

Provision of consultancy services for landscape analysis of digital assistive technology in low and middle-income countries

eSourcing reference: RFP/2025/55830

I. Background

The [United Nations Office for Project Services](#) (UNOPS) is an operational arm of the United Nations, supporting the successful implementation of its partners' peacebuilding, humanitarian, and development projects around the world. As a central resource for the United Nations, UNOPS provides sustainable project management, procurement, and infrastructure services to governments, donors, and various UN organisations, playing a crucial role in the global effort to increase access to AT.

[ATscale](#) is a cross-sectoral partnership with a mission to improve people's lives through AT. It catalyzes action to ensure that, by 2030, an additional 500 million people in LMICs get the life-changing AT they need. Building on the foundations that leaders within the sector have established, ATscale aims to increase access to Assistive Technology (AT) through a collective effort, supporting the delivery of accessible AT globally. ATscale is hosted by the United Nations Office for Project Services (UNOPS).

Worldwide, more than 2.5 billion people need one or more assistive products, such as wheelchairs, hearing aids, prosthetics, eyeglasses or apps that support communication and cognition. This figure is set to increase to 3.5 billion by 2050 due to an ageing population and the rising prevalence of non-communicable diseases worldwide.

The large and unmet need for AT globally disproportionately affects the poor and vulnerable. Today, nearly 900 million people in LMICs need to use at least one form of AT although they have no such access. In low-income countries, only 10 percent of people have the AT they need in stark contrast to 90 per cent of people in need in high-income countries who do.

Access to appropriate AT enables persons with a loss of function, impairments, non-communicable diseases and the ageing population to participate in education, work, family and community life. Lack of access to AT has significant negative consequences for individuals, their families and society at large. Without AT, individuals may experience isolation and exclusion from education, the labour market and civic life. Lack of access to appropriate AT causes poorer health outcomes, including premature death, deteriorating mental health and increased risk of chronic health conditions and secondary complications, all of which lead to a higher burden on health systems. Increasing accessibility and affordability of assistive technology unlocks unrealized economic potential and provides socioeconomic benefits for individuals, families and countries by increasing productivity and participation in the workforce.

The global context is more challenging than ever, with the world facing a financial crisis, an energy crisis, unprecedented global tensions and climate-driven disasters. Those in

need of assistive technology, including persons with disabilities, are generally those most impacted by such upheavals, yet they often remain invisible and neglected. ATscale was established to help address this gross inequity. Its voice and role are more important than ever.

For more information, please check the ATscale website: <https://atscalepartnership.org>

II. Justification of the consultancy

ATscale, the Global Partnership for Assistive Technology, is seeking a consultancy to conduct a landscape analysis to identify digital Assistive Technologies (DAT) **with evidence of usage and benefits for different user groups readily available** in low- and middle-income countries (LMICs). Additionally, the consultancy will provide recommendations for developing a comprehensive **digital platform** to improve accessibility, awareness, and adoption of DAT in these regions.

Assistive technology is an umbrella term for assistive products such as wheelchairs, hearing aids, prostheses, eyeglasses, or digital devices and their related systems and services. DAT is a broad category defined as assistive products containing electronic information and communication technologies (ICT). It may include dedicated hardware devices, specialised software, features, and functions integrated into mainstream and consumer devices and applications.

This consultancy directly supports ATscale's mission to increase access to assistive technology globally, in alignment with UNOPS's focus on sustainable and inclusive development. It will contribute to the achievement of the Sustainable Development Goals, particularly SDG 3 (Good Health and Well-being), SDG 4 (Quality Education) and SDG 10 (Reduced Inequalities), among others, by addressing systemic barriers to assistive technology in LMICs.

