



**World Food Programme**

**BUDGET REVISION OF SO FOR APPROVAL  
BY THE DEPUTY EXECUTIVE DIRECTOR**

5) To:	Division	Room	Approval and Date
Mr. Amir Abdulla Deputy Executive Director	OED	6G60	
4) Through:	Division	Room	Signature and Date
Ms. Elisabeth Rasmusson Assistant Executive Director	PG	6G72	
3) Through:	Division	Room	Signature and Date
Mr. Manoj Juneja Assistant Executive Director	RM	6G00	
2) Through:	Division	Room	Signature and Date
Mr. Ramiro Lopes da Silva Assistant Executive Director	OS	6G62	
1) From:	Regional Bureau	Signature and Date	
Mr. Abdou Dieng Regional Director	RB - Dakar		

**Nigeria SO 201032, BR No. 02**

*Logistics and Emergency Telecommunications Sector Coordination and Services  
to augment the Humanitarian Response in North-East Nigeria*

<b>PROJECT</b>	<b>Current Budget</b>	<b>Revision</b>	<b>Revised Budget</b>
CD&A	US\$ 9,827,886	US\$ 4,341,644	US\$ 14,169,529
DSC	US\$ 534,206	US\$ 55,438	US\$ 589,643
ISC	US\$ 725,346	US\$ 281,599	US\$ 1,006,946
<b>Total WFP cost (US\$)</b>	<b>US\$ 11,087,438</b>	<b>US\$ 4,678,681</b>	<b>US\$ 15,766,118</b>

**TYPE OF REVISION**

Additional DSC       Additional CD&A       Extension in time       Other



## **NATURE OF REVISION**

1. This budget revision 02 to Special Operation 201032 “*Logistics and Emergency Telecommunications Sector Coordination and Services to augment the Humanitarian Response in North-East Nigeria*” seeks an increase of US \$ 4,678,681 with an extension in time for 6 months from 01 January 2018 to 30 June 2018 to ensure the continuation of activities in Nigeria. The original project was approved for US \$2,853,862 for the period from 01 November 2016 to 30 April 2017. BR01 was approved for an increase of US \$8,233,575 for the period 01 May 2017 to 31 December 2017.

2. The components budgeted under CD&A will be:

### **LOGISTICS SECTOR (30 % of total CD&A):**

- a) Coordination to minimize duplication and provide guidance (7% of total CD&A);
- b) Information Management to support operations and decision-making (4% of total CD&A);
- c) Service Provision to supplement existing logistics capacity that will be made available to the entire humanitarian community (19% of total CD&A).

### **EMERGENCY TELECOMMUNICATION SECTOR (70% of total CD&A):**

- a) Dedicated Sector Coordination and Information Management services to coordinate a coherent response, to minimize duplication, to support operations & decision-making and to identify operational common needs (6% of the total CD&A).
- b) Service provision of emergency telecommunications services (VHF systems, HF systems and satellite phones) to supplement the existing capacity through the upgrade, deployment and maintenance of security telecommunications systems, reliable internet connectivity services with autonomous power sources in thirteen (13) operational areas by:
  - 1) purchasing and deploying of IT, TC and electrical equipment (49% of total CD&A);
  - 2) affording the associated connectivity and radio communications services recurrent costs 6% of total CD&A);
  - 3) recruiting, training and covering salaries of local radio operators (4% of the total CD&A);
  - 4) developing the local technical capacity by carrying out IT emergency management and specialized radio telecommunications trainings (5% of the total CD&A)

## **BACKGROUND**

3. In Nigeria, insecurity and limited access have resulted in critical and urgent humanitarian needs in Borno, Yobe and Adamawa States. The number of people in need of humanitarian assistance is estimated at 8.5 million<sup>1</sup>. As per the latest IOM Displacement Tracking Matrix<sup>2</sup> 1.57 million

<sup>1</sup> OCHA – Humanitarian Overview September 2017

[https://reliefweb.int/sites/reliefweb.int/files/resources/12092017\\_northeast\\_nigeria\\_humanitarian\\_overview.pdf](https://reliefweb.int/sites/reliefweb.int/files/resources/12092017_northeast_nigeria_humanitarian_overview.pdf)

<sup>2</sup> IOM- DTM October 2017



are Internally Displaced Persons (IDPs) across the three most affected states, and 1.3 million are returnees, mainly coming from Cameroon. The epicentre of the crisis remains in Borno State.

