



REQUEST FOR PROPOSALS

TERMS OF REFERENCE (TOR)

FOR THE DEVELOPMENT OF A USSD-ENABLED DISPATCH AND VOUCHER PAYMENT PLATFORM UNDER NEMSAS

Objectives

The primary objective of this initiative is to deploy a USSD-based emergency dispatch and voucher payment system that bridges the digital divide and reaches underserved populations. By utilizing a toll-free, multilingual USSD short code, the system will allow users to request emergency transport services using any mobile phone without internet access. The solution will support rapid dispatch through real-time SMS notifications to Emergency Transport Operators (ETOs) and nearby Health Facilities (HFs). It will also ensure transparency and accountability by automating voucher code generation and trip verification, which in turn triggers payment to the ETOs. Additionally, the system will generate data-driven reports and dashboards to support decision-making and provide a digital pathway for unlocking the Basic Health Care Provision Fund (BHCPF) under prioritized maternal and child health interventions.

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