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Application # 25895

Summary

General

Application #:	25895
Application Type:	Application
Application Status:	Review
Application Status Last Updated:	4/6/2016 10:31:31 am
Amount Requested:	£20,000 (GBP)
Cycle Requested:	Continuous2016
Received Date/Method:	4/6/2016 10:31:31 am CDT via Web

Grantmaker

Grantmaker Program:	Early Stage Innovation

Form

Form ID:	725

Instructions

Introduction:	Welcome to the Humanitarian Innovation Fund's grant application system. Please read through the documents below before attempting to complete the application. We suggest that you download the questions and complete the programme supplemental section offline and then complete the online form once all information has been written and collected.
Application guidelines:	Early Stage Innovation project proposals will be reviewed by the HIF team on an ongoing basis. Proposals will not be considered for full evaluation if: • The application is incomplete • The proposal exceeds the maximum duration/value allowed • The applicant, project or costs are not eligible An evaluation of the quality of proposals, including the enclosed budget and the capacity of the applicant, will be carried out in accordance with the selection criteria set out in the main funding documentation (download here) as well as on our website. The projects will be screened and referred to selected members of the Grants Panel for final approval. A final decision will be made no later than two months after official receipt of the application is provided.
Special instructions:	Please download the templates and guidance documents below. You'll need to complete the documents and upload them on the 'program documents' page. Good luck with your application!

Grant Documents

	No documents provided.

Grant Dates

Cycle Open Date:	Unknown
Cycle Close Date:	Unknown

Primary Contact

Contact

First Name:*	Hajo
Last Name:*	van Beijma
Title:	Director
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Email:*	hvanbeijma@ttcmobile.com

Work Web

Organization Website:*	www.ttcmobile.com

Organization Background

If your type of of organisation is not listed here it is likely you are not eligible to apply. Please see the Humanitarian Innovation Fund – Funding opportunities document for details.

Background

Applicant Type (Detailed):*	Private Company
Nationality:*	What country is your organisation headquartered in? Netherlands

Organization Documents

Please upload your organisation's legal registration document. If legal registration documents are not provided your application will not pass the screening phase. If there is a valid reason why you cannot provide your oraganisations legal registration document at this time please contact the HIF via info@humanitarianinnovation.org

Copies of signed audited financial statements do not need to be sent with the application. However, we will require these if an application is successful before releasing the funds.

Documents

Type	Name	Notes	Size	Date
Org financial stmt	Annual Accounts TTC.pdf	Annual Accounts TTC 2013	4,124,246	4/6/2016 10:25:23 am
Legal Reg *	Chamber of Commerce.pdf	Chamber of Commerce TTC	298,829	4/6/2016 10:25:00 am

Project Background

For the Project Summary, please enter a one sentence description of the idea and overall objective of the project.

Background

Project Title:*	Nomads Telecom

Description

Project Summary:*	Nomads Telecom willConnectivity is key. Those who are displaced from their homes depend on affordable internet and phone access. For those mandated to help them, this means that information can flow back and forth - which contributes to making assistance faster, better, and more effective
Location:*	This project must take place in 1-3 locations. Please enter up to 3 locations. 1) We will start with the 40,000+ refugees that are currently living in refugee centers across the Netherlands. 2) Jordan. We will test our Telecom provider solution in 1 or more refugee centers in Jordan. 3) Turkey. After the user feedback rounds from 1 and 2 we will focus on Turkey.
Start Date (DD/MM/YYYY):*	Enter your project start date 13/1/2016
Duration:*	What is the duration? The duration can be 6-12 months. Please enter the number of months your proposed project will run; limit up to 12 months. 6
Partners:	If working with other organisations on this project, please enter the partner type. International Federation of Red Cross and Red Crescent
Partner Name & Address:	Enter the name and address of the partner. Nomads Telecom originated after a brainstorm session with the Dutch Coalition for Humanitarian Innovation (DCHI). TTC Mobile will be the lead organization. TTC Mobile will work together on this project with: Dutch Red Cross, University of Leiden, TNO, Ministry of Foreign Affairs and Deloitte
Total Funding (GBP):*	Total HIF and other contributions to this project (list any other funding contributions to the project. TTC Mobile is looking for GBP 20,000 for the recognition phase of this project. Other support comes from: -TTC Mobile: 10,000 GBP in kind contribution in man-hours during 6 months. -Deloitte: 30,000 GBP in kind contribution in man-hours during 6 months. -TNO: 2,500 GBP in kind as a subject matter expert on technology and refugees. -University of Leiden: 2,500 GBP in kind with organizing focus-groups.