4. Through coordinated logistics and civil-military coordination efforts, humanitarian teams can now access some areas that were previously inaccessible. This has revealed people still in critical need of humanitarian assistance including health, protection, shelter, WASH (Water, Sanitation, and Hygiene), and most especially food and nutrition. Efforts will continue to provide the necessary life-saving assistance to displaced people in formal and informal camps and within the host communities, as well as the host communities themselves.
5. The Government of Nigeria continues to lead the emergency response and, as of September 2016, the Ministry of the Interior has been assigned the responsibility for logistics, and the Ministry of Communications & Technology, the responsibility of emergency telecommunications (as per guidance from the Inter-Ministerial Task Force).
6. The WFP-led Logistics and Emergency Telecommunications Sectors are supporting these relief efforts by augmenting the capacity for coordination and information management among humanitarian logistics and ICT actors. The Logistics and the Emergency Telecommunications Sectors are facilitating access to, and implementation of key common services on behalf of the Humanitarian Community. Through maintaining a continuous presence in Borno State since August 2016, and constant liaison and consultation with the government agencies and humanitarian responders, the Logistics and the Emergency Telecommunications Sectors have ensured that their support remains agile and fitted to the needs on the ground.
7. The Humanitarian Country Team (HCT) in Nigeria, following a recommendation from the Inter Sector Working Group (ISWG) and the Government of Nigeria, has determined the gradual establishment of Humanitarian Hubs in the North East Nigeria states of Borno, Yobe and Adamawa. These Hubs will provide a common base of operations for humanitarian organisations present in selected areas with critical enablers, including security, radio and internet communications, office space, accommodation, logistics support and warehousing. Furthermore, the hubs will provide a unified framework for coordinating the assistance in the critical sectors of emergency shelter, nutrition, health and protection.

## **JUSTIFICATION FOR THE REVISION**

### *Logistics Sector*

8. Initial assessments were undertaken by a Logistics Response Team in August 2016 to evaluate needs and assess options for providing support to the Government of Nigeria and humanitarian actors working in the response. Interviews with government counterparts and humanitarian actors on the ground have highlighted three priority needs, which were subsequently confirmed by Logistics Sector participants:

- Support to regular and reliable coordination within the humanitarian Logistics Sector, particularly in the three states where response activities are increasing, which is putting more strain on the logistics resources available.
  - Predictable systems for logistics information collection, consolidation and sharing.
  - Provision of augmented logistics services, in particular the establishment of a transit storage facility, which shall also serve as a cargo consolidation base.
9. The situation on the ground evolved quickly. The Government and humanitarian organizations increased operations capacity and scaled up activities throughout 2017 to meet the needs of the affected population in North East Nigeria: new organizations arrived, additional staff took up duties in Maiduguri and newly accessible Local Government Areas (LGAs), and programme activities were expanding. In addition, the Government and responding humanitarian organizations are working to effectively coordinate the response in key areas and to better manage the overall response: the Government identified appropriate ministries to take the lead, with humanitarian organisations in support as required, to better organize sectors of activity.
10. Overall national market capacity for general goods and logistics services to support the response remains sufficient so far, but local capacity for logistics services (cargo storage in particular) in Borno State is still very limited. The increased volume of aid materials that flows into especially Borno State, coupled with access constraints arising from insecurity, puts an even greater pressure on the existing warehouse capacity in Maiduguri and along the main supply route into Borno State.
11. Given that initially identified activities are still relevant and were even expanded; as well as new complementary activities identified, the Logistics Sector project has to be continued, but to be slightly adjusted according the developments in the operational context, and according to the needs identified by the humanitarian logistics community.

