



Credit: GSMA

# Can a chatbot improve the effectiveness and efficiency of vaccine uptake?

## The Frontier Tech Hub

Deadline for applications: **23.59 GMT, 26<sup>th</sup> November 2023**

Budget: up to £75,000.00

### Want to contribute to the UK Civil Service's most innovative programme?

The Frontier Tech Hub (FT Hub) works with the UK Foreign Commonwealth and Development Office (FCDO) at the intersection of tech, innovation, and international development. We work across three main areas:

⚡ Livestreaming explores the use of frontier technologies by working with partners all over the world to test and scale tech with the potential for positive social impact.

⚡ Futures connects FCDO people with one another and the world of tech, equipping them to apply frontier technologies in their programmes.

⚡ Hub Research gathers & shares what we learn and dives deeper into areas where tech has the greatest potential for doing good.

The FT Hub is managed by three partners: Results for Development (R4D), DT Global (formerly IMC Worldwide), and Brink. It's funded by UKAid from the UK Government. To find out more about the programme and its goals, [visit our website](#).

### The opportunity

Frontier Technologies is an award winning UK-Aid funded programme designed to help the Foreign and Commonwealth Office (FCDO) apply frontier technologies to the biggest challenges in development. Livestreaming enables this by supporting pilots that receive three forms of assistance: Up to £75k of funding to pilot new solutions, matchmaking of FCDO staff with innovators and entrepreneurs, and support to work in new ways and using new methodologies.

Pilot projects generate in-field action learning and evidence on the use of Frontier Technologies in the FCDO priority applications, while at the same time strengthening the ecosystem of innovators working on development applications of new technologies. More information about FTL is available on the [Medium page](#) of the programme.

FTL uses Lean and Agile methodologies in development of a Scope of Works that is delivered in phases of work, called sprints. A Sprint is defined as a time-boxed period of work which can generate enough learning and evidence to inform the future direction of the pilot. More information can be found under clause 7, and will be given to the successful applicant once tenders have been assessed.

The UK Government recently announced a new AI for Development programme and wider partnership to accelerate development using AI. We hope this pilot will contribute to knowledge and learning exchange within this wider partnership (see [UK unites with global partners to accelerate development using AI - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/uk-unites-with-global-partners-to-accelerate-development-using-ai)).

## The Pilot

During the pandemic, millions of children and other vulnerable groups around the world have missed routine vaccines and have reduced access to vital health/SARH services. Traditional behaviour change communications interventions alone may not be sufficient to help with the catch up. There are often multiple barriers to people accessing health services and getting vaccinated that range from social and emotional issues that affect motivation to simple practical challenges ([Essential Programme on Immunization \(who.int\)](https://www.who.int/essential-programme-on-immunization)).

Hesitancy may be related to beliefs and attitudes, or be influenced by social norms, and practical barriers. This might include: knowledge gaps like not knowing where to go and when and how to get to a health clinic; complicated registration processes; lack of timely reminders or opportunity to ask questions or make changes to appointments or opportunity to learn more about relevant health issues. Some sub-groups, for example mothers or children with disabilities, might face additional accessibility barriers.

Understanding how we can create the behavioural changes required to improve vaccine uptake will improve community resilience to future/multiple epidemics, pandemics or climate crises, where essential services could close, health seeking behaviours amongst the most vulnerable reduce, face to face contact with community health workers and frontline health professionals may not be possible, and the spread of mis/disinformation could affect peoples' decision making.

Chatbots can reach further than traditional communications interventions when trying to create behaviour change and maintain health services in crises. Chatbots can help by providing timely reminders, engaging in dialogue to challenge misconceptions, suggesting practical solutions (eg. drop pin for nearby clinics on map or providing accessibility information for people with physical and cognitive impairments) and providing advice when face to face appointments are unavailable. They can offer stronger response and retention rates than traditional online surveys and behavioural experiments.

