at the top of the screen."
- Bottom right: `Submit Complete Application` button.

A red dashed circle highlights an `Edit` button in the top right corner of the main content area.

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gsm-innovation.fluxx.io/dashboard/index

Congratulations, you are eligible to apply for Technical Assistance. Please complete all fields below by pressing Edit button at the top of the screen.

Project Details

12. Summary: Briefly explain why you are applying. Why should your firm be selected? How will the proposed technical assistance accelerate the digital inclusion of women? (approx 200 words)

We are applying to accelerate the digital inclusion of women in low- and middle-income countries. Our firm should be selected because of our proven track record in delivering innovative and sustainable solutions that empower women through technology. We have a deep understanding of the unique challenges faced by women in accessing and utilizing digital tools, and our solutions are tailored to address these barriers effectively. The proposed technical assistance will leverage our expertise to scale impactful initiatives that drive digital literacy, affordable access, and meaningful use of mobile internet services among women. By collaborating with local stakeholders and utilizing a user-centered design approach, we aim to create an inclusive digital ecosystem that supports women's economic participation, education, and overall well-being.

Characters left for field: 351

13. Problem Statement: What is the challenge to women's digital inclusion that your solution is seeking to address? (approx 200 words)
Please include the following:
- What are the specific barriers women face to adopting and using the internet in your context? How do social norms currently affect women's digital inclusion?
- Are certain women or population groups more excluded than others, and if so, why?

Our approach includes targeted training programs, community engagement, and the development of relevant content that resonates with women's needs and aspirations. This assistance will not only bridge the gender digital divide but also create a ripple effect, empowering women to become digital champions within their communities. Ultimately, our project aligns with the broader goal of promoting gender equality and fostering socio-economic development through digital inclusion.

Characters left for field: 721

14. Solution and Approach: What is it that you are proposing (product, service or approach) to address this challenge? (approx 250 words)
Please include the following:
- Please describe your solution, including: what it is, where it will be delivered, who it will target (e.g. which segment of the female population is it

Cancel Save Save and Close

Step 7: When your application is completed and checked you can proceed to submit.

gsm-innovation.fluxx.io/dashboard/index

Edit

Other

31. Please provide any other information that you feel might be relevant for your application that is not already covered above. This could include, for instance, gender representation within the company or organizational commitments to gender equality beyond what is included in this application. :
Additionally, we will establish a monitoring and evaluation framework to assess the effectiveness of our interventions and make data-driven adjustments as needed. Success stories and case studies will be documented to highlight the transformative impact on women's lives, thereby demonstrating the broader societal benefits of our solution.

Please upload any supplemental information you would like us to consider by clicking the green + sign in the Proposal Documents box below.

Document Uploads

- Screenshot 2024-07-23 at 16:45:44.png
Supplemental Information
Added by Mercy Wichea at 3:19 PM on 23 July 2024
- Screenshot 2024-07-23 at 17:17:12.png
Supplemental Information
Added by Mercy Wichea at 3:19 PM on 23 July 2024

In order to submit your application, you must first click the Save and Close button and then the Submit button.

Submit Complete Application