#### *Emergency Telecommunications Sector*

12. The Emergency Telecommunications Sector (ETS) was activated on 23 November 2016 to address the critical Information and Communications Technology (ICT) needs identified during an assessment in North East Nigeria in September 2016. While fulfilling the identified gaps in ten (10) operational areas in Maiduguri, Damaturu, Gwoza, Bama, Ngala, Dikwa, Banki, Monguno, Damboa and Damasak, the ETS continued to monitor the needs by conducting a needs assessment survey from April 2017 to August 2017, user satisfaction survey in August 2017 and field visits.
13. The results of these assessments and the continuous monitoring of the situation confirmed critical security communications gaps remain in Borno, Adamawa and Yobe states as well as a lack of reliable, basic internet connectivity and secure communications means for the humanitarian community operating in these areas.



## **ACHIEVEMENTS TO DATE**

### *Logistics Sector*

12. The Logistics Sector established the inter-agency transit facility in Maiduguri end 2016 and a common storage site in Monguno mid 2017; two more common storage sites, one in Banki and one in Ngala, are scheduled to become operational mid November 2017. Upon request from the humanitarian community, three more common storage sites shall be established in 2018, in Dikwa, Damasak and Bama. These locations are in alignment with those of the Humanitarian Hubs. The Logistics Sector will continue to establish the storage sites right next to the Hubs. For each storage site an NGO partner has been/is being identified for the management of the site.
13. Insecurity and damaged road infrastructure in North East Nigeria place a significant strain on logistics capacities and constrain access to affected populations for humanitarian organisations. In order to mitigate these challenges and ensure the continued and timely delivery of humanitarian relief, humanitarian organisations and the Nigerian Armed Forces (NAF) agreed to a notification process for planned cargo movements. Since November 2016, the Logistics Sector has been consolidating cargo movement notifications and coordinating military escorts upon request of humanitarian partner.
14. At the beginning of 2017, the Logistics Sector and UNHAS identified the need to coordinate and consolidate air cargo more effectively. Since February 2017, Premiere Urgence Internationale (PUI) has provided this vital service on behalf of the Logistics Sector. PUI collects air cargo from any agency location in Maiduguri and transports it to the inter-agency transit facility for consolidation prior to delivery to Maiduguri airport for air transport. It is now mandatory for all organisations using the UNHAS helicopter service to consolidate their cargo with PUI.

### *Emergency Telecommunications Sector*

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16. To support establishment of critical ICT services in the humanitarian hubs and ensure country-MOSS compliance, the ETS established a coordination structure and took appropriate steps to urgently address the humanitarian security communications and internet connectivity gaps and support the establishment of six (6) operational areas in 2017. ETS information management products have been produced and shared with the humanitarian community through ETC website and other humanitarian platforms. The ETS is required to continue supporting the services in these six (6) operational areas as well as establishing the remaining four (4)



humanitarian hubs in Borno state. There will also be a need to expand services in three (3) operational areas in Adamawa, and additionally two (02) areas in Yobe states, this depending on the required priorities.

17. A batch of equipment has been ordered to continue the upgrade, deployment and maintenance of services in Maiduguri, Damaturu, Gwoza, Bama, Ngala, Dikwa, Banki, Monguno, Damboa and Damasak.
18. The first budget revision of the SO catered for the response of the ETS in terms of upgrading and deploying security radio telecommunications in the two (2) capital cities of Maiduguri and Damaturu, as well as to support the establishment of six (6) humanitarian hubs. Since then, the humanitarian response has scaled up and six (6) additional hubs have been identified. This budget revision caters for an extension in time and increase in budget in support of much needed additional operational requirements.

## **PLANNED ACTIVITIES**

12. The following range of activities and services are not intended to replace the logistics and emergency telecommunications capacities of individual agencies or organisations, but rather to fill identified gaps in the humanitarian supply chain and supplement the response of the humanitarian community through the provision of common services, based on need:

### ***Logistics Sector***

13. **Logistics Coordination:** support the government-led coordination within the humanitarian logistics sector: promote joint planning, maintain an open forum for discussion/addressing humanitarian logistics issues as they arise, liaise with key actors in Government/private sector/humanitarian organizations to advocate on logistics issues, support the Civil/Military coordination mechanisms established by UNOCHA; support the activities of the Access Working Group led by UNOCHA and continue to consolidate cargo movement notification and organise military escort requirements on behalf of the entire humanitarian community.
14. **Logistics Information Management:** support the Government of Nigeria and humanitarian community with dedicated staff to manage reliable information sharing mechanisms: updated information on the operating environment, including market capacity for transport and storage, updates on access difficulties, maintaining contacts with humanitarian logistics actors, as well as facilitate access to Geographic Information Systems/mapping tools and products.
15. **Logistics Service Provision<sup>3</sup>:** Implement shared storage in Maiduguri and other key locations to maximize the use of local capacity and ensure sufficient storage space for humanitarian cargo that cannot otherwise be accommodated in government or agency-specific stores.

