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**BUDGET REVISION OF SPECIAL OPERATION FOR APPROVAL
BY THE DEPUTY EXECUTIVE DIRECTOR**

| | | | |
|---|-----------------|--------------------|--------------------|
| 6) To: | Division | Room | Approval and Date |
| Mr. Amir Abdulla Deputy Executive Director | OED | 6G60 | |
| 5) Through | Division | Room | Signature and Date |
| Mr. Rehan Asad Chief of Staff | CS | 6G36 | |
| 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 |
| Ms. Valerie Guarnieri Assistant Executive Director | OS | 6G62 | |
| 1) From: | Regional Bureau | Signature and Date | |
| Mr. Abdou Dieng Regional Director | RB - Dakar | | |

Nigeria SO 201032, BR No. 03

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

| PROJECT | Current Budget | Revision | Revised Budget |
|------------------------------|------------------------|-----------------------|------------------------|
| CD&A | US\$ 14,169,529 | US\$ 3,705,190 | US\$ 17,874,719 |
| DSC | US\$ 589,643 | US\$ 471,381 | US\$ 1,061,024 |
| ISC | US\$ 1,006,946 | US\$ 271,477 | US\$ 1,278,423 |
| Total WFP cost (US\$) | US\$ 15,766,118 | US\$ 4,448,048 | US\$ 20,214,166 |

TYPE OF REVISION

Additional DSC Additional CD&A Extension in time Other



NATURE OF REVISION

1. This budget revision 03 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 \$ 4,448,048 with an extension in time for 6 months from 01 July 2018 until 31 December 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. BR02 was approved for an increase of US \$ 4,678,681 for the period 01 January 2018 to 30 June 2018.
2. The components budgeted under CD&A will be:

LOGISTICS SECTOR (48 percent of total CD&A):

- a) Coordination to minimize duplication and provide guidance (8 percent of total CD&A);
- b) Information Management to support operations and decision-making (4 percent of total CD&A);
- c) Service Provision to supplement existing logistics capacity that will be made available to the entire humanitarian community 36 percent of total CD&A).

EMERGENCY TELECOMMUNICATION SECTOR (52 percent 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 percent 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, and provision of reliable Internet connectivity services with autonomous power sources in sixteen (16) operational areas by:
 - 1) purchasing and deploying IT, telecommunications and power equipment (25 percent of total CD&A);
 - 2) covering the associated connectivity and radio communications services recurrent costs 10 percent of total CD&A);
 - 3) sponsoring the recruitment, training and salaries of local radio operators (5 percent of the total CD&A);
 - 4) developing the local technical capacity by carrying out IT emergency management and specialized radio telecommunications training activities (6 percent 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 7.7 million¹. As per the latest IOM Displacement Tracking Matrix² 1.78 million

¹ OCHA – 2018 Humanitarian Response Plan, issued in January 2018

https://www.humanitarianresponse.info/system/files/documents/files/02082018_ocha_nigeria_humanitarian_response_plan.pdf

² IOM- DTM February 2018: <https://nigeria.iom.int/dtm-february-2018>



are Internally Displaced Persons across the three most affected states, and 1.38 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, WASH (Water, Sanitation, and Hygiene), shelter, protection, 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 Maiduguri/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 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: a) 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; b) Provision of augmented logistics services, in particular the establishment of an inter-agency transit storage

facility in Maiduguri/Borno State; and c) Predictable systems for logistics information collection, consolidation and sharing.

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 limited. The constant high volume of aid materials that flows into especially Borno State, coupled with access constraints arising from insecurity, still puts pressure on the existing warehouse capacity in Maiduguri and along the main supply route into Borno State.
11. Throughout 2017, the Sector continued to monitor the situation through interviews with Logistics Sector participants, service user surveys and numerous missions to key field locations to identify remaining logistics gap areas. 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 always 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 frequent 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
14. The humanitarian response has scaled up and an additional need for three (3) operational areas has been identified (Geidam, Gujba and Mubi) and the replacement the originally planned hub in Damboa with Rann. This budget revision caters for an extension in time and increase in budget in support of much needed additional operational requirements.