This pilot will work with a country health team and a partner(s) with deep knowledge of behavioural science and application programming interfaces (APIs) to design and test an accessible chatbot to improve the effectiveness and efficiency of a vaccine uptake or other essential health/SARH behaviour change intervention in one country in East or West Africa where this has not yet been tried and where the need is greatest, for example areas with high levels of zero dose children - children who don't receive a single dose of diphtheria, tetanus and pertussis-containing vaccine.

We anticipate piloting a AI enabled chatbot but we are interested to hear from applications which type of chatbot they recommend and why, including consideration of access, language, conversational style and feasibility of scaling.

## Key Considerations\*

### What we already know

Current methods for promoting vaccine uptake include mass communication and community activities including radio, websites, social media especially Facebook, direct communication from health facilities, schools, religious leaders, door to door and market square campaigns and via community health workers. It will be important to understand how a chatbot can add value to this mix, what role is it best suited to. In addition, there are broader health and hygiene promotion and services into which the chatbot could be integrated.

Barriers to and drivers of vaccine uptake are varied and complex, including social, emotional, cultural, economic and practical barriers.

A chatbot might be particularly useful in tackling more practical barriers and specifically knowledge gaps for example, the benefits of vaccine uptake, real time access to opening times and stock availability, location and transport requirements to health centres, accessibility for those with cognitive or physical impairments, or when mobile health visits take place and when.

There are previous and ongoing projects from which we can learn, please see Annex 1.

### Considerations for selecting location and specific vaccine intervention

- Market maturity for tech for example good mobile infrastructure.
- The target population, at least intermediaries (eg Community Health Workers), have access to and use smart devices
- The target population have access to mobile data or the internet
- Identifying a community or target group where the some of the fundamental challenges identified to vaccine uptake are to do with practical issues.
- Availability of evidence/ data that enables identification of community specific barriers to vaccine uptake and therefore enables the design and testing of chatbot tailored to a specific community / group or hotspot.
- Prioritising equitable solutions (where the need is greatest), for example zero dose children, priority countries.
- Relative stability in countries
- Good levels of literacy

### Risks to be mitigated

**Digital access** - Target groups have unequal access to mobile phones and use of chatbots. Lack of resources to buy data may lead to limited engagement.

**Data limited** – Administrative data not available to access target groups with the chatbot and run rigorous testing. Would need to identify countries with sub-national level data available.

**Data privacy** - Data privacy policies of pilot location and consideration of how this relates to scale particularly as privacy policies evolve.

**Internet and phone policies and costs** - Consideration of availability of suitable platforms including considerations of connectivity, access and cost effectiveness e.g. the cost internet data, SMS messaging, short coders etc for both programme and users.

**Ethics** - Approval will need to be considered. For example, the ethics around this is very different for a 13 year old girl (HPV vaccine) in comparison to a mother. Informed consent will need to be considered.

**AI safety and inclusion** – The pilot will need to ensure the chatbot is developed in a safe, inclusive and responsible way.

**Replication** - May not be replicable in other contexts or communities due to above risks and limited or inconsistent access to chatbots, mobiles and data in other LMIC contexts and countries. We want to design a tech solution or approach that is scalable.

**Misinformation** - A chatbot may spread misinformation. Oversight and transparency will need to be considered including how misinformation can be managed.

\*The FT Hub held a marketplace of ideas on Thursday 19<sup>th</sup> October 2023 to inform this scope of work. The insights shared during the online workshop are reflected in the key considerations.

### The scope of work

We are looking for a partner(s) who will operate flexibly and adapt their approach as they go to achieve maximum impact and learning (see “Working in Sprints”).

During the pilot kick off phase we will discuss and agree the learning questions to be explored throughout the pilot. We anticipate these may include:

- Can a chatbot increase vaccine uptake?
  - Which barriers to vaccine uptake might a chatbot help address?
  - How can a chatbot support Community Health Workers’ in their role?
  - How can a chatbot be integrated into existing health services that are promoting vaccine uptake?
- What mechanisms can be incorporated to mitigate the risk of misinformation?
- What are the cost drivers and is it cost effective?