<sup>3</sup> The services funded by this Special Operation are provided on a free to user basis.



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- The INGO Première Urgence Internationale (PUI) was identified as cooperating partner and has managed the inter-agency storage facility in Maiduguri on behalf of the Logistics Sector since December 2016. The facility includes a temperature-controlled area, for those partners dealing with health items, a kitting area and a storage for shelter equipment (timber). PUI is providing for the required staffing, such as storekeepers and casual workers for the truck on/offloading and registration for all incoming/outgoing goods.
  - The INGO Solidarites International (SI) was identified as cooperating partner and has managed the common storage site in Monguno on behalf of the Logistics Sector since August 2017. Monguno was identified by partners as a priority location in Borno State, due to the number of organisations with response activities there, therefore huge quantities of relief cargo are being moved to this location and required a temporary store prior distributions.
  - The Logistics Sector works with Premiere Urgence Internationale (PUI) and facilitates consolidation of humanitarian air cargo by trucking them to the inter-agency transit storage facility in Maiduguri and then onwards to the airport.
  - Thus additional equipment, such as Mobile Storage Units, generators and prefab offices with air condition need be procured, some for immediate use and some as contingency stock. WFP<sup>4</sup> on behalf of the Logistics Sector will procure the required equipment through the UNHRD; this is reflected in this revised budget.
16. The training component will remain and the Logistics Sector will continue to support organisations by facilitating training on e.g. warehouse management, the assembly of mobile storage units, how to use RITA (Relief Item Tracking Application) and the use of GPS units, as/if requested.
17. Given the logistical scale and complexity of this SO, such as access issues, strain on available logistics resources and services, lack of systematic information and large number of humanitarian organizations operating independently, an enhanced coordinated logistics response remains crucial to ensure effective and efficient delivery of humanitarian assistance in the first half of 2018.

### ***Emergency Telecommunications Sector***

18. The SO revision is to continue supporting the services in six (6) operational areas as well as establishing the remaining four (4) humanitarian hubs in Borno state, to expand the humanitarian hubs in three (03) operational areas in Adamawa and Yobe states, and to provide these services until the end of June 2018:

a. **Continuation of the provision of coordination and Information Management services.**

Dedicated ETS staff will continue to provide the ongoing coordination and information management services to ETS partners and other humanitarian organizations in order to identify operational common needs and coordinate a coherent response. Regular Sector coordination meetings with humanitarian

<sup>4</sup> WFP as lead agency of the Logistics Sector acts as a service provider of last resort



organizations and government counterparts will take place in Abuja, Maiduguri, Yola and Damaturu as required. Relevant and updated ETS information products, including service maps, situation reports, meeting minutes will be produced, shared and published on the ETS Nigeria webpage.

**b. Continuation of the provisions of ETS services (internet connectivity, security telecommunications and ICT helpdesk) in all humanitarian hubs.**

The ETS will maintain, support and upgrade services in five (5) humanitarian hubs in Borno state namely Maiduguri, Gwoza, Bama, Ngala and Dikwa.

The ETS will provide services in four (4) humanitarian hubs (Banki, Monguno, Damboa and Damasak) to be completed from the 2017 project. The ETS will provide services in two (2) new humanitarian hubs in Yobe and Adamawa states.

**c. Continuation of the provisions of security telecommunications services (VHF systems, HF systems and satellite phones) in the states' capital cities.**

The ETS will continue the improvement and deployment of the VHF Digital Mobile Radio network and the common radio room in Maiduguri (Borno state, Damaturu (Yobe state), and Yola (Adamawa state).