Innovation Stage:*	Please select Recognition or Invention.
	Recognition: of a specific problem, challenge, or opportunity to be seized, in relation to the provision of humanitarian aid. At this stage, a key focus is to make sure you are addressing an issue that really matters to those affected by crisis.
	Invention: of a creative solution, or novel idea, which helps address a problem or seize an opportunity. Whether a product or process invention, projects should be working with a range of actors to make sure the innovation is fit for purpose and addresses the needs of the communities it seeks to serve.
	Recognition
Targeting:*	What area of humanitarian response are you targeting?
	Information Management, Communication and Technology
Core Challenges:*	What is the core challenge that you feel needs to be addressed?
	The lack of access to information in many countries can result in a gap between humanitarian staff and refugees. Improving access to information will lead to more interaction among refugees and staff and these insights will result in better management information. A continuous and fast loop of interactive information is the goal of this program. We aim to build a technology solution that enables information flows from and to those who are displaced from their homes, and settling down in a temporary home. The exact contours of such a platform are still in the making.
Change:*	What change will your innovation lead to?
	Nomads Telecom will be the trusted mobile operator for refugees giving them access to internet, calls and text messages with 1 sim-card instead of having the buy expensive new sim-cards in every new country. Refugees will be able to transfer and receive money on their phones via this network, communicate among each-other and we will give humanitarian aid organisations a direct point of contact with their target groups, the refugees. The main change Nomads Telecom wants to achieve is the use of data to increase the number of people taking charge of their own future.

Program Supplemental

We recommend you prepare your answers in a word document and then copy and paste into the relevant boxes below.

Questions

SECTION 1::*	CONTEXT ANALYSIS AND RATIONALE
Existing Practices (2,000 characters):*	- Provide a short case study of existing practice / literature review of work and research carried out to date in the area of the proposed innovation (cite relevant published literature as footnotes where applicable) - Indicate clearly how your idea, if successful, could transform practice / address gaps, complement other initiatives and avoid duplications. Our case is built upon the following assumptions: 1) The refugees coming from eg Syria have mobile phones and have a huge demand for mobile communications during their journey. Articles such as this one from the Independent and Wired help us believe this is the case: http://www.independent.co.uk/voices/comment/surprised-that-syrian-refugees-have-smartphones-well-sorry-to-break-this-to-you-but-youre-an-idiot-10489719.html http://www.wired.com/2015/12/smartphone-syrian-refugee-crisis/ 2) Refugees are spending a large amount per day on mobile communications. The literature is not too explicit on this side and we are currently exploring ways in which we can get access to data on the cost of mobile communications for refugees and their spending patterns. 3) Humanitarian Aid organisations will become more efficient if they have a direct connection with groups of refugees and have better insights in the needs, knowledge and wishes from refugees in a real-time way. Critical articles such as http://www.irinnews.org/analysis/2015/03/05/what-refugees-really-think-aid-agencies point out that there could be a need for better contact between humanitarian aid organisations and refugees. Nomads Telecom will conduct focus-group discussions in the next couple of weeks to find out if these assumptions are correct.
Evidence and rationale for the innovation (1,000 characters):*	Please provide details of the rationale behind the project: - Evidence of the need/opportunity of such an innovation and/or; - Evidence of a demand by users Nomads Telecom is in a very early stage of the program. The idea was born after a dinner in December 2015 at the first meeting of the Dutch Coalition for Humanitarian Innovation with all major Dutch humanitarian aid organisations, large Dutch companies, knowledge institutes and social innovators. In January a first brainstorm day was organised at a consultancy firm. Besides TTC Mobile, University of Leiden, TNO, Red Cross and Ministry of Foreign Affairs we also had Deloitte Digital joining the Nomads Telecom group. The first goal is to establish a business-plan by the end of May. Deloitte consultancy joined late January to help establish the business-plan and currently we are working with TNO and University of Leiden to get data on the demand from users via focus-groups and research. For this phase we are looking for financial support to help recognize the idea of Nomads Telecom.
Potential impact (1,000 characters):*	- Describe the potential impact of the innovation on humanitarian operations and outcomes, if it were to be successful.