Access to appropriate AT enables people with loss of function, disabilities, non-communicable diseases, and the aging population to participate in education, work, and family and community life. Lack of access to AT has significant consequences for individuals, their families, and the wider society. Without AT, individuals may experience isolation and exclusion from education, the labor market, and civic life. Lack of access to appropriate AT causes poorer health outcomes, including premature death, deteriorating mental health, and increased risk of chronic health conditions and secondary complications, all leading to a higher burden on health systems. Increasing accessibility and affordability of AT can unlock unrealized economic potential and provide socio-economic benefits for individuals, families, and countries by increasing productivity and participation in the workforce. DAT can particularly address this gap by providing affordable, accessible, and adaptable solutions. DAT can support a wide range of disabilities, including vision, hearing, mobility, communication, and sensory impairments, and has the potential to greatly improve the quality of life for individuals by enhancing their access to education, employment, and social participation. Digital technologies hold significant potential for promoting disability

inclusion worldwide, especially in the LMICs, where access to inclusive education and employment remains limited for people with disabilities¹.

DAT also offers innovative solutions to persistent challenges, such as mobility and orientation, while smart home technologies can replace traditional environmental control systems. Moreover, advancements like artificial intelligence leverage automation and predictive capabilities to overcome previously insurmountable barriers.

The DAT ecosystem comprises four interconnected components necessary for people to use the growing digital services and infrastructure fully. This includes:

- **Accessible devices**, such as mobile phones and tablets, and accessories, such as switches or braille readers,
- **Accessible platforms** or operating systems to enable consumption of what is on the device,
- **Accessible software and applications** that fulfil a particular purpose or user activity and
- **Accessible content**, such as text, text-to-speech, local language availability and pictograms.

In addition, simple hardware peripherals, such as alternative keyboards, pointing devices, are essential components of systems for those with physical disabilities.

While these technologies are more developed in high-income countries, LMICs face additional challenges to adoption. Besides issues of affordability, accessibility, and infrastructure challenges, such as unreliable internet connectivity and inconsistent power supply, low levels of digital literacy and limited awareness about the benefits and impact of DAT further hinder its adoption and use. For individuals with disabilities, additional key challenges include inadequate accessibility and usability of digital devices and services and limited access to accessible online information, and the high cost of smartphones and mobile internet ².

The proposed study seeks to build a comprehensive foundation for understanding the DAT in LMICs. It will identify the range of available DAT products, assess their usage, benefits, and challenges, and explore their impact across diverse user groups, including individuals with disabilities related to hearing, vision, cognition, communication, and learning (e.g., dyslexia and autism). Further, the findings from this landscape analysis will support efforts to increase DAT access by leveraging accessible devices, platforms, software, and content, ultimately resulting in the creation of a digital platform to support DAT dissemination and user access. In this way, the study will provide a critical basis for improving DAT awareness and adoption, advancing accessibility and effectiveness for diverse users, and fostering a more inclusive digital environment in LMICs.

¹ Scaffolding Digital Literacy Through Digital Skills Training for Disabled People in the Global South
<chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://dl.acm.org/doi/pdf/10.1145/3663548.3675666>

² Scaffolding Digital Literacy Through Digital Skills Training for Disabled People in the Global South

III. Objectives

This consultancy will support ATscale's ambitious goal of reaching 500 million more people with life-changing assistive technology they need by 2030. It will, specifically contribute to ATscale's objective of improving access to DAT in LMICs by identifying key interventions to overcome existing barriers. The work will provide an overview of the current landscape and establish a strong evidence base on DAT offerings, usage, benefits, and challenges. Based on the findings from this landscape analysis, actionable recommendations will be provided to enhance the adoption, accessibility, and effectiveness of DAT in LMICs.

1. Identify and categorise existing DAT in LMICs:

1.1 Identify and categorize all readily available DAT across user groups (**hearing, vision, cognition, communication, learning disabilities etc**). DAT to be identified and categorised will include:

- Accessible devices: Including mobile phones, tablets, and accessories (such as switches and braille readers) available in LMICs.
- Platforms and operating systems: Including accessible platforms and operating systems available in LMICs.
- Software and applications: Including accessible software and applications available in LMICs to address specific user needs or activities.

