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BUDGET REVISION OF SO FOR APPROVAL BY THE CHIEF OF STAFF

5) To:	Division	Room	Approval and Date
Mr. Jim Harvey Chief of Staff	OED	6G36	
4) Through:	Division	Room	Signature and Date
Ms. Elisabeth Rasmusson Assistant Executive Director	PG	6G72	
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Nigeria SO 201032 BR No. 01

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

PROJECT	Previous Budget		Revision		New Budget	
CD&A	US$	2,400,491	US$	7,427,395	US$	9,827,886
DSC	US$	266,670	US$	267,536	US$	534,206
ISC	US$	186,701	US$	538,645	US$	725,346
Total WFP cost (US$)	US$	2,853,862	US$	8,233,575	US$	11,087,438

TYPE OF REVISION

☒ **Additional DSC**   ☒ **Additional CD&A**   ☒ **Extension in time**   ☐ **Other**

NATURE OF REVISION

This budget revision seeks an increase of US $8,254,119 and an extension in time of eight months to ensure the continuation of activities in Nigeria from 01 May to 31 December 2017. The original project was approved for US $2,853,862 for the period from 01 November 2016 to 30 April 2017.

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

    LOGISTICS:

    a) Coordination to minimize duplication and provide guidance (7.5% of total CD&A);
    b) Information Management to support operations and decision-making (2.4% of total CD&A);
    c) Service Provision to supplement existing logistics capacity that will be made available to the entire humanitarian community (41.2% of total CD&A).

EMERGENCY TELECOMMUNICATION:

a) the deployment of security radio telecommunications, reliable basic internet connectivity services and power charging stations in 6 additional humanitarian hubs, through 1) the purchase and deployment of IT, TC and electrical equipment (14.1% of total CD&A); 2) affording the associated connectivity and radio communications services recurrent costs (5.8% of total CD&A); 3) recruitment, training and salaries of 5 local radio operators per each location (15,4% of the total CD&A); and 4) development of the local technical capacity by carrying out specialized radio telecommunications training (2% of the total CD&A);

b) Dedicated Sector Coordination and Information Management services (11.6% of the total CD&A).

BACKGROUND

2. In Nigeria, insecurity and limited access have resulted in critical and urgent humanitarian needs in the four affected states Borno, Yobe, Adamawa and Gombe. The number of people in need of humanitarian assistance is now estimated at 14 million, out of which 11 million are in host communities, 1.8 million are internally displaced people (IDPs) and 1.2 are refugees, as outlined in the Humanitarian Needs Overview compiled by all Sectors in November 2016. The epicentre of the crisis remains in Borno and Yobe States.

3. As some areas previously held by Boko Haram become more accessible, civilians previously in inaccessible areas are now within limited reach of the government and humanitarian community partners. Many of these citizens are in critical need of humanitarian assistance including health, protection, shelter, WASH 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.

4. The Humanitarian Country Team (HCT) in Nigeria, following a recommendation from the Inter Sector Working Group (ISWG) and the Government of Nigeria (GoN), has determined the gradual establishment of humanitarian hubs in the NE Nigeria states of Borno, Yobe and Adamawa. The humanitarian hubs will provide a common base of operations for UN agencies 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

5. Initial assessments were undertaken by a Logistics Response Team in August 2016 to evaluate needs and assess options for providing support to the GoN 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.

6. The situation on the ground is quickly evolving. The GoN and humanitarian organizations are increasing operations capacity and scaling up activities recently to meet the needs of the affected population in NE Nigeria: new organizations are arriving, additional staff are taking up duties in Maiduguri and newly accessible LGAs, and programme activities are expanding. In addition the GoN and responding humanitarian organizations are working to effectively coordinate the response in key

areas and to better manage the overall response: the government has already identified appropriate ministries to take the lead, with humanitarian organisations in support as required, to better organize sectors of activity.