ACHIEVEMENTS TO DATE

Logistics Sector

15. Coordination

- The Logistics Sector provides support for overall logistics coordination by maintaining an open forum for discussion to address any emerging logistics issues as they arise including: taking a leading role in supply chain risk identification and contingency planning for the rainy season in 2017; supporting assessment missions to establish humanitarian hubs throughout 2017; revising the scope of logistics support services three times in 2017 to match the changing scale of humanitarian operations in Borno state.
- Logistics Sector coordination meetings take place fortnightly in Maiduguri and in other locations as needed. In 2017 a total of 35 meetings were held, 33 in Maiduguri and one each in Monguno and Abuja, with an average of 16 different UN agencies and NGOs attending at each meeting.
- Through the Sector's consolidation of cargo movement requests and escort requirements, and subsequent liaison with Nigerian Armed Forces (NAF) the ability of humanitarian actors to access insecure areas is enhanced. Since November 2016, the Logistics Sector has consolidated 12,201 cargo movement notifications from 25 humanitarian organisations, and coordinated following movements with NAF.

16. Service Provision

- The Logistics Sector has coordinated with Premiere Urgence Internationale, eHealth Africa, Solidarites International and InterSOS to manage common storage services provided by all four organisations via one common logistics services platform. To date, all four organisations have been supporting combined 30 humanitarian organisations across Borno State.
- The Logistics Sector and its Service Providing partners have established the Inter-Agency Logistics Base in Maiduguri in December 2016, as well as three common storage sites in field locations: Monguno in August 2017, Banki in November 2017 and Ngala in January 2018. These four facilities offer a combined capacity of 35,400 m³ / 7,500 MT, and are being used by 30 different organisations (including the Nigerian Ministry of Health, through WHO).
- The Logistics Sector implemented the Relief Item Tracking Application (RITA) at all common storage sites, to capture full details for all cargo handled. All Service Providers and Service Users are obliged to use this tracking system, as it is common practice in all Logistics Cluster operations.
- Early 2017, the Logistics Sector and UNHAS identified the need to consolidate cargo to be moved by air more effectively (through collection in advance, assembly into single shipments per destination, and single delivery to UNHAS air-side). To date, 209 m³ / 62 MT of air cargo has been consolidated on behalf of UNHAS for 19 humanitarian organisations; and, the service has greatly improved ground operations at Maiduguri airport.

17. Training to strengthen local capacities



- The Logistics Sector is organising logistics-related trainings for the humanitarian aid workers operating in northeast Nigeria on a regular basis. To date, ten (10) trainings have been facilitated on the set-up of Mobile Storage Units, on proper cargo handling and identification, on the management of warehouse and storage spaces, on the collection of data through GPS, and on customs procedures; in total these trainings have included 199 participants.

18. Information Management & GIS/Mapping

- The Logistics Sector is regularly updating and sharing key information on the operating environment in Nigeria via the Logistics Cluster website (<http://www.logcluster.org/sector/ngr16a>). To date, 107 documents have been produced and shared including key maps, operations data, updated project and contingency plans, instruction to access and use services, records of all events, and guidance material from various trainings and capacity strengthening activities.
- The Logistics Sector has focused on improving access to high-quality and regularly updated maps. Extensive road data collection, including over 60 interviews with transporters and drivers, has been undertaken since September 2016, and 17 distinct logistics and transport infrastructure maps have been produced; in addition, more than 700 printed versions of these maps have been requested and delivered to partners.
- The Logistics Sector is maintaining a network of logistics and supply focal points within the response effort, including 293 individuals across UN agencies, NGOs and Government representatives and donors involved in the emergency response.

To date, a total of 42 humanitarian organisations benefited from Logistics Sector coordination and logistics services, including attending meetings, using and sharing information management products, attending training, and using common logistics services.