Questions

	- Describe the potential users
	The users will be:
	1) Refugees travelling via the countries where Nomads Telecom is operational. 2) Humanitarian aid organisations in need for direct contact with refugees.
	The impact will come from: 1) Reduced costs of communications for refugees. 2) Ability to transfer and receive direct mobile payments on their telephone reducing all the risks there are with cash money. 3) Better information for refugees with regards to healthcare information, information on security, borders, food, travel and jobs.
SECTION 2::*	DESCRIPTION OF APPROACH AND PLANNED ACTIVITIES
Conception of the innovation (1,000 characters):*	- Describe what has been done to date: whether it be the initial state of recognising the challenge, or your first steps to inventing the solution. - Indicate the level of engagement and involvement of stakeholders in the process - Indicate how the users have been or / will be involved and consulted.
	We are in the initial state of recognizing the challenge. Nomads Telecom received a great deal of support after the idea was born at the dinner in December and first brainstorm early January. TTC Mobile as a lead is investing a lot of time in this project and we wouldn't have done so if the initial group of partners wasn't so enthusiastic about this idea. The level of commitment is high and if we can keep this high, Nomads Telecom will start in the next couple of months. The first user discussion with Syrian refugees were done at the end of January at the Deloitte offices in Rotterdam and were very promising. There was a clear need for additional focus groups and this will be planned in February. We have a core group driving Nomads Telecom. A project plan and leader are in place. We have been accepted to organize a booth at the World Humanitarian Summit Innovation Marketplace and we presented our initial idea to the Dutch Minister for Foreign Trade and Development Cooperation.
Approach (1,000 characters):*	- Describe the methodology you plan to use. Your methodology should clearly show the steps needed to meet the project's objective(s). – this is where we expect a justification of the approach used to recognise or invent the innovation and how you will generate evidence to further your early stage innovation
	We use agile development techniques to establish the first business plan of Nomads Telecom. 1) Initial idea. Status: done Initial idea. Dec 2015 & Jan 2016: Develop a service provider for the connected nomad. 2) Form initial group around the idea: done Find initial partners. Feb 2016: Commitment from organisations to invest in this humanitarian innovation initiative. 3) First user needs assessments: done Focus groups March 2016: Both refugee professionals (NGOs) and asylum seekers in the Nederlands are consulted about their needs. 4) First draft of business plan: March, April Business Model April & May 2016: Validation with experts and continuous feedback on the propositions during this process. 5) Three focus groups with humanitarian aid organisations and refugees: March & April. 6) Risk register, stakeholder mapping: April 7) Prototype May 2016: Develop and test a prototype within the different propositions.

