

THE UNITED REPUBLIC OF TANZANIA
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY
ISO 9001: 2015 CERTIFIED



CALL FOR STUDY PROPOSALS

1 Introduction

The Tanzania Communications Regulatory Authority (TCRA) is a government entity overseeing and regulating the electronic and postal communications sector within the United Republic of Tanzania (URT). It ensures that communication services, including telecommunication, broadcasting, and postal and courier services, adhere to established laws and regulations to maintain fairness, efficiency, and reliability across the country. Its role is critical in fostering a safe, competitive, and innovative communications environment that meets the needs of both consumers and suppliers. By implementing and enforcing regulatory policies, TCRA plays a pivotal role in supporting the development of URT's digital infrastructure, promoting access to quality communication services, and ensuring that the sector contributes positively to the nation's economic growth and social development.

TCRA executes its responsibilities strictly following the mandates outlined in the TCRA Act 2003 and Electronic and Postal Communications Act 2010 and its 2022 revisions. Central to its operational ethos, TCRA emphasises the significance of informed decision-making, substantively underpinned by rigorous research endeavours. Recognising the complexities and the dynamic nature of the communications sector, TCRA acknowledges the indispensable value of forging collaborations with external researchers. This strategic partnership aims to uncover, forecast, and address the myriad challenges permeating the communications sector. TCRA is committed to fostering innovation and regulatory excellence through this collaborative approach, ensuring the sector's sustainable growth and alignment with global best practices.

In this context, the TCRA invites researchers specialised in applied research from within the URT and internationally to submit their study proposals. These proposals should correspond directly to the research focus areas in Section 2 of this call, corresponding to TCRA mandates. TCRA is particularly interested in fostering a multidisciplinary approach, inviting scholars and experts from diverse fields to apply their unique perspectives and expertise towards advancing the communications sector in Tanzania. This initiative underscores TCRA's commitment to leveraging research and innovation to drive the sector's growth and ensure long-term sustainability. By engaging with a broad spectrum of research talents, TCRA aims to address current challenges, anticipate future developments, and lay a robust foundation for a dynamic and resilient communications infrastructure in the URT.

2 Focus areas

Researchers interested in contributing to the communications sector development can select themes of interest from the following highlighted areas: -

2.1 Legal and regulatory framework for telecommunications and internet sub-sector

Given the fast-paced advancements in technology and the ever-changing telecommunications and internet sub-sector, the current legal and regulatory frameworks may not fully address the complexities and challenges of today's environment. This may hinder development of the sector, limit competition, inadequately protect consumers, and affect access to digital services.

Therefore, it's crucial to review and update the legal and regulatory framework governing the telecommunications and internet sub-sector to align with the realities of the modern digital ecosystem. Submitted proposals should include: -

- (a) Market Definition and Competition Assessment;
- (b) Review of the Legal and Regulatory Framework;
- (c) Review of regulatory fees; and
- (d) Any other related areas.

2.2 Legal and regulatory framework for postal and courier sub-sector

The postal and courier sub-sector is in the verge of keeping up with rapid technological changes, evolving consumer expectations, and the growing e-commerce landscape. This may affect the sector's ability to innovate, embrace digital transformation, business sustainability and remain competitive in an increasingly digital marketplace. Moreover, existing regulations might not fully protect consumer rights in today's context of postal and courier services, bringing in consumer protection issues, delivery problems, among others.

Therefore, it's crucial to review and update the legal and regulatory framework governing the postal and courier sub-sector to align with the technological advancements. Submitted proposals should include: -

- (a) Market Definition and Competition Assessment;
- (b) Review of the Legal and Regulatory Framework;
- (c) Review of regulatory fees; and
- (d) Any other related areas.

2.3 Consumer satisfaction

TCRA seeks to ascertain consumer satisfaction with telecommunication, broadcasting, and postal and courier services. The aim is to gauge whether consumers are pleased with these services and to identify areas needing improvement.

The focus of this review extends to evaluating the effectiveness of consumer protection policies designed to safeguard consumers from unfair practices, ensuring they receive fair treatment and quality services. TCRA intends to assess the efficacy of these policies in upholding consumer rights.

