

## GSMA Mobile for Humanitarian Innovation Fund – Round 3 – Frequently Asked Questions

Apply online at [www.gsma.com/M4HInnovationFund](http://www.gsma.com/M4HInnovationFund)

### 1. Is a Concept Note template available?

Yes, all concept note questions are available in a downloadable word format on the application portal (click the 'Apply Now' button on [www.gsma.com/M4HInnovationFund](http://www.gsma.com/M4HInnovationFund)); note that this is for reference only and all answers must be submitted through the online portal.

### 2. What information and level of detail is required in the Concept Note application?

For details of what is required in the application, please see the Concept Note application form and [term sheet](#).

All answers have a word count limit, which provide an indication of the detail required. Please note that you can open/start the online application form and return to it at a later point.

### 3. Can Concept Notes be submitted in a language other than English?

We respectfully request all concept notes are submitted in English. Additionally, please note that grant contracts/documents and management is in English. Quality of written English will not be considered in the review process, but applications should be clear and answer each question precisely.

### 4. Can an applicant organisation submit more than one Concept Note?

Multiple Concept Notes may be submitted by an organisation. However, each application should be independent and present a different project concept (i.e. any one Concept Note should not be dependent on the success of another Concept Note and should present a different innovation).

### 5. How flexible are the application deadlines?

Regrettably, we are unable to make any exceptions to the timelines. The application portal will close on the 7 June 2019 at 17:00 BST (London). For more information about subsequent deadlines in the process, please see section 8 of the [term sheet](#).

### 6. What is the source of funds for this grant?

The Mobile for Humanitarian Innovation Fund is supported by the UK Department for International Development (DFID).

### 7. Do you have any press releases or communication materials we can use?

We welcome, and appreciate all support in spreading the word about the Fund! We have a number of resources on our website ([www.gsma.com/M4HInnovationFund](http://www.gsma.com/M4HInnovationFund)) including information, infographics and videos to share. You can follow us on Twitter @GSMAM4D, or reach out to [M4HFund@gsma.com](mailto:M4HFund@gsma.com) to request more information or a coms kit.

## Eligibility

### **8. Are we expected to work only with mobile network operators that have signed the GSMA Humanitarian Connectivity Charter?**

No, GSMA represents the interests of mobile operators worldwide, uniting more than 750 operators globally. We are operator agnostic and do not provide any preferential treatment to any operator organisation. We do take into consideration the strength of the partnership and likelihood of the project continuing following the end of the grant period. For more information about the Humanitarian Connectivity Charter please see the website [here](#).

### **9. Can an individual employee apply for funding?**

The GSMA can only provide funding to a registered organisation. Individuals are not eligible to apply, and are expected to receive permission from their organisation before submitting an application. It is important you declare the location of the bank account to where the grant money will be sent, we are unable to send funds to individuals.

### **10. Can a consortium of organisations apply for funding?**

Yes, however the consortium must be a legally registered entity capable of meeting the Fund's requirements (produce required due diligence materials, including business registration, audited financial reports, etc.) needed to enter into a binding grant agreement with the GSMA Foundation. If the consortium is not a separate legal entity, they can apply with one organisation being designated as the lead, i.e. bearing the legal responsibility for implementation.

### **11. Can a UN organisation be a lead applicant?**

UN organisations are not eligible to be the lead applicant of a proposal; however **they are strongly encouraged to join other eligible organisations** as implementing partners within the application. We strongly recommend all implementing partners review [section 5 on the term sheet](#) and confirm they are able to abide by the GSMA Mobile for Development Foundation grant agreement ([found as an attachment on the application portal](#)).

### **12. What constitutes as match funding – how much is required and from who? Would funding from awards be eligible?**

Match funding may be in-kind (e.g. staff time/overheads) or cash. Sources of cash funding could be reserves, equity funding, debt, or grants (awards).

- Up to £100,000 grant requested - 10% + match funding required (Including minimum 5% cash match funding)
- £100,001 to £300,000 grant requested - 20% match funding is required (Including minimum 10% cash match funding)
- *Category 3 only:* £300,001 to £500,000 grant requested - 50 % match funding is required (Including minimum 25% cash match funding)

For example, if a GSMA grant of £300,000 is requested, the applicant is expected to provide 50% match funding i.e. £150,000.