## Working in Sprints

The objective of every pilot in the Frontier Tech Hub portfolio is to validate learning for a frontier technology in solving a development challenge. In order to do this quickly, the programme works in ‘sprints’, where a sprint is a period of activity during which implementing teams focus on proving, disproving, or qualifying the most critical beliefs and assumptions related to achieving our hypothesis.

Activities in each sprint are targeted to help answer one of our key questions:

- Does the technology work in the challenging environment?
- Do end user(s) including engage with the technology?
- Is there a route to scale the technology after the project?
- Does the technology create a positive impact?

At the end of each Sprint, implementing teams are empowered to reflect on their experiences and share their learning with the FT community before proposing how subsequent sprints should be planned and implemented.

The planning for each sprint includes developing a budget for that sprint, which is approved by the FT Hub team on behalf of the FCDO (see also 2.9: “Contractual Arrangements”). The length of sprints will be co-defined with the technology partner.

We reserve the right to discontinue a pilot at the end of every sprint, should there be a lack of progress on the pilot (in activity or learnings), or no viable route to scale. The FT Hub will work closely with the pilot team to explore every avenue that might unlock learning and scale over the course of the pilot.

## Who we are looking for

We welcome bids from any individual(s) or organisation(s) able to deliver against our scope of work and encourage applications from consortiums or groups of individuals bringing their skills together to meet the needs of the pilot. We would particularly welcome proposals from female technologists or organisations with a female lead/s, and organisations employing people with disabilities.

It is envisaged that the organisation(s) will have a deep understanding of behavioural science and application programme interfaces (APIs), and experience designing accessible solutions for and working with vulnerable groups. Knowledge of the sector and strong associated networks would also be seen as an advantage in the application.

The methodology we will work with as part of the pilot necessitates a very strong working relationship between the selected partner and the other core team members, including the FCDO advisor, FTL coaches and independent experts we may consult, as well as regular collaboration with different ICC members. We therefore welcome proposals from teams that are committed to using the sprint methodology and importantly, the mission this pilot is working to achieve. Because of the advertised initial grant size, we would finally welcome co-investment opportunities that reflect commitment to the mission of the work.

## Proposed Timeline for Delivery

- Due diligence and contracting – from w/c 11<sup>th</sup> December 2024
- Kick off / work commencing - w/c 8<sup>th</sup> January 2024, subject to contracting

The Project duration will be 12 months from the issue of the contract, and will terminate prior to the completion of the project depending on satisfactory completion of the “Sprints”. We hope that securing additional funding would allow us to continue the work beyond this stated period. As stated above (see “Working in Sprints”), we reserve the right to discontinue pilots at the end of every sprint.

## Budget

The funding amount available for the contract is up to £75,000 GBP.

## Application Instructions

Please submit the following materials to FTLenquiries@dt-global.com (with “FT BC Chatbot” in the subject line):

- A description of how you would approach the scope of work including proposed activities to test elements of the scope of work and your approach to accessibility for people with disabilities (no more than 8 pages).
- Profiles of key team members that would be involved in delivery of the scope of work
- We do not require a detailed budget as activities and associated budgets will be agreed sprint by sprint. However, we ask that you submit a commercial proposal including:
  - Fee rates for individuals that might be involved across the scope of work
  - Cost of technology that might be involved across the scope of work
  - Cost of all expenses and other items that might be involved across the scope of work

## Timeline for Application and Selection

The **deadline for submitting questions** will be Monday 20<sup>th</sup> November 2023 @12:00 UK time, after which an updated tender will be posted with responses to the questions.