Questions

Planned activities (1,000 characters):*	Please outline any planned activities not already mentioned above. No additional activities planned at the moment during recognition phase. We have a detailed project plan available and will attach that together with this grant request.
SECTION 3::*	RISK AND MITIGATION
Assumptions, project risk and mitigation (3,000 characters):*	What are the main risks the project will face? How will you address them? Provide a brief assessment of the main risks to the innovation and how these risks will be monitored and mitigated. A full risk assessment will be done in a later stage as this application is still only for the recognition phase. Identified risks, monitoring and mitigation. 1) Lack of demand from end-users, the refugees. Action: don't setup the project 2) No demand from Humanitarian Aid organisations for direct contact, data and insights from groups of refugees. Action: don't involve these organisations as paying clients in the business plan. 3) Problems with privacy and security of refugees if they will trust Nomads Telecom as their mobile operator. Action: Include the refugees in the privacy and security policies and involve the European governments where needed. 4) Technical issues of setting up a mobile operator. Action: find the best people who can do this, they are out there.
SECTION 4::*	CAPACITY AND PARTNERSHIP
Team capacity, partnership and cooperation(3,000 characters):*	Who is implementing the project? Is there any partnership planned? - Describe the key members of the project (including any partners) and the knowledge, skills and experience they bring - Describe any stakeholder groups/networks you hope to engage/collaborate with during the project TTC Mobile and it's founder Hajo van Beijma will implement the project. Nomads Telecom consist of it's core group members: -Dutch Red Cross: the CEO of the Dutch Red Cross, Gijs de Vries is co-leading this program and together with his humanitarian aid and refugee experts they are the key partner in this consortium. * Gijs de Vries: CEO * Tomas Martini: Public Affairs Advisor * Roza Freriks: Humanitarian Expert at Dutch Coalition for Humanitarian Innovation - Dutch Ministry of Foreign Affairs: knowledge support on refugees. The department of Humanitarian Aid from the Ministry of Foreign Affairs in the Netherlands acts as subject matter experts and they hep with the coordination of the focus groups. * Jelte van Wieren: Head of Humanitarian AID * Jopy Willems: Policy Officer Humanitarian Aid at Ministry of Foreign Affairs. -TNO: research institute: focus-group with end-users. * Mathilde Miedema: Program Manager Innovation for Development. * Mascha van Dort: Senior Business Consultant. -Leiden University: agile development support and focus-group discussions. * Dr. Ulrich Mans: Co-Founder Peace Informatics Lab @ Centre for Innovation. -Deloitte: Business plan development. They will invest 45 days of consultancy from the Deloitte Digital department. * Charles Baker: Senior Consultant at Deloitte Digital.

Questions

	* Ragner Teitsma: Director at Deloitte Digital. Our main focus at the moment is engage with more groups of refugees and involve them in the creation of the detailed business plan as well as the management of the organization behind Nomads Telecom. We are open for any additional partners but have enough strength at the moment.

Project Documents

Please upload the following:

• Detailed budget information, including applicant's/consortium's financial and/or in kind contribution if any (use template provided)
• Proposed work plan (applicants can use the format provided but are welcome to use their own)
• Letter of support (optional upload)
• Summary of applicants'/consortium's previous work and experience (1 Page)
• Other supporting information (optional upload)

Documents

Type	Name	Notes	Size	Date
Prog budget 1 *	Budget Nomads Telecom.xls		47,616	4/6/2016 10:26:14 am
Prog letters of support	Projects Nomads Telecom - Focusgroup.pdf	Focusgroup setup by Deloitte	988,646	4/6/2016 9:22:01 am
Work Plan *	Project Nomads Telecom -Approach - Team.pdf	Workplan by Deloitte	1,405,190	4/6/2016 10:29:51 am
Prev Work *	First Business modelling day.jpg	First business modelling day in January 2016	1,932,169	4/6/2016 10:30:55 am
Prog other info 3	Nomads Telecom Slidedeck.pdf	Nomads Telecom Slidedeck	1,451,086	4/6/2016 10:30:30 am
Prog other info 4	Nomads Telecom onepager.pdf	Latest One-pager Nomads Telecom as presented at the Minister of Foreign Trade in The Netherlands	4,580,436	4/6/2016 9:18:06 am
Prog other info 5	Project Nomads Telecom Refugee Journey.pdf	Refugee Journey by Deloitte	834,690	4/6/2016 9:21:32 am

Project Media

Do you have a simple visual input (picture, diagram, video, web link) to illustrate the innovation?
(In case of a video or large file, please attach a link to the file with the supporting information)

Please note that uploading media is not compulsory.

Media

Type	Name	Notes	Size	Date
Text 1	Text 1 on Internet	Empty website for project, will be filled in the near future		2/16/2016 7:58:33 am
Video 1				
Image 1	DCHI - Project Nomads Telecom Brainstorm Day.pdf	First brainstorm day in January	949,170	2/16/2016 7:57:56 am

Application Information

How much funding are you requesting from the HIF; Early Stage Innovation is up to £20,000 only.

Other Information

Amount Requested:*	£20,000 GBP
Funding:*	Enter how much funding are you requesting from the HIF; Early Stage Innovation is up to £50,000 only.