The total amount of £450,000 must go towards the project. For match funding a minimum of 25% must be cash, so in this example at least £37,500 must be available as cash match funding, with in-kind funding up to the value of up to £37,500.

[Please see section 10 of the term sheet for more information.](#)

**13. Is it a pre-requisite for eligibility that an application must involve a mobile network operator (MNO) as a formal partner?**

An application does not have to be led by an MNO, or involve an MNO as a partner. However, Concept Notes who do not clearly and convincingly demonstrate and provide examples for how they plan to engage with MNOs or the wider mobile ecosystem are unlikely to be considered for the next stage.

**14. When does an MOU between partnering organisations need to be in place?**

An MOU/Contract (as appropriate) is expected to be in place between relevant partners by the full Proposal deadline in July. MOUs must cover at least the duration of the grant project.

**15. Can a partner organisation within the application provide match funding rather than the lead organisation?**

Yes, match funding can come from any organisation within the application, or from a combination of multiple organisations within the application.

**16. What is the definition of mobile enabled?**

We take a broad definition of mobile-enabled. Services which use digital technology, mobile technology or engage the mobile ecosystem in a clear way are considered. For more information and examples, please see [GSMA Mobile for Development website](#).

**17. How you are defining 'forced displacement' and 'complex humanitarian' emergencies?**

For the purposes of the Fund, a complex humanitarian emergency is defined as a major humanitarian crisis of a multi-causal nature, which requires a multi-faceted, cross-sectoral, international response that goes beyond the mandate or capacity of any single agency.

**Complex emergencies** are typically characterized by:

- Extensive threat(s) to lives and livelihoods;
- Population displacement;
- Widespread damage to societies and economies; and
- The need for large-scale, multi-faceted humanitarian assistance.

**Forced Displacement** refers to the forced removal of a person from his/her home or country, often due to armed conflict or natural disaster. The Fund is particularly interested in solutions that address challenges specific to protracted displacement (e.g. targets refugees).

We are unable to support projects which address preparedness and response to sudden onset natural disasters (like a cyclone, earthquake etc).

## Costs, Grant Funding and Contracts

### **18. Are there any admin fees or costs for applying?**

There are no admin fees or costs for applying to the GSMA Mobile for Humanitarian Innovation. We are unable to cover costs incurred by any organisation during the application process, although the due diligence visit are covered by GSMA.

### **19. Is the total grant amount subject to payment by results?**

Payment is made upon completion, and approval of submitted evidence for each pre-defined milestone. Further details on the budget and the financial management will be shared with applicants that are invited to submit a Full Proposal. Please review the GSMA grant contract ([found as an attachment on the application portal](#)).

### **20. Can you provide more details regarding your rules concerning direct and indirect costs?**

Indirect or other overhead costs can be included; however, they must be clearly defined in the budget (which is required only at Full Proposal stage). Applicants must be able to demonstrate how the indirect costs are relevant to the GSMA funded project. **The total of these costs should not account for more than 10% of the total grant amount.**

**TOP TIP:** Financial reporting restrictions apply throughout the life of the grant. *Grantees have to provide transaction level details and receipts for charges over £500.* In our experience some indirect costs can be very difficult to report (imagine providing receipts for your office chairs on a quarterly basis, and explaining how these are relevant to the GSMA project). Support is available throughout the process on financial reporting.

### **21. Can you provide a copy of the draft grant agreement?**

The draft agreement can be accessed here: [draft grant agreement](#). Please note this is a **draft** and may be subject to change at the discretion of GSMA Mobile for Development Foundation.

### **22. The draft grant agreement stipulates that payment will be made upon satisfactory completion of all the terms and conditions, including performance milestones, contained in the Grant Agreement. Could you please explain if these milestones refer to log frame milestones?**

Milestones refer to project delivery milestones and are not the same as Logframe targets. There is no additional payment available for overachievement. Payment will be withheld in the event of non-achievement. Grant tranche payments are released upon the completion, and approval of submitted evidence for each pre-defined milestone. There is currently no monetary value assigned to Logframe targets, although the reporting of these are required to release grant money.

### **23. Which organisation within an applicant collaboration is responsible for legal matters?**

The lead applicant (i.e. the organisation that will sign a grant agreement with the GSMA Foundation and to whom the funds will be transferred) will be responsible. Some reporting conditions will also be mandatory for implementing partners. Please see the term sheet [section 5 on the terms sheet](#) (particularly on downstream partners) or the [draft grant agreement](#).