Through this study, TCRA aims to gain insights into consumer experiences, evaluating how well current policies and initiatives serve the public. The goal is to pinpoint policy improvement or modification opportunities, ensuring the highest standard of service and consumer protection.

2.4 Customer satisfaction

TCRA's customers include communications service providers (licensees) across telecommunications, broadcasting, and postal and courier sub-sectors. In its endeavour, TCRA is committed to assessing customer satisfaction levels and proportions concerning its services. The objective is to evaluate customer contentment with the quality and variety of services offered. That entails thoroughly reviewing TCRA's service portfolio to ensure it aligns with customer needs and expectations. Through this process, TCRA aims to identify its strengths and areas for improvement, enhancing its ability to fulfil customer requirements more efficiently.

2.5 New and emerging technologies

Under this focus, TCRA intends to explore how new and emerging technologies, including artificial intelligence (AI), blockchain, satellite constellations, and Internet Protocol Version 6 (IPV6), are adopted and implemented within the communications sector. The study aims to uncover innovation opportunities, identify regulatory challenges, and examine the effects on privacy and security. This examination is crucial for informing policy adjustments and regulatory measures. The ultimate goal is to ensure that the country keeps pace with rapid technological advancements and innovation trends, guiding the URT toward a more modern and efficient communications landscape. Each proposal should focus on a particular theme of choice within this domain.

3 Requirements

Applicants must submit the following documents:

- (e) Study proposals in the format provided in **Annex I**.
- (f) Curriculum vitae in the format provided in **Annex II**.
- (g) A duly filled-out declaration form provided in **Annex III**.
- (h) A cover letter from the head of an affiliated institution, where applicable.
- (i) A recent electronic passport-size photograph of the Principal Investigator.
- (j) Foreign researchers must submit a letter introducing their local collaborator.

4 Evaluation criteria

Proposals will be evaluated based on their relevance to the call topics, methodological rigour, innovation, potential impact, the applicant's expertise and ability to deliver, among others, as per **Annex IV**.

5 Submission of applications

- (a) All proposals and curriculum vitae of the applicants must be submitted to the Director General in soft and hard copies on or before 30th April 2024 at 16:00 hrs EAT through e-mail: research@tcra.go.tz and address below.

Director General,
Tanzania Communications Regulatory Authority,
Mwasiliano Towers,
20 Sam Nujoma Road,
P. O. Box 474,
14414 Dar es Salaam.

- (b) Where the electronic and hard copies differ, the hard copy would be used as the original submission.
- (c) Any submission received after the deadline will not be considered.
- (d) An application that fails to meet the requirements in Section 3 will be rejected outright.

Annex I: Guideline for preparation of study proposals

A. Project Summary

- Project title: Confirm your project title. We recommend a title that succinctly captures the focus of the proposed project.
- Thematic focus (choose one): (In case you have more than one theme)
- Country focus:
- Project duration:
- Total budget requested:
- An abstract that summarises the proposed project (250 words).

B. Detailed Proposal and Implementation Plan

Problem statement and rationale (up to 750 words)

Describe the key issues the proposed study will address, the gaps or priority needs it aims to fill, its importance within your specific context, and the reasons for its relevance. This narrative should explain the significance of your proposed program or policy intervention, demonstrating its alignment with critical needs. Please provide specific details.

The proposed program or policy intervention (up to 750 words)

Please describe clearly the proposed policy or program intervention, including specific actions or measures, and explain why these are important in addressing the identified gaps and needs. This section should provide a detailed overview of the proposed intervention and articulate its significance.

Proof of concept (up to 1000 words)

Evidence that the proposed innovation will provide promising solutions to address the need. Proposals should provide a strong proof of concept demonstrating the proposed intervention.

Application of lessons (up to 750 words)

What lessons will you be incorporating? Highlight any specific lessons learned from the preparatory work that you incorporated into the design of this project. What will you be doing differently as a result?

Project objectives (up to 1000 words)

State the overall and specific objectives of the project. The objectives should convey the intent and ambition of the project clearly and measurably.

Research questions (up to 1000 words)

Please clearly articulate the critical study and learning questions to be integrated into the project. In articulating the questions, remember that the program focuses on applied research that combines policy, program or service delivery with an embedded learning agenda to facilitate optimal scaling of positive impact and implementation of innovative policies and programs.