- Application deadline – Sunday 26<sup>th</sup> November 2023 @23:59 UK time. Proposals received after the due time and date will not be read.
- Assessment of written applications – 27<sup>th</sup> – 28<sup>th</sup> November 2023
- 1-hour interview with FT Team (15-minute presentation by candidates, followed by Q&A) – 4<sup>th</sup> & 5<sup>th</sup> December 2023 - for shortlisted applications only

## Evaluation Criteria

Criterion	Points
<p><b>Technology expertise</b></p> <p>Strong knowledge of application programming interfaces and experience designing developing and testing chatbots. Experience of chatbots for health use cases is desirable.</p> <p>Familiar with human centered design approaches.</p> <p>Presents an understanding of the elements of the technology solution that would need to be tested to demonstrate impact for the proposed use case.</p>	25
<p><b>Behavioural Science Expertise</b></p> <p>Demonstrable behavioural science expertise in public health. Knowledge of and experience working with the Behavioural and Social Drivers Framework.</p> <p>Community engagement experience with demonstrable participatory and qualitative research skills.</p>	25

<p><b>Public Health Expertise</b></p> <p>Expertise in public health and specifically an understanding of vaccine programmes in Sub Sahara Africa.</p> <p>Demonstrable understanding of the barriers to vaccine uptake in FCDO priority countries, the role of community health workers and other communication mechanisms and tools for promoting uptake.</p> <p>Commitment to understanding specific needs of target groups, including people with disabilities.</p> <p>Existing networks and relationships with FCDO Country Health teams and partners engaged in vaccine deployment.</p>	<p>25</p>
<p><b>Flexible and engaged partner</b></p> <p>Understanding of the FT Hub's learning objectives and commitment to working in lean / agile ways to maximise learning for FCDO</p> <p>Clear motivation to become a partner on the pilot and commitment to explore the project mission through an iterative and collaborate approach.</p>	<p>10</p>
<p><b>Strength of the commercial proposal</b></p> <p>Value for money: we are looking for proposals which allow for an ambitious but realistic use of the funds</p>	<p>15</p>
<p><b>Maximum points available</b></p>	<p>100</p>

## Enquiries

Please contact [FTLenquiries@DT-Global.com](mailto:FTLenquiries@DT-Global.com) for further enquiries regarding this Terms of Reference or for further information on the Frontier Technologies Programme. Title your enquiry 'Enquiry - FT BC Chatbot.

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## 1. Introduction

This tender process and any resulting contract for the Services will:

- be governed by and construed in accordance with the law of England and Wales and will be written in the English language;
- state the period during which the Services are to be performed;
- nominate specific key personnel and fees;
- include the Terms of Reference and supplementary information modified to incorporate any agreed revisions;
- Any contract placed as a result of this ITT will be subject to the Form of Services Agreement at Appendix 2, in addition to any conditions specified in this ITT. By submitting a tender in response to this ITT, the bidder is confirming acceptance of the terms of the ITT.

## 2. DT Global Contact Point and Enquiries

Please address any inquiries via email to [FTLenquiries@DT-Global.com](mailto:FTLenquiries@DT-Global.com)

## 3. Tenderer Contact Point

Tenderers must provide a single point of contact in their organisation for all correspondence relating to this ITT. DT Global shall not be responsible for contacting the Tenderer through any route other than the nominated contact. The Tenderer must therefore undertake to notify any changes relating to the nominated contact promptly.

## 4. Conflict of Interest

Tenderers must disclose in their tender any circumstances, including personal, financial and business activities that will, or might, give rise to a conflict of interest by taking part in any resulting Contract. This also applies to any sub-contractors proposed by the Tenderer. Where Tenderers identify any potential conflicts, they should state how they intend to avoid such conflicts. DT Global reserves the right to reject any tender which, in DT Global's opinion, gives rise, or could potentially give rise to, a Conflict of Interest.

## 5. Collusive Behaviour

Any Tenderer who:

- a. fixes or adjusts the amount of their tender by or in accordance with any agreement or arrangement with any other party; or
- b. communicates to any party other than UK Aid, the amount or approximate amount of its proposed tender or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the tender or insurance or any necessary security; or confidence in order to obtain quotations necessary for the preparation of the tender or insurance or any necessary security); or
- c. enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a tender; or 8
- d. enters into any agreement or arrangement with any other party as to the amount of any tender submitted; or
- e. offers or agrees to pay or give or does pay or give any sum of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Tender or proposed Tender, any act or omission,
- f. shall (without prejudice to any other civil remedies available to UK Aid and without prejudice to any criminal liability which such conduct by a Tenderer may attract) be disqualified. Tenderers are required to sign and return the Declaration of



Non-Canvassing and Non-Collusive Tendering provided at Appendix 1.