7. Overall national market capacity for general goods and logistics services to support the response is sufficient so far, but local capacity for logistics services (cargo storage in particular) in Borno State is more and more under strain. The requirements for safe movement of humanitarian aid out of the Borno State capital, Maiduguri, into the newly accessible LGAs create access limitations. At the same time, as more information becomes available about the needs in these areas, the GoN and the humanitarian community are responding with a greater level of assistance: the expected volume of aid materials that flows into Borno and Yobe States 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.

8. Therefore, the activities of the Logistics Sector have to be adjusted according the recent developments in the operational context, and according to the needs identified by participants during the Logistics Sector 2017 Strategy workshop, that was held in Maiduguri on 12 November 2016.

Emergency Telecommunications Sector

9. Following a comprehensive assessment conducted in September 2016, the ETS is pursuing to fill critical operational gaps identified that require an immediate response: a) there is an urgent need to upgrade the UN security communications system in order to become CMOSS compliant, this upgrade is not only in terms of infrastructure but also in terms of practices, as it is, it constitutes a threat for the safety of staff; b) Internet access, mobile services and electricity are non-existing in the operational areas where humanitarian hubs are foreseen to be deployed; c) the coordination mechanism needs to be strengthen in order to harmonize the response provided to humanitarian community in the operational areas. The ETS was officially activated in November 2016 and, according to its mandate, has been requested to provide shared ICT services for 6 identified humanitarian hubs in Gwoza, Ngala, Monguno, Dikwa, Bama and Gulani.

10. As part of its initial response, a dedicated ETS Coordinator has been deployed since October 2016. A Sector coordination mechanism that includes all UN agencies and iNGOs has been established since November 2016 to support operational decision making. One of the main outcomes has been the decision to implement a country wide plan to revamp the humanitarian security radio telecommunications network in Nigeria that will provide support for cross border operations from Cameroun to Nigeria, and other corridors as required that will significantly enhance the potentially life-saving humanitarian radio network in the operational areas. ETS information management products have been produced and shared with the humanitarian community through ETC website and other humanitarian platforms. The first batch of equipment has been procured to enable the initial deployment of services in Maiduguri and Damaturu as well as in the first two humanitarian hubs.

11. The initial SO budget catered for the immediate response of the ETS in terms of upgrading and deploying security radio telecommunications in the two capital cities of Maiduguri and Damaturu, as well as to support the establishment of the first two humanitarian hubs. Since then, the humanitarian response has scaled up and an additional need for 4 hubs has been identified. This budget revision caters for an extension in time and increase in budget in support of much needed additional operational requirements.

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PLANNED ACTIVITIES

Logistics Sector

12. The following range of activities and services are not intended to replace the logistics 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:

a) Logistics Coordination: support the government-led coordination within the humanitarian logistics sector: promote joint planning, provide guidance for cross border movements of aid from Cameroon to Nigeria and other corridors as required, maintain an open forum for discussion/addressing humanitarian logistics issues as they arise, liaise with key actors in GoN/private sector/humanitarian organizations to advocate on logistics issues, and support the Civil/Military coordination mechanisms established by UNOCHA.

This element changes is terms of scale up of activities and staffing as follows:

– The Logistics Sector team is now in charge of the consolidation of cargo movement requests and escort requirements on behalf of the entire humanitarian community. Therefore, in addition to a Logistics Coordinator who is already in place in Maiduguri and who needs to be extended in time from 01 May to 31 December 2017, a dedicated Civil/Military Liaison Officer is required to support the overall Civil/Military coordination, which is becoming more and more critical with new accessible areas.

– In addition, a dedicated Customs Focal Point is required to support the humanitarian community not only with the facilitation of importation of goods through Abuja, Lagos, Cameroon and other entry points, but also to provide guidance and advise on the customs regime and tax exemption in general.

b) Logistics Information Management: support the GoN 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.