The catalogue of readily available DAT should be sufficient to address the breadth of needs, settings and activities across user groups. We would anticipate a minimum of 150 items within the catalogue, offering choice of solution for most users

1.2 Further categorise identified DAT by user-specific criteria: Provide an additional layer of categorisation for the identified DAT based on:

- Intended user demographics-Age groups and user category/type of disability/limitations
- Technical proficiency-Level of technology knowledge required to use the DAT.
- Cost-Affordability/cost and associated licensing options.
- Language and regional availability-Localisation of the product, including language support and regional reach.
- Locally developed or manufactured DAT-Whether the DAT was locally developed or manufactured or adapted to local contexts.
- Training/awareness materials-Whether accessible digital content, including training materials, is available.

2. Evaluate DAT usage and benefits:

Analyse usage and benefits for the users of DAT: Investigate how different user groups (those with hearing, vision, cognitive, communication, or learning disabilities) **engage** with and **benefit** from the identified DAT. This will involve gathering evidence through direct engagement with stakeholders such as users, caregivers, developers, and service providers to gather comprehensive insights into the impact and value of DAT products and services.

3. Identify best practices and address barriers:

- a. Document successful case studies and best practices that demonstrate effective adoption and usage of DAT in LMICs.
- b. Highlight the key challenges and barriers to adopting and using DAT in LMICs, categorizing each technology to aid in developing distribution and implementation strategies.

4. Develop recommendations for enhancing DAT adoption in LMICs:

Based on the findings from the landscape analysis (objectives ~~1-3~~¹⁻⁴ above), provide actionable recommendations aimed at improving the **adoption, accessibility, and effectiveness** of DAT in LMICs.

5. Develop recommendations for a digital assistive technology platform:

Propose a structure and content framework for a centralized digital platform, aiming to streamline access to DAT information, resources, and products. This platform building upon the detailed catalogue delivered should:

- a. Serve as a comprehensive repository of freely accessible or low-cost DAT including both open licensed and proprietary technologies.
- b. Be user-friendly and structured for easy navigation, especially for users with disabilities.
- c. Incorporate regional filters to aid localization efforts (Filters information by region and language, prioritizing products available and relevant to LMIC users)
- d. Feature training resources and an interactive knowledge-sharing component.

Guiding questions for achieving the outlined objectives:

Please note that these guiding questions are intended to support the achievement of the outlined objectives and are expected to evolve as the work progresses

1. Availability and types of DAT: To Identify and categorize existing DAT products accessible in LMICs, focusing on product availability and intended user groups.

- What types of DAT products (devices, software, applications) are currently available in LMICs, and how are they categorized by user group (e.g., hearing, vision, cognitive, communication, or learning disabilities)?

- Are these DAT products developed specifically for low-resource settings or adapted from higher-income countries?
- What functionalities do the available DAT products offer to address various disabilities, and how do they meet local needs?

2. Access and affordability: To assess factors influencing access to and affordability of DAT products in LMICs, including costs, licensing, and economic barriers.

- What are the cost ranges for different DAT products, and how affordable are these for users in LMICs?
- Are there any licensing options (e.g., subscription-based, pay-per-use) available, and how accessible are these for low-income individuals or groups?
- What are the primary economic and structural barriers limiting access to DAT in LMICs, such as internet connectivity, power supply, and distribution networks?

3. Localization and regional adaptation: To explore the localization and regional customization of DAT products, considering language support and cultural relevance.

- To what extent are DAT products localized for specific languages, dialects, or cultural contexts in LMICs?
- How accessible are DAT products for users with limited digital literacy, and are there training or support materials available in local languages?
- What are the unique challenges of adapting DAT for regional contexts, and how are manufacturers or developers addressing these needs?

4. User experiences and benefits: For understanding the experiences and perceived benefits of DAT among users, focusing on usability, satisfaction, and impact on daily life.

- How do different user groups (e.g., those with vision, hearing, cognitive disabilities) experience DAT products in terms of usability, reliability, and overall satisfaction?
- What specific benefits do users report from DAT in their personal, educational, or professional lives?
- How do users describe the role of DAT in improving their access to education, employment, social engagement, or other key areas?

5. Challenges and barriers to adoption: To identify key challenges and barriers to adopting DAT, categorizing them by type (e.g., technical, economic, social).