**d. Provision of an autonomous hybrid power supply system for the ETS infrastructure only in six (6) humanitarian hubs.**

To strengthen the existing power system deployed at the humanitarian hubs, the ETS will provide an autonomous hybrid power supply system for the ETS infrastructure in order to provide reliable and uninterrupted vital communications services at six (6) humanitarian hubs. The system will allow a combined or alternated use of generators, solar power, batteries and wind turbines if feasible. Ultimately, savings on fuel consumption will be noticeable and critical communications services will be available 24/7.

**e. Local capacity building.**

Local partners being the first responders, the ETS will develop the capacity of local partners (government authorities, local NGOs, private sector etc.) to respond to future emergencies. This will be done by undertaking a number of activities, such as, developing an ICT country profile and conducting risk analyses relating to ICT, strengthening local coordination mechanisms and conducting capacity-building exercises with local partners such as ICT4Gov training course.

The ICT4Gov training is planned to enhance ICT emergency preparedness and response skills of government counterparts such as the National Emergency Management Agency (NEMA), State Emergency Management Agencies (SEMAs), Ministry of Information and Ministry of Communications and Technology, and the Nigerian Economic Summit Group (NESG).

To ensure long-term sustainability of deployed infrastructure, the ETS will develop the capacity of local partners on the ground to deploy ETS services in additional locations and maintain deployed infrastructure. The ETS will organize specialized technical training such as HF/VHF radio training and work with global ETC partners





to support the resilience building of communications service providers such as mobile network operators (MNOs), where appropriate.

f. **Assessment for communication as aid requirements.**

As the Global Emergency Telecommunication Cluster (ETC) is moving towards the implementation of its new ETC 2020 strategy looking at providing ETC services to affected communities, the ETS in Nigeria is planning to conduct an assessment to determine any affected community's needs and engage with the Communication with Communities (CwC) working group to see if any request could be supported by ETS.

19. While implementing above the above plan, the ETS will regularly evaluate requirements and monitor its activities by circulating needs assessment/user satisfaction surveys, field visits and engaging closely with the local ICT actors, the Inter-Sector Working Group (ISWG) and the Humanitarian Country Team (HCT).

### **KEY PERFORMANCE INDICATORS (KPIs)**

20. Logistics Sector original KPIs have been adjusted as follows:

- Number of organisations participating to the logistics coordination forum (30).
- Number of organisations contributing to pipeline/planning, logistics assessment and/or capacity information to be shared (10).
- Number of storage facilities established (7)
- Number of organizations utilizing storage and cargo consolidation services (20).
- Percentage of service requests for cargo handling fulfilled (85%).
- Organizations participating in Logistics Sector activities (coordination, information management, or logistics services) responding to a user survey with a satisfaction rate of 85% or above.

21. Emergency Telecommunication Sector original KPIs have been adjusted as follows:

- Number of common operational areas covered by common security telecommunications network (13);
- Number of COMCEN established / upgraded (13);
- Number of common operational areas covered by data communications services (11);
- Number of common operational areas covered by autonomous hybrid power supply systems (6);
- Number of global and local coordination meetings held (4 per month);
- Number of UN agency/NGO staff members trained on ETS services e.g. radio communications (300);
- Number of IT emergency management and specialized radio telecommunications trainings (6);
- User satisfaction rate of ETS services (80% or above)



## **RECOMMENDATION**

In light of the above, revision 02 to Special Operation 201032 “*Logistics and Emergency Telecommunications Sector Coordination and Services to augment the Humanitarian Response in North-East Nigeria*” for a budget increase of US \$ 4,678,681 with an extension in time for 6 months from 01 January 2018 to 30 June 2018 is recommended for approval by the Deputy Executive Director.

It is expected that these Sector activities will be continued in the second half of 2018. However, WFP Nigeria will transition to the CSP starting 01 July 2018, therefore this SO can only be extended until 30 June 2018.

### **Approved by:**

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*Amir Abdulla*  
Deputy Executive Director  
World Food Programme

### **ANNEXES:**

- Map – Logistics Sector Concept of Operations (ConOps), November 2017
- Map – Emergency Telecommunications Sector Services, November 2017



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