Approach and methodology (up to 2000 words)

Please elaborate on your proposed methodology, data collection techniques, analytical frameworks employed, and how the project will integrate scientific principles. Clarify how each objective (identified above) will be achieved to allow for an independent scientific assessment of the proposal. It is essential to detail the activities planned to achieve each objective, ensuring that the budget aligns with these activities. This section should also explain how the study questions will be rigorously answered. Additionally, the methodology should discuss the following details: -

- How is the project needs-driven and solutions-oriented, co-producing knowledge with users and facilitating learning?
- Data collection and analysis. Indicate the approaches, methods and tools that will be used to collect and analyse data.

Policy engagement strategy (up to 1500 words)

Please elaborate on your strategy for engaging key stakeholders, including policymakers. This should include: -

- What steps will the project take to achieve impact at scale?

- Identification of key stakeholders that are essential and how they will be engaged either as full partners in the project or throughout the project implementation to influence policy and practice;
- How will the project engage the project beneficiaries?
- How the conducted study will inform the adaptation strategy throughout implementation?
- Identify specific windows of opportunity for impact on policy and/or practice and how the project is positioned to seize those opportunities in advance, during and after the study.

Project outputs and outcomes (up to 1000 words)

List the key outputs the project would generate, who might use them, and to what ends. Describe the key expected outcomes resulting from the project. What concrete change or outcome should one expect to see from the project?

Monitoring & evaluation (up to 750 words)

Describe how you will monitor the project's progress, and specify which qualitative and/or quantitative indicators might be used to inform project management reports on the progress of your activities and progress towards achieving your objectives.

Research Ethics (up to 500 words)

Indicate how the project will address research ethics issues and considerations. TCRA prefers that research involving human subjects follow the highest ethical standards. When relevant, the principal investigator must obtain approval from an official institutional or national research ethics body. This process must be specified in the proposal. Where obtaining national ethics approval is impossible, the application needs to propose mechanisms for setting up an ethics review committee for the project, and principal investigators are expected to submit the ethics and security protocols to TCRA.

Data management and Open Access (up to 750 words)

Briefly describe how your project anticipates approaching data collection, management, and publishing.

Coalition partners (up to 2000 words)

Confirm the names and contact details of all coalition partner institutions. Briefly outline the role and responsibility of the lead organisation and coalition partners and describe how these complement each other. Include a letter confirming the membership of all coalition members.

Project governance and coordination arrangements

Briefly describe how the team intends to coordinate and manage its activities: how decisions are made, who is involved, and how the project nurtures equitable partnerships.

Project team (up to 750 words)

Please describe the project team and their roles and responsibilities. Please ensure the team has the expertise to drive implementation, research, and policy. Demonstrate how the team has the capacity and experience to implement the proposed study.

Risk and mitigation strategies (up to 1000 words)

Describe the key risks that stand in the way of success and the strategies the project will implement to mitigate them.

C. Budget

Provide an estimated budget. Please note that applications must be submitted in the applicant's working currency (the currency in which the books of accounts are maintained). However, this should not exceed the maximum stipulated in this call.

When completing the budget, please consider the following: -

(1) Personnel costs should not exceed 25% of the [total] budget. Where this exceeds, a strong rationale needs to be provided.

(2) Provide a detailed budget breakdown of the unit cost used to estimate the total budget for each budget item. In the budget template and for each budget category, the

details of the budget submission should be referenced to guide the items that may be included and the required budget notes and explanations.

(3) Ensure that the budget corresponds to the scope and ambition of the work proposed, the expected outputs/outcomes, and partnerships.

D. Attachments

Work-plan

When developing your work plan, please remember that funded projects will be expected to contribute to and participate in initiative-wide efforts to track, share and learn. Successful teams can also expect to collaborate across the portfolio to harness the diverse expertise involved, promote ongoing learning and networking, identify and seize emerging opportunities, and achieve maximum impact beyond the scale of individual projects.

Opportunities may include, for example: -

- Co-developing and participating in yearly learning reviews to explore lessons and areas of synergy across the initiative.
- Participating in initiative-wide working groups on capacity strengthening and inclusion, knowledge management, research for impact and/or monitoring, evaluation and learning (MEL) to advance learning, innovation, and impact.
- Participating in a regional community of practice to facilitate knowledge sharing, peer learning and agenda setting.