## **6. Confidentiality**

6.1 All material issued in connection with this ITT shall remain the property of DT Global, the Frontier Technologies Programme, and UK Aid and shall be used only for the purpose of this procurement exercise.

6.2 The contents of this ITT are being made available by DT Global on condition that:

- a. Tenderers shall at all times treat the contents of the ITT and any related documents (together called the 'Information') as confidential, save in so far as they are already in the public domain;
- b. Tenderers shall not disclose, copy, reproduce, distribute or pass any of the Information to any other person at any time or allow any of these things to happen;
- c. Tenderers shall not use any of the Information for any purpose other than for the purposes of submitting (or deciding whether to submit) a Tender; and d. Tenderers shall not undertake any publicity activity in connection with this ITT within any section of the media without prior approval from DT Global.
- e. Tenderers may disclose, distribute or pass any of the information to the Tenderer's advisers, sub-contractors or to another person to enable the preparation of this ITT.

## **7. Right to Cancel, Clarify or Vary the Process**

7.1 Neither DT Global, the COVIDaction Programme, nor UK Aid shall be committed to any course of action as a result of:

- a. issuing this ITT or any invitation to participate in this procurement exercise; b. communicating with a Tenderer or a Tenderer's representatives in respect of this procurement exercise; or
- c. any other communication between DT Global, the Frontier Technologies Programme, UK Aid and any other party.

7.2 By taking part in this competitive procurement exercise, Tenderers accept that DT Global, the Frontier Technologies Programme, and UK Aid shall not be bound to accept any tender and reserves the right not to conclude a Contract for some or all of the services for which tenders are invited.

## **8. Costs of the ITT**

Tenderers will remain responsible for all costs and expenses incurred by them, their staff, and their advisors or by any third party acting under their instructions in connection with this ITT. This will be regardless of whether such costs arise as a result of any direct or indirect amendments made to this ITT by DT Global or any other party to this Call at any time. For the avoidance of doubt, DT Global, the Frontier Technologies

Programme, and UK Aid shall have no liability whatsoever to respondents for the costs of any amendments, changes, discussions or communications.

## **9. DT Global's Treatment of Your Tender**

When you submit a tender, DT Global will:

- a. Ensure tenders are registered upon receipt and held securely (unopened) until after the

deadline for receipt of tenders.

- b. Exclude tenders received after the time and deadline for receipt of tenders.
- c. At our sole and absolute discretion disqualify any non-compliant tenders (i.e. Tenders failing to meet the terms of these instructions) received. The commercial details of such tenders will be recorded and marked as disqualified.
- d. Ensure that all tenders are evaluated objectively, in line with the evaluation criteria specified in this ITT pack. During evaluation of the Tenders, DT Global or its partners Results 4 Development or Brink may, at its discretion, ask any Tenderer for a clarification of its Tender. The request for clarification and the response shall be in writing.
- e. Once evaluated, DT Global will invite selected Tenderers to present their proposals to the evaluation team via a 'Dragon's Den'.

## **10. Duty of Care and Subcontractor Capability Assessment**

10.1 All Subcontractor Personnel (including their employees, sub-contractors or agents) engaged under a UK Aid contract will come under the Duty of Care of the lead Subcontractor. The Subcontractor is responsible for the safety and well-being of their Personnel and any Third Parties affected by their activities, including appropriate security arrangements. The Subcontractor will also be responsible for the provision of suitable security arrangements for their domestic and business property.