Emergency Telecommunications Sector

To support establishment of critical ICT services in the operational areas and ensure country-MOSS compliance, the ETS maintained a coordination structure and took appropriate steps to address the humanitarian security communications and internet connectivity gaps in seven (7) operational areas.

19. Coordination and Information Management

- Through coordination activities such as local & global meetings and through dedicated ETS Coordinator on the ground, as well as the production of over 100 information management products, the ETS has strengthened coordination and information management services provided to the humanitarian community to ensure an effective and coordinated response. The information management products (maps, situation reports, factsheets, infographics, etc.) have been produced and timely shared through ETC website (www.etcluster.org/emergencies/nigeria-crisis) and other humanitarian platforms.
- Assessment, evaluation and monitoring missions were regularly conducted in ten (10) operational areas.



20. Security Telecommunications

- The ETS upgraded the existing United Nations (UN) security communications system to support safety and security of humanitarians, including upgrade of UN Department of Safety and Security (UNDSS) Communications Centres (COMCEN) in Maiduguri and Damaturu.
- The ETS deployed security telecommunications services at the humanitarian hubs in Maiduguri, Gwoza, Ngala, Bama, Dikwa and Monguno.
- The ETS is programming radios for humanitarians to access security telecommunications networks in North-East Nigeria. So far, more than 890 radios from 21 organisations have been programmed.
- The ETS has sponsored the recruitment of eighteen (18) radio operators for the COMCENs in Borno and Yobe states.
- The ETS supported UNDSS with training for seven (7) radio operators and elaborated best practices to conduct daily radio check efficiently in Maiduguri.

21. Internet Connectivity

- The ETS is providing Internet connectivity at the International Humanitarian Partnership (IHP) base camp in Maiduguri. 740 humanitarians from 52 organisations have used these services. To date, the highest number of humanitarians served in a single day has been over 100.
- From mid-December 2017 to mid-February 2018, the ETS provided Internet connectivity services to an average of 70 humanitarian workers in Gwoza, 130 in Bama, 210 in Dikwa and 50 in Ngala on a weekly basis. These figures confirmed the critical need for connectivity services in remote locations where humanitarians are carrying out their operations.

22. Training and Capacity Building

- To date, the ETS delivered radio communication procedures training to over 640 staff members from 25 humanitarian organisations in seven (7) operational areas.
- In September 2017, the ETS delivered an Analogue/Digital Radio training for ICT and security focal points in Maiduguri to eleven (11) humanitarians from eight (8) organisations.
- The ETS recruited two (2) local staff to build and strengthen local capacity: one IT Operations Assistant and one Business Support Assistant

Overall, the ETS supported 84 organizations through the different provided services from coordination to trainings since the beginning of the operation in November 2016: 14 UN organisations (16.6 percent) and 70 NGOs & INGOs (83.4 percent).



PLANNED ACTIVITIES

23. 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 continue to fill 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

24. All of the above-mentioned activities – **Coordination, Service Provision, Training and Information Management** – will be continued in the second half of 2018.

25. The Sector will increasingly support the activities of the Access Working Group and the civil/military coordination mechanism, both led by OCHA. The latter includes active engagement to the Civil/Military Working Group tasked to develop the National Framework and Guidelines.

26. Due to the changing operational environment in the North-East, there might be a need to establish additional common storage sites in the second half of 2018, and the current ones (8) have to be maintained. Therefore, additional equipment, such as MSUs, generators and prefab offices with air condition are being procured (March 2018) from the UNHRDs in Accra and Dubai as contingency stock, as it was reflected under BR02.

27. Given the logistical scale and complexity of this SO, such as access issues, strain on available logistics resources and services, limited systematic information and large number of humanitarian organizations operating independently, a coordinated logistics response remains crucial to ensure effective and efficient delivery of humanitarian assistance throughout 2018.