CVs of core team members

Include a summary of the core team members. This should be brief, highlighting each member's main competency in the project. It should not exceed one page per team member except that of the principal investigator, which may have a maximum of two pages as per **Annex II**.

Annex II: Curriculum Vitae format

1.0 Full Name.....

2.0 Institutional Affiliation and Address.....

3.0 Occupation

4.0 Gender (M/F)
.....

5.0 Date of Birth (dd/mm/yyyy)
.....

6.0 Nationality.....

7.0 E-mail address:

8.0 Mobile Phone Number:

9.0 Academic and professional qualifications.....

10.0 Three recent and relevant research projects undertaken as PI

 1.....

 2.....

 3.....

11.0 Three most recent collaborative research projects undertaken

 1.....

 2.....

 3.....

12.0 Publications (5 most current ones)

 1.....

 2.....

 3.....

4.....

5.....

13.0 Invention/ patent – (relevant to the project, if any)

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14.0 Funds awarded (Project, funder, amount, and timeframe)

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Annex III: Declaration of compliance

DECLARATION OF COMPLIANCE TO RESEARCH REQUIREMENTS

I..... (name)
of....., do hereby declare to abide by the conditions set out
herein below but not limited to: -

1. Undertake research activities approved by TCRA.
2. To serve TCRA with copies of research findings and data.
3. To attend workshops/conferences as arranged by TCRA.
4. To assist TCRA to the best of my abilities, particularly in supporting local research and have a budget for such commitment.
5. To abide by the rules laid down by the Tanzania Commission for Science and Technology for conducting scientific work in Tanzania as per the laws of the land.
6. To adhere to the personal data privacy and confidentiality requirements.

Surname.....Other names:

Signature: Date:

Annex IV: Criteria for Evaluation of Study Proposals

S/N	Review Elements	Items to be considered during the evaluation	Maximum Points that may be awarded (%)
1.	Title of the project	Clarity and conciseness of project title: short, simple, precisely reflecting the basic objectives of the proposed study	5
2.	Summary	Introduction; study design; problem statement; justification and rationale; objectives; methodology; expected output	5
3.	Background & literature review	Description of existing knowledge: Justification/rationale; study question/problem statement; description of the existing knowledge about the problem; knowledge gap intended to be addressed; hypothesis to be tested; includes citation of recent and relevant publication/literature.	10
4.	Goal	Which strategic development goal(s) does the study address?	5
5.	Specific objectives	Are the specific objectives SMART (Specific, Measurable, Achievable, Realisable and Time-bound); OR are the objectives well stated? Are they Achievable?	10
6.	Methodology - Selection & adequate description of methodology	<ul style="list-style-type: none"> • Study design • Justification of the choice of study area/theme. • Sampling/experimenting plan/Data collection plan • Data collection tools • Suitable and viable data management and analysis plan. • Ethical statements where necessary 	10
7.	Budget	Is the budget adequate, justified and realistic?	5
8.	Dissemination Plan	Disseminating plan and its feasibility, such as publication, policy briefs, project briefs, conference presentations and workshops	5
9.	Stakeholder Engagement	<ul style="list-style-type: none"> • Identification of stakeholders • Output communication plan 	5
10.	Risk Assessment	<ul style="list-style-type: none"> • Are they documented? • Mitigation/attenuation measures 	5
11.	Viability	<ul style="list-style-type: none"> • Affordability of the solution to the targeted end user • Sustainability of the project beyond the funding period • Practicability: how realistic is the innovation 	10

12.	Innovation	<ul style="list-style-type: none"> • Newness of the product, service or business model in Tanzania OR a significant improvement on an available product, service or business model • Newness in a way to make an existing product or service available to the targeted group • Competitiveness of the product or service in the market 	10
13.	Impact	<ul style="list-style-type: none"> • The societal impacts aimed to be achieved through the project. • How will the project minimise the negative impact? 	5
14.	Applicable research assets	<ul style="list-style-type: none"> • Are there outputs that can improve TCRA's regulatory mandate? • Are outputs likely to result in products and services relevant to the sector? • Do the study outputs have the potential for upscaling and commercialisation? 	10
		Total	100