- What technical challenges do users and stakeholders face in implementing and maintaining DAT in LMICs (e.g., software updates, repairs, lack of support services)?
- Are there cultural, societal, or awareness-based barriers impacting the adoption and acceptance of DAT in LMIC communities?
- How do issues like lack of training/awareness/low rates of digital literacy impact users' ability to effectively use DAT, especially among non-technical users?

6. Ecosystem and stakeholder engagement: To examine the role of various stakeholders (governments, NGOs, developers) in supporting DAT adoption, identifying gaps and opportunities for collaboration.

- What role do governments, NGOs, and community-based organizations play in promoting and supporting DAT usage in LMICs?
- How are manufacturers, developers, and service providers collaborating to enhance DAT access and usability?
- What are the current gaps in support systems (e.g., funding, distribution, training) that stakeholders could address through collaboration?

7. Best practices and case studies: To identify successful cases and best practices in DAT adoption that can be adapted or scaled for broader implementation in LMICs.

- What are some successful case studies of DAT implementation in LMICs, and what factors contributed to their success?
- Are there specific strategies or programs that have been effective in improving access to DAT, particularly in low-resource areas?
- What lessons can be learned from these case studies that might inform the development of a digital DAT platform?

8. Digital platform feasibility and requirements: To assess the feasibility and requirements for developing a digital platform for DAT, considering user needs and technical constraints in LMICs.

- What features and functions would be most valuable in a digital DAT platform for users, caregivers, and service providers in LMICs?
- How could a digital platform be structured to ensure accessibility, ease of use, and relevance across various disabilities and user needs?
- What are the technical requirements and limitations for building a sustainable, user-friendly platform that can operate in low-connectivity environments?

9. Policy, regulatory, and funding considerations: To examine the policy landscape and funding mechanisms that influence DAT availability and accessibility in LMICs.

- What national or regional policies are currently supporting DAT accessibility, and where are policy gaps most evident?
- Are there specific regulatory barriers affecting DAT import, distribution, or development within LMICs?
- What funding or subsidy models could support increased access to DAT for underserved communities?

10. Recommendations for enhancing DAT adoption and accessibility: To formulate actionable recommendations for increasing DAT adoption and accessibility, particularly through a digital platform.

- What strategies could enhance DAT adoption in LMICs, especially among low-income or digitally underserved populations?
- What are the most critical steps to create a digital DAT platform that supports a wide range of users, including those with limited digital literacy?
- How can policymakers, stakeholders, and communities work together to build sustainable systems for DAT awareness, training, and maintenance?

V. Outputs/Deliverables

The selected Contractor will be responsible for delivering the following:

1. Details of scope, role and constitution of the Technical Advisory Group demonstrating sufficient diversity and experience in the implementation of DAT within LMIC's.
2. Inception report:
 - a. A detailed methodology and implementation plan for the landscape analysis.
 - b. An agreed list of 3 focus countries³, key stakeholders and sources of information.
 - c. Literature review
2. Interim report- A progress report of the work against the agreed work plan as described in the response to the RFP.
3. Technical report-A comprehensive draft technical report incorporating findings from the inception and interim reports, including preliminary insights from the landscape analysis, stakeholder engagements, and initial data synthesis. The draft should outline key trends, challenges, and opportunities identified in the study, providing a structured foundation for the final report.
4. Workshops focused on validation and dissemination of findings or capacity building, engaging relevant stakeholders.
5. Final report: The final report should include the following sections as a minimum.
 - a. Summary of key findings from the landscape analysis.
 - b. A comprehensive list and description of existing DAT categorised as per the details outlined in the objectives (*specified under section IV-immediate objectives 1 and 2*).
 - c. An analysis of the usage and benefits of DAT for different user groups in LMICs, including best practices and challenges.
 - d. Actionable recommendations based on the findings from the landscape analysis (objectives i-iv above), that would support improving the **adoption, accessibility, and effectiveness** of DAT in LMICs.
 - e. Recommendations for the digital platform, including design, usability features, and content structure.
 - f. An appendix in the form of a catalogue of low-cost and free DAT as described above, which can be distributed as a standalone document and as the basis of the digital platform.