Emergency Telecommunications Sector

28. In Borno state, the ETS will continue to support services in six existing operational areas and in their related humanitarian hubs; and will also establish three new operational areas and related humanitarian hubs. In Yobe state, the ETS will continue to support services in one existing operational area (without humanitarian hub) and will establish two new operational areas and related humanitarian hubs. In Adamawa state, the ETS will establish four new operational areas and three related humanitarian hubs. More specifically:

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 to identify operational common needs and coordinate a coherent response. Regular Sector coordination meetings with humanitarian organisations 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, disseminated and published on the ETS Nigeria webpage.

b. Continuation of the provision of ETS services (Internet connectivity and security telecommunications) in all humanitarian hubs.

In Borno state, the ETS will maintain, support and upgrade services in the existing six (6) humanitarian hubs, namely Maiduguri, Gwoza, Bama, Ngala, Dikwa and Monguno. The ETS will also provide services in the three (3) new humanitarian hubs (Banki, Damasak and Rann).

In Yobe state, the ETS will provide services in the two (2) new humanitarian hubs.

In Adamawa state, the ETS will provide services in the three (3) new humanitarian hubs.

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 (DMR) 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 fourteen (14) 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 fourteen (14) 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.

In addition, as part of the continuity plan of ETS services in the long-term, the ETS is nationalising its structure and building their capacity. To date, 1 Business support assistant and 1 IT operations assistant are part of the ETS team in Maiduguri. 1 Senior telecommunications operations assistant, 1 telecommunications operations assistant, 1 Senior IT operations assistant and 1 Information Management assistant are currently being recruited.

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.

29. 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)

30. Logistics Sector original KPIs for the year 2018 have been adjusted as follows:

- Number of organisations participating to the logistics coordination forum (40);
- Number of organisations contributing to pipeline/planning, logistics assessment and/or capacity information to be shared (10);
- Number of additional storage facilities established (4);
- Number of organizations utilizing storage and cargo consolidation services (30);
- Percentage of service requests for cargo handling fulfilled (85 percent);
- Number of organisations using the humanitarian cargo movement notifications consolidation and coordination service (20);
- Number of logistics-related trainings organised (6);
- 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.

31. Emergency Telecommunications' original KPIs have been adjusted as follows:

- Number of common operational areas covered by common security telecommunications network (16);
- Number of COMCEN established / upgraded (16);
- Number of common operational areas covered by data communications services (14);
- Number of common operational areas covered by autonomous hybrid power supply systems (14);
- Number of global and local coordination meetings held (2 per month);
- Number of inter-agency, NGOs and Govt. organisations' staff who used ETS services (800);
- Number of IT emergency management and specialized radio telecommunications training (8);
- User satisfaction rate of ETS services (80 percent or above).

RECOMMENDATION

In light of the above, revision 03 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 \$ 4,448,048 with an extension in time for 6 months from 01 July 2018 to 31 December 2018 is recommended for approval by the Deputy Executive Director.

Approved by:

Amir Abdulla
Deputy Executive Director
World Food Programme



**World Food
Programme**

ANNEXES:

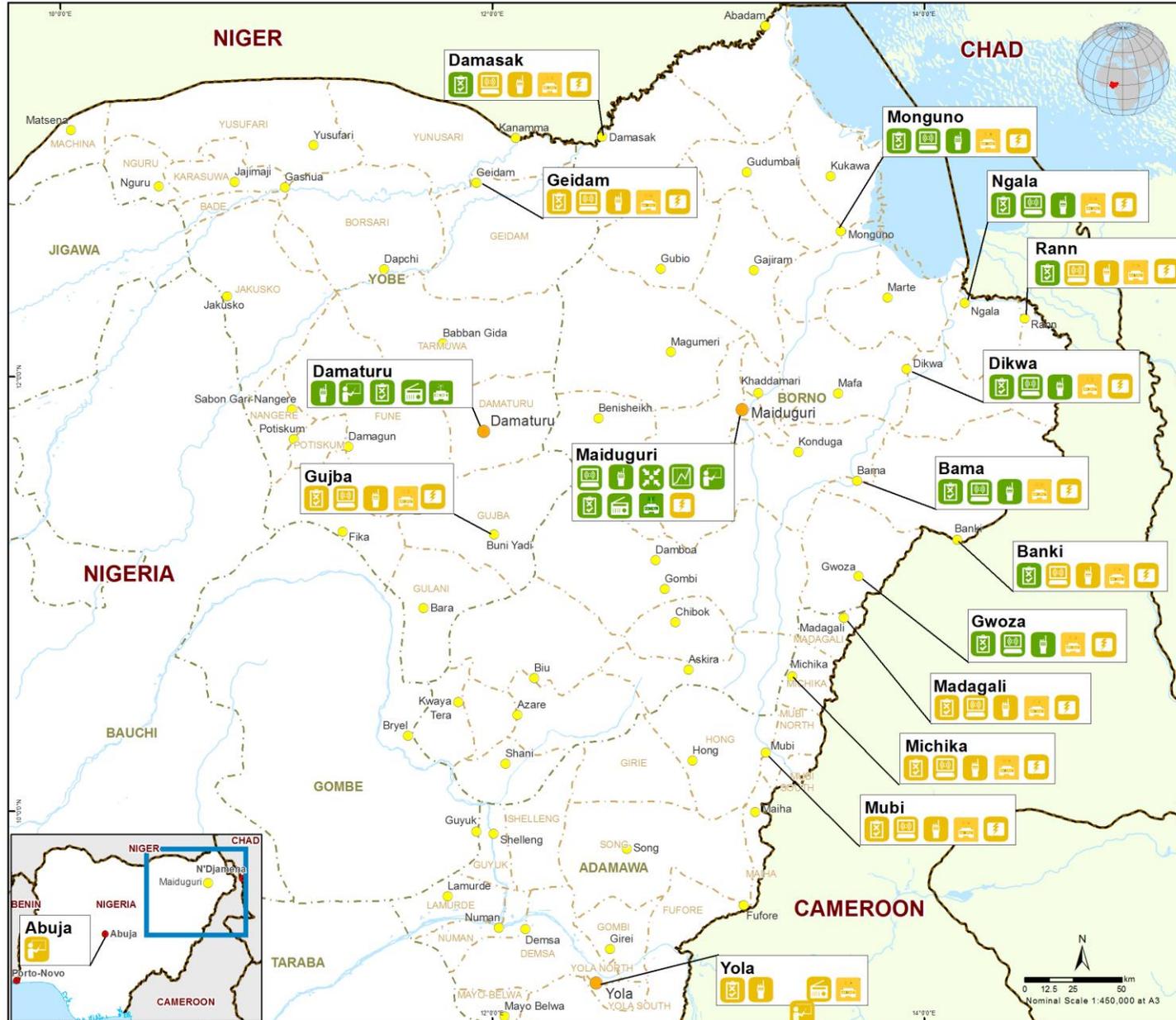
- Map – Logistics Sector Concept of Operations (ConOps), February 2018
- Map – Emergency Telecommunications Services, February 2018



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**NIGERIA - North-East Nigeria
ETS Services
February 2018**

- National Capital
- Major Town
- Intermediate Town
- Small Town
- International boundary
- - - First level admin boundary
- · · Second level admin boundary
- River
- Surface Waterbody

- Internet
- Radio
- Coordination
- Information Management
- Training
- Assessment Mission
- Radio Programming
- COMCEN
- Hybrid Power Supply System

- Services being provided
- Planned services

Key Contacts
ETS Coordinator: Ekue Ayih
Nigeria.ETS@wfp.org

Date Created: 07 February 2018
Map Num: NGA_ETS_Services_A3L
Coord System/Datum: Geographic/WGS84
Data Sources: UNGI/WG, Geonames, WFP,
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Map prepared by OSEP GIS
Website: ETCluster.org