10.2 Subcontractors must comply with the general responsibilities and duties under relevant health and safety law including appropriate risk assessments, adequate information, instruction, training and supervision, and appropriate emergency procedures. These responsibilities must be applied in the context of the specific requirements the Subcontractor has been contracted to deliver (if successful in being awarded the contract).

10.3 DT Global will not award a contract to a Subcontractor who cannot demonstrate that they are willing to accept and have the capability to manage their Duty of Care responsibilities in relation to the specific procurement.

## **11. DT Global Business Ethics Policy**

11.1 All Subcontractors must be willing to adhere to DT Global's Business Ethics Policy provided in Appendix 3. Lead Subcontractors and all joint-venture partners must complete, sign, and submit this document as part of their submission.

## **12. Due Diligence**

Before signing a contract for the works, the Tenderer will need to complete and undergo due diligence checks by DT Global. Depending on the legal form of the relationship between the members of the consortium or partnership, the process should be completed by the lead organisation. It is expected that the bidder leading a partnership or consortium will carry out due diligence on their supply chain.

Where the legal form of the relationship means that members have joint and several liability, each member is required to complete the documents.

Failure to return the Due Diligence Questionnaire and pass the required checks (unless you have undergone Due Diligence with DT Global in the preceding two years) before contracting will prevent us from being able to sign a contract with you.

# APPENDIX 1: Declaration of Non-Canvassing and Non-Collusive Tendering

## Declaration of Non-Canvassing and Non-Collusive Tendering

The essence of the competitive procurement process is that the Contracting Authority shall receive bona fide competitive Tenders from all Tenderers.

We, the undersigned, hereby certify that this is a bona fide Tender and we have not nor has any other member of our supply chain:

1. Entered into any agreement with any other person with the aim of preventing Tenders being made or as to the fixing or adjusting of the amount of any Tender or the conditions on which any Tender is made whether in respect of this ITT; or
  2. Inform any other person of the amount or the approximate amount of the Tender, except where the disclosure, in confidence, of the amount of the Tender was necessary to obtain quotations for the preparation of the Tender, insurance, performance bonds and/or contract guarantee bonds or for professional advice required for the preparation of the Tender; or
  3. Caused or induced any person to enter into such an agreement as is mentioned in Para 1 above; or
  4. Committed any offence under the Bribery Act 2010 or;
  5. Offered or agreed to pay or give any sum of money, inducement or valuable consideration directly or indirectly to any person for doing or having done or causing to be done in relation to any other Tender for this ITT; or
  6. Canvassed any other persons in connection with this Tender; or
  7. Communicated directly with any Frontier Technologies personnel for the purpose of soliciting information or the transfer of related personnel into the employment of the Tenderer.
8. We also undertake that we shall not procure the doing of any of the acts mentioned in paragraphs 1 to 7 above before the hour and date specified for the return Tender (as detailed in the ITT Covering Letter).

In this certificate, the word "person" includes any person, body or association, corporate or incorporate and "agreement" includes any arrangement whether formal or informal and whether legally binding or not.

Signed on behalf of [ ] .....

Name.....Title..... Date.....

## **APPENDIX 2 - Form of Services Agreement**

**Please see this link:**

<https://drive.google.com/file/d/136TCkez97l6-p1MAyFeN2laGeqCC21Mv/view?usp=sharing> 13



Part Time Staff				

15

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Total Fees				

**PROPOSAL BREAKDOWN - PROJECT EXPENSES**

DESCRIPTION	UNIT	NO.	RATE	COST in GBP
Total Expenses				

**SUMMARY OF FEE RATES AND EXPENSES**

	COST IN GBP
TOTAL FEES (A)	
TOTAL EXPENSES (B)	
SUB-TOTAL	
GOVERNMENT TAX (E.G. X% OF £)	
TOTAL	

For the purposes of the financial evaluation the VAT and Government tax will not be considered. Prior to conclusion of the contract the tax payable will be clarified and taken into consideration in the financial sum.