³ 3 countries spread across Asia, Pacific, Africa and Latin America

All reports submitted to ATScale shall have undertaken review by the Technical Advisory Group and ATScale.

VI. Expected Activities

The consultancy will perform the following activities:

1. Desk review:

- a. Conduct a comprehensive desk review of existing information related to DAT, including types of DAT and their usage and success in LMICs and HICs.
- b. Engage with key stakeholders in LMICs to ensure that the desk review is designed to reflect the needs for DAT as described within communities in LMICs.
- c. Provide an inception report on these findings with links to sources.

2. Establishment of a Technical Advisory Group of experts from different regions, sectors and organizations to provide feedback and guidance at every step of this work. This will include identifying and inviting experts, having regular interactions, including but not limited to meetings, and sharing summaries of these interactions.

3. **Data collection:** Gather quantitative and qualitative data on types of available DAT in LMICs (categorised as above), through interviews/surveys/focus group discussions with users, developers, support organizations and other experts in DAT. Note that Stakeholders should include those with lived experience within the local settings as well as agencies involved in supporting persons with disability in LMICs.

4. **Evaluation:** Evaluate DAT in terms of the **usage** and **benefit** for different user groups. The activities undertaken should seek to:
 - Analyse the user experience, usage, and benefits with current DAT offerings.
 - Document successful case studies of DAT implementation in LMICs, highlighting best practices and lessons learned.
 - Identify the main challenges and barriers to adopting and using DAT, including cultural, economic, technical, and infrastructural factors.
 - Provide actionable recommendations aimed at improving the adoption, accessibility, and effectiveness of DAT in LMICs.
 - Provide recommendations for the development of a digital DAT platform, with a focus on usability, content organization, and stakeholder engagement.

VII. Inputs

The consultancy will utilize ATscale's strategic documents, research and other global research. [ATscale's strategy overview](#), [investment case](#) and [product narratives](#) provide information on the content of ATscale's work. Moreover, ATscale is currently conducting

research on the impact of smartphones as AT on users and the findings of this work can be used to prioritize key mobile phones and softwares.

The contractor will use a global approach, using communications technology to conduct remote interviews with stakeholders, including governments, researchers, manufacturers, suppliers, distributors, industry consortiums, development agencies, etc. Regular consultation/progress update calls will be held with the ATscale Secretariat based in Geneva. Some travel may be necessary.

Currently, available global resources can be used as a starting point for research. These include. GSMA reports such as [Mobile Disability Gap Report, 2021](#), [Driving Digital Inclusion for Persons with Disabilities: Policy Considerations for LMICs, 2022](#), [Empowering Persons with Disabilities Through Digital Inclusion: Insights from Innovation Fund, 2023](#) and [Four Considerations for PAYG Model in LMICs, 2023](#).

Relevant reports from other organizations include [Strategies Towards Universal Smartphone Access, ITU, UNESCO, Broadband Commission for SDG, 2022](#), [Affordable Devices for All: Innovative Financing Solutions & Policy Options to Bridge the World Digital Divide, World Bank & Digital Development Partnership, 2023](#), [Scaffolding Digital Literacy Through Digital Skills Training for Disabled People in the Global South](#).

VIII. Timeframe of the service

The expected timeframe for the service is to commence by April 2025, aiming to complete within a 9-month duration (01 April 2025 to 31 December 2025).

Each deliverable must include a draft submission deadline, followed by a review period of at least 10 business days to incorporate feedback from ATscale and the Technical Advisory Group. Any delays must be formally communicated and approved by ATscale

IX. Payment schedules and reporting requirements

Fixed payments will be made upon submission and acceptance of the deliverables indicated in the **Expected Activities** and **Outputs/Deliverables** section.

The final payment schedule will be established at the contract signature stage and is to be proposed by the bidders in the financial proposal.