This element is not changing in terms of activities or number of staff. A dedicated Information Management Officer is in place in Maiduguri; though the position needs to be extended in time from 01 May to 31 December 2017.

c) Logistics Service Provision[1]: Implement shared temporary storage in Maiduguri and at least one other key location 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. The same site will also serve as a cargo consolidation point for trans-shipment of relief items and will provide the opportunity to inspect contracted trucks for load integrity and 'convoy readiness' prior to departing the consolidation point and joining escorted cargo movements.

This element changes in terms of scale up of activities and staffing. The service provision component is increasing in scope as follows:

– The NGO Première Urgence Internationale (PUI) has been identified as implementing partner and will manage the storage facility in Maiduguri on behalf of the Logistics Sector starting December 2016. A Field Level Agreement was signed between WFP and PUI on 24 November 2016. PUI will also provide for the required staffing, such as storekeepers and casual workers for the truck on/offloading and registration for all incoming/outgoing goods. Hence, these respective staffing requirements have been removed from the budget.

However, Logistics Sector participants identified the need for climate controlled storage within this storage compound, especially those partners dealing with health items. WFP[2] on behalf of the Logistics Sector will procure the required ACs, generators and containers which are reflected in this revised budget.

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[1] The services funded by this Special Operation are provided on a free to user basis.
[2] WFP as lead agency of the Logistics Sector acts as a service provider of last resort

- The same accounts for the warehouse operated by the Nigerian National Emergency Management Agency (NEMA) in Maiduguri, which will have to be refurbished and upgraded to accommodate partners' health items.

- Furthermore, Logistics Sector participants also identified the need for common transit storage facilities for outside Maiduguri, such as Mubi and other sites still to be agreed upon. Thus additional equipment, such as 20 Mobile Storage Units shall be procured, some for immediate use and some as contingency stock. The Logistics Sector aims to identify other NGOs who are willing to manage those planned shared temporary storage sites in other key locations according to their logistics capacities to scale up and field implementation.

The training component will remain and the Logistics Sector will support organisations by facilitating training, support and guidance on the assembly of Mobile Storage Units and/or Food Commodity Management as/if requested.

Overall the staffing requirement for a Logistics Sector Operations Officer persists. The recruitment of one local staff is also planned to meet the needs of the overall scale up of operations and continuation until the end of 2017.

13. 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 throughout the year 2017. Any activity implemented will be designed in close collaboration with humanitarian partners, and follow the operational plan developed by the GoN's Ministry of Interior, appointed as lead of the Sector.

Emergency Telecommunications Sector

14. The SO revision is to support provision of critical ICT services in an additional 4 humanitarian hubs (initial SO 2 hubs), as identified by the HCT and to provide these services until the end of 2017.

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

- ETS services in Humanitarian hubs. The ETS will provide a) Security telecommunications - 24/7 radio rooms manned by 5 radio operators, expansion of radio network coverage and user training b) Internet connectivity and wifi access services – c) Power charging stations – in a total of 6 humanitarian hubs in the NE Nigeria states of Borno, Yobe and Adamawa

- Augmenting local capacity – Training services. The ETS will organize specialized training to develop the local capacity of telecommunications staff, including staff from government counterparts. An ICT4Gov training is planned to strengthen ICT capacity building of the Government Emergency Responds Agency (NEMA).

- Communication as Aid. 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.

KEY PERFORMANCE INDICATORS (KPIs)

15. Logistics Sector original KPIs have been adjusted as follows:
- Number of organisations participating to the coordination forum (27).
- Number of organisations contributing to pipeline/planning, logistics assessment and/or capacity information to be shared (13).
- Number of organizations utilizing storage and cargo consolidation services (13).
- 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.

16. Emergency Telecommunication Sector original KPIs have been adjusted as follows:
- Number of common operational areas covered by common security telecommunications network (6).
- Number of COMCEN established / upgraded (3).
- Number of common operational areas covered by data communications services (6).
- Number of interagency locations deployed with charging stations (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 (120).

RECOMMENDATION

In light of the above, this budget revision for an extension in time for eight months until 31 December 2017 with a subsequent budget increase of US$ $8,233,575 is recommended for approval by the Chief of Staff, with the budget provided.