



## **INNOVATION PROJECT 1: INNOVATIVE TECHNOLOGY SOLUTIONS FOR BASIC SERVICE DELIVERY**

### **Viability and Validation of Innovation for Service Delivery Programme**

#### **1. Introduction**

South Africa faces significant socio-economic challenges. It needs equitable access to basic services; equitable participation in the economy and equitable access to appropriate infrastructure to support economic activities. The 2019 White Paper on Science, Technology and Innovation sets the long-term policy direction for the South African government to ensure a growing role for science, technology and innovation (STI) in a more prosperous and inclusive society. It focuses on using STI to accelerate inclusive economic growth, make the economy more competitive, and improve people's daily lives. In order to achieve this, the NSI itself has to be more inclusive and focus on more active participation and collaboration with a wider set of actors including municipalities.

The endemic nature of poverty and inequality in South Africa demands that government constantly seek innovative approaches to respond to service delivery challenges and do things differently. There is a prominent role for STI in generating novel solutions, whether they involve technologies that can directly and significantly improve the quality of people's lives, or new innovative methodologies for examining and planning policies and delivery of basic services. Most significantly, STI-based value-adding interventions can open new economic opportunities, create jobs, develop skills, improve local government capacity and decision-making, and help realise the vision of a capable state and local governments through innovation.

#### **2. Context and background**

The General Household Survey (GHS) indicates that service delivery progress between 2002 and 2015 includes a increase from 77,1% to 85,5% in the number of households with access to electricity; an increase from 84,9% to more than 90% households with access to piped water, and more than 4,3 million people accessing housing opportunities.

However, there are still a number of challenges affecting service delivery and municipal performance. These include the enormous projected increase in the demand for water. The National Development Plan (NDP) requires the integration of innovation to improve access to quality basic services in municipalities. In responding to the NDP, municipalities should explore innovative and inclusive service delivery

models driven by research and technology. Alternative solutions to ensure universal access should be considered.

### **3. Project objectives**

The objective of Project 1 is to demonstrate appropriate innovative technology solutions for improving access to quality basic services, namely water resources management, waste management, sanitation, green and renewable energy solutions, and connectivity in municipalities.

### **4. Typical project activities related to Project 1**

The successful municipalities work with selected technology developers or innovation owners to complete the following project activities:

- Activity 1: Identify appropriate innovative technology to respond to municipal service delivery challenges.
- Activity 2: Engage relevant government departments and municipal stakeholders that have a role to play in supporting the implementation of a project.
- Activity 3: Develop plans to ensure the sustainability of projects, e.g. specify technology transfer, handover and scaling up arrangements for demonstrated technologies.
- Activity 4: Develop and implement monitoring and evaluation matrices and performance measurements to assess impact.
- Activity 5: Strengthen private sector engagement for scaling-up successfully demonstrated and proven innovative technology solutions for the delivery of basic services.

### **5. Expected project outputs**

Municipalities interested in participating in this project will be required to indicate in their response to the call for expressions of interest what basic service delivery challenges they have identified that could benefit from innovation and set out a list of technologies and innovations required to respond to these challenges. Municipalities will be expected to participate in a workshop with technology developers and implementing agencies to explain the service delivery challenges that could be resolved through innovation and technology, and to outline the technology solutions required. The municipalities will have to derive a municipal challenge – technology requirements workshop report. These reports will be used by selected industry technology developers to decide on the appropriate technologies and innovations for selected municipalities. They will compile a business plan for Project 1 and conclude an implementation agreement with the selected municipalities. As part of the project initiation process, the municipality and the technology developer, in partnership with the implementing agency, will draw up a monitoring and evaluation framework for the assessment of the project. The municipality will also be expected to work with the technology developer to outline project sustainability, as well as operational and maintenance arrangements for the selected technology.

### **6. Output indicators**

Important success indicators for this project will be defined as part of the project monitoring and evaluation to be co-developed between the municipality and the

technology/innovation developer. Should the municipality be selected, the Department of Science and Innovation (DSI) will require it to provide evidence and data indicating the number of technology-based solutions, innovations or methodologies, models and tools currently available for use by the municipality at the beginning of the project, as well as when the project is completed.

## **7. Expected project outcome**

The intended outcome of the project is better conceptualisation, design, adoption and management of technology and innovation-based solutions to improve the delivery of basic services in participating municipalities.

## **8. Key result areas**

The DSI will be working with the selected municipalities, technology developers and the implementing agency to track and report on the following programme key result areas:

- Number of additions to the DSI portfolio of STI-based methodologies, models or tools available for use by municipal governments for planning and/or service delivery.
- Number of use cases by municipalities of STI-based methodologies, models or tools developed to support planning and/or service delivery.