Example of payment schedule:

Payment Schedule	Deliverables	Cost
Payment 1: Inception Report - within 1 month of signing the agreement	Inception report: A detailed methodology and implementation plan for the landscape analysis. An agreed list of 3 focus countries ⁴ , key stakeholders and sources of information. Findings of a literature review	<i>Total cost to be determined in the contract, as per price proposal in Form B</i>

⁴ 3 countries spread across Asia, Pacific, Africa and Latin America

Payment 2: Interim Progress Report within 3 months of signing the agreement	Interim report: A progress report of the work against the agreed work plan as described in the response to the RFP, including information on the Technical Working Group (TWG) formed.	<i>Total cost to be determined in the contract, as per price proposal in Form B</i>
Payment 3: First draft technical report within 6 months of signing the agreement	Draft technical report: Submit draft technical report with preliminary insights from the landscape analysis, stakeholder engagements, and initial data synthesis. The draft should outline key trends, challenges, and opportunities identified in the study, providing a structured foundation for the final report.	<i>Total cost to be determined in the contract, as per price proposal in Form B</i>
Payment 4: Final report of the study within 9 months signing the grant agreement	Final report: The final report should include the following sections as a minimum. <ol style="list-style-type: none"> a. Summary of key findings from the landscape analysis. b. A comprehensive list and description of existing DAT categorised as per the details outlined in the objectives. c. An analysis of the usage and benefits of DAT for different user groups in LMICs, including best practices and challenges. d. Actionable recommendations based on the findings from the landscape analysis (objectives i-iv above), that would support improving the adoption, accessibility, and effectiveness of DAT in LMICs. e. Recommendations for the digital platform, including design, usability features, and content structure. f. An appendix in the form of a catalogue of low-cost and free DAT as described above, which can be distributed as a standalone document and as the basis of the digital platform. 	<i>Total cost to be determined in the contract, as per price proposal in Form B</i>

XI. Minimum requirements for key personnel

Bidders must propose a team composition that includes,

- **Team Lead/Project Manager:** The Team Lead/Project Manager will be responsible for the overall management and execution of the project. They should possess strong project management skills and a deep understanding of the project's objectives and deliverables.

- Digital Technology Expert: The Digital Technology Expert will be responsible for providing technical expertise in the field of digital technology. They should possess a strong understanding of digital assistive technology (DAT) and its application in the LMICs.
- Disability Inclusion Expert/Public Health Specialist: The Disability Inclusion Expert/Public Health Specialist or others as relevant, responsible for ensuring that the project is designed and implemented in a way that is inclusive of people with disabilities. They should possess a strong understanding of disability inclusion principles and best practices.
- A Finance/Economic/Regulatory Affairs Specialist: The finance/economic/regulatory Affairs Specialist will ensure provision of insights and recommendations on the financial, economic, and regulatory dimensions of the project. They should have expertise in analyzing financial structures, funding mechanisms, and economic impacts related to digital technologies in LMICs and propose actionable solutions for improving affordability, scalability, and regulatory compliance to foster inclusive digital development.
- Support to the team lead: Providing assistance to the team lead.

a. Team lead/project manager minimum requirements:

- Master's degree in an area related to digital assistive technology, digital technology, public health, health economics, public administration, business administration, or a related field
- A minimum of **three** years of relevant experience in digital assistive technology, disability inclusion, public health, or other related fields, including at least **three** years in managing and coordinating similar projects.
- A Bachelor's degree with **seven** years of relevant experience will also be considered.
- Proven track record of at least **three** years in conducting qualitative and quantitative research relevant to landscape analyses in assistive or digital assistive technology fields or similar fields.
- Demonstrated ability to build relationships across sectors and engage in interviews and workshops to gather insights.
- Specific experience working with various stakeholders in LMICs is essential.
- Documented experience working in LMICs, with familiarity in contextual challenges and solutions relevant to technology adoption in these settings.

b. Overall Team Composition Requirements

The proposed team should collectively possess the following competencies:

1. DAT and assistive technology expertise:
 - a. A minimum of **three** years of proven experience working in the DAT ecosystem, including familiarity with policies, frameworks, and market landscapes specifically in LMICs.
 - b. Involvement in at least **one** project or program that addressed accessibility gaps or technology adoption challenges through the integration of DAT and

assistive technology in LMICs, or contributed to improving the DAT ecosystem through project/programme/study in LMICs.