## APPENDIX 5 - Response to Questions

**Is there a specific format we should use for the proposal?** No, there is no specific format required for the proposal. We do ask that you submit a commercial proposal including: fee rates for individuals that might be involved across the scope of work; cost of technology that might be involved across the scope of work; and cost of all expenses and other items that might be involved across the scope of work.

We work in sprints and the planning for each sprint includes developing a budget for that sprint, which is approved by the FT Hub team on behalf of the FCDO (see also 2.9: "Contractual Arrangements"). The intention of submitting a budget here is therefore not to define a budget for a full scope of work but to indicate the costs for anticipated activities and fee rates for anticipated team members.

### BUDGET

**How should organisations present indirect costs?** Non profit organisations may be able to apply for indirect cost recovery and this should be discussed during contracting.

**Does FT Hub have standard personnel fee rates for different levels of personnel?** No.

**Should VAT and tax be included in the budget?** The maximum budget available is £75,000 exclusive of UK VAT. All other taxes will be included in the final sum.

### SCOPE

**Do you expect applicants to design a project divided into sprints? Could a sprint answer several research questions at the same time?** Yes, it's feasible to explore and answer multiple questions within one sprint. The plan for and length of each sprint will be co-defined by the implementing partner, FCDO and the FT Hub. The number of sprints completed will depend on the costs involved in delivering sprints.

Working in Sprints allows for course corrections; and we encourage pilot teams to respond to evidence and learning in real time. We may have an idea of what Sprints 1 to 3, 4, 5, 6 ... might look like at the start, but we only agree the scope of a Sprint after the previous Sprint has been completed. At the end of each Sprint we'll review what's happened, what we've learned and which assumptions we have validated or invalidated. All of which informs the next Sprint and can result in considerable deviation from the plan.

A typical Sprint is 6 to 8 weeks in length and has budget of around £20k. However, we recognise that depending on the nature of the pilot and the technology being developed, some Sprints may require more or less than 6 to 8 weeks and may require lower or higher investments at different stages.

**You mention potential future phases. Should our methodology include future potential sprints, beyond the scope of this initial project?** For the purposes of this proposal we are interested in how you would approach the pilot utilising the £75,000 budget and 12 – 18 month timeline. You may wish to indicate the route to scale and how you envision the work sustaining beyond the pilot period.

### TIMELINE

**Your preferred project duration is 12 months. Would you accept shorter projects, if our starting point is a functioning MVP?** Typical pilots last 12 to 18 months, depending on the nature of the pilot and costs of the technology being tested, but it's possible a pilot takes less than 12 months. All pilots operate in sprints and each sprint is typically 6 to 8 weeks in length.

### PARTNERS AND NETWORKS

**Do applicant's need to have already identified and partnered with an in country health team?**

We interested in hearing from any individual(s) or organisation(s) able to deliver against our scope of work and encourage applications from consortiums or groups of individuals bringing their skills together to meet the needs of the pilot. It is envisaged that the organisation(s) will have a deep understanding of behavioural



science and application programme interfaces (APIs), and experience designing accessible solutions for and working with vulnerable groups. Knowledge of the sector and strong associated networks would also be seen as an advantage in the application, however you are not required to have an ongoing relationship with or to have identified an in country health team to partner with on this project in order to apply.

**Please submit your application to [ftlenquiries@DT-Global.com](mailto:ftlenquiries@DT-Global.com) including *ITT BC Chatbot* in the subject of your email.**

Previous and ongoing projects from which we can learn include:

- BIT Argentina vaccine chatbot
- [VCP multi country Africa study](#)
- [Save the Children \(CUBIC\) C19 vaccine chatbot Philippines](#)
- PSI vaccine Locator Tool Kenya / 5 countries - HBCC 2 programme
- [Vaccine Data Co Lab](#) funded projects Nigeria and Uganda
- Evidence from Mo Ibrahim Foundation on Covid vaccine uptakes: [Research Spotlight 10: What's trust got to do with it?](#)
- BBC Media Action: multi-media inc. social media projects on range of vaccinations for difference community groups in [Nigeria](#), Somalia, Zambia, Libya