2. Experience in designing and implementing at least **one** project/programmes that is inclusive of people with disabilities with strong understanding of disability inclusion principles and best practices.
3. Experience working directly with diverse stakeholders, including individuals with disabilities, government bodies, NGOs, and private sector entities. This should be demonstrated by at least **one** partnership or collaboration in LMICs that led to measurable outcomes in a project or program involving these stakeholders.
4. Strong proficiency in quantitative and qualitative analysis through involvement in at least **three** similar research projects or a minimum of **three** years of experience conducting qualitative and quantitative research related to landscape analyses in assistive technology, digital assistive technology, or similar fields.
5. Proven history of engagement in LMICs for a minimum of **two** programmes /projects
6. Strong written communication skills with the ability to clearly assess and articulate complex systems and programs.
7. Demonstrated experience in digital platform design and strategy would be a strong asset, including familiarity with accessibility and usability standards for persons with disabilities.

X. Working relationship

The Contractor will be expected to work closely with a designated contact person within the ATscale Secretariat to communicate in detail of the services and specific requirements. They will hold regular meetings to discuss the process and content of developing the services.

XXI. Sustainability considerations

Supplier Sustainability: ATscale is committed to maintaining the highest level of integrity. This includes respect for universally recognized principles on human rights, including labour rights, equality, health and safety, environmental responsibility, quality management and anti-corruption. Offerors must complete the attached DRiVE Supplier Sustainability Questionnaire.

Inclusion: ATscale values diversity and particularly encourages bidders who promote personnel with a lived experience of disability and/or using assistive technology within their workforce or proposed key personnel to apply.

Gender: Supplier must provide a clear statement and supporting documentation that outlines how gender is mainstreamed internally. This should include the organization's current or future plans/activities with regards to: gender diversity in the recruitment process, equal pay, equal opportunities between men and women, prevention of sexual exploitation and abuse or any form of discrimination, paid parental leave policies for men and women.

To the extent possible, ATscale encourages suppliers to maintain gender-equal representation and geographic diversity in defining the proposed personnel team.

UNOPS would like to highlight the following Conditions for UNOPS Contracts:

- Article 2 - Responsibility for Employees
- Article 3 - Assignment of Personnel
- Article 9 - Copyright, Patents and Other Proprietary Rights
- Article 10 - Publicity, and Use of the Name, Emblem or Official Seal of UNOPS
- Article 13 - Termination

Annex 1

List of all the low-middle-income countries as per [World Bank](#)

Low income countries	Lower-middle-income countries
1. Afghanistan	1. Angola
2. Benin	2. Algeria
3. Burkina Faso	3. Bangladesh
4. Burundi	4. Bhutan
5. Central African Republic	5. Bolivia
6. Chad	6. Cameroon
7. Democratic Republic of the Congo	7. Cambodia
8. Eritrea	8. Comoros
9. Ethiopia	9. Congo, Rep.
10. Gambia	10. Côte d'Ivoire
11. Guinea	11. Djibouti
12. Guinea-Bissau	12. Egypt
13. Liberia	13. El Salvador
14. Madagascar	14. Eswatini
15. Malawi	15. Ghana
16. Mali	16. Haiti
17. Mozambique	17. Honduras
18. Niger	18. India
19. Rwanda	19. Indonesia
20. Senegal	20. Kenya
21. Sierra Leone	21. Kiribati
22. Somalia	22. Kyrgyz Republic
23. South Sudan	23. Lao PDR
24. Sudan	24. Lesotho
25. Syria	25. Mauritania
26. Togo	26. Micronesia, Fed. Sts.
27. Uganda	27. Morocco
28. Yemen	28. Myanmar
29. Zambia	29. Nepal
	30. Nicaragua
	31. Nigeria
	32. Pakistan
	33. Papua New Guinea
	34. Philippines
	35. Samoa

	<ul style="list-style-type: none">36. São Tomé and Príncipe37. Senegal38. Sri Lanka39. Tajikistan40. Tanzania41. Timor-Leste42. Tunisia43. Ukraine44. Uzbekistan45. Vanuatu46. Vietnam47. West Bank and Gaza48. Zimbabwe
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