



# NetHope 2017 Device Challenge

## PROGRAM QUESTIONS AND ANSWERS

### February 10, 2017

Our organization is registered outside of the United States and does not have an EIN number. Will the registration number assigned to us by our country's government suffice on the grant application?

Yes. NetHope requires an EIN number or non-profit identification number with your application.

My organization did not submit an Expression of Interest. Are we still eligible to submit a grant application by February 28?

Yes. Organizations that did not submit an Expression of Interest are still eligible to apply for this grant. Please review the selection criteria closely and apply if it makes sense for your organization.

### February 3, 2017

My organization was recently forwarded information about the NetHope Device Challenge. We realize that the deadline has passed to submit Expressions of Interest but are wondering if you would still accept a late submission?

We're no longer accepting Expressions of Interest in this program, but you can still submit an application. Please review the selection criteria on the [program web page](#), and the grant application can be found there as well.

Could you please define "co-investment"? Is this a monetary value? Can it be gift in kind? What percentage is it?

Co-investment can be any value (monetary, gift, in-kind) you're contributing from other sources towards the desired outcome. There's no minimum requirement, we just want to know how a subgrant will fit in with a potentially otherwise funded project.

Can we ask for Google volunteers for the development of our app?

Yes, but there is no promise of such support. If we find it appropriate, we will pass on the opportunity and it will be up to Google.org to follow up.

Can we use two different service providers to purchase the devices?

Yes. Please do specify and make it as easy as possible for us to learn about the suppliers. E.g., include web address.

Our organization has been asked to participate in a group application. If we participate in the group application, are we precluded from developing a proposal solely for our own organization? If not, will our proposals be viewed less favorably?

You are not precluded from applying for this grant as a sole organization if you are also applying as part of a larger group. The applications will be reviewed based on the merits of each project. For more clarification, please review the selection criteria on the program web page.

### **January 27, 2017**

Please clarify allowable uses of the 40% of the budget not used to purchase technology. Will organizational indirect costs be allowable under the agreements?

We envision these funds to complement existing program expenses by funding devices not otherwise financed and in principle, we would not expect to allow ICR on these funds. As stated in the program landing page, 40% of the funds may be spent on direct program expenses such as deployment, program integration, training, support and communications costs.

Will you provide feedback on individual Expressions of Interest?

NetHope has received an overwhelming response to this grant program. While we will not be providing feedback on individual Expressions of Interest, we will communicate with all organizations that submitted EOIs about the formal application process during the weekend (January 28/29).

May NGOs based in the United States submit grant applications, or is this grant strictly for NGOs that are based outside of the US?

This is a global program and applications may come from any country. The only geographic restriction is that the devices cannot be used in North America.

**January 19, 2017**

Will Google volunteers be available to help with my project?

Applications should be submitted with assurance that the project implementation can be managed by the organization submitting the application. For awarded organizations, if there are opportunities for Google volunteers to assist with the project, it can be discussed with NetHope in the future, but not guaranteed.

Is there anything else Google can do to support my nonprofit?

Google for Nonprofits offers free access to Google tools like Gmail, Google Calendar, Google Ad Grants and more. These tools can help you reach new donors and volunteers, work more efficiently, and tell your nonprofit's story. Join the program at: [www.google.com/nonprofits](http://www.google.com/nonprofits)

Our organization is a for-profit company but has non-profit initiatives and projects to create social impact. Are we eligible to apply for our non-profit initiatives even though we are established as a company?

In order to be eligible for a grant award, proof of non-profit status along with audited financial statements will need to be provided with the grant application. If your for-profit organization partners with non-profit organizations on the non-profit initiatives and projects, the non-profit organization could apply for the grant.

Is it better to apply as one big program or submit multiple smaller applications featuring different projects and types of work?

The key evaluation criteria here is scaled impact on vulnerable populations. Whether that is achieved via one big program or by different projects and types of work, needs to be determined by you. We strongly recommend you submit a single Expression of Interest and (subsequent) Application whether that is in support of one project or a consolidation of multiple.

Can universities be considered NGOs and therefore be eligible to apply for this grant?

If your university is registered as a non-profit organization or is affiliated with such an organization, yes, you can apply for a grant under that legal structure.

Would the grant cover software costs as well? One of our programs uses software on the phone to help beneficiaries and there is an associated cost. I was not sure if this was covered under "integration"?

Yes, it is fair to include software in the 40% of the grant to be used for direct program expenses. "Grantees will be expected to spend at least 60 percent of grant dollars on device purchases. Remaining funds not spent on devices, may be spent on direct program expenses such as deployment, program integration, training, support and communications costs."

You indicate that the grant funds can subsidize the connectivity process. If our project involves an isolated population without an internet connection, can we budget for the purchase of telecommunications equipment, infrastructure and energy, and payment for internet service in our grant application?

Per the program landing page, such expenses would have to come out of the 40% of any award that "may be spent on direct program expenses such as deployment, program integration, training, support and communications costs"

"Grantees will be expected to spend at least 60 percent of grant dollars on device purchases. Remaining funds not spent on devices, may be spent on direct program expenses such as deployment, program integration, training, support and communications costs."

If there is no electricity supply in the intended intervention area, is it possible to consider the purchase of portable solar panels or another similar source of energy (for tablets and PC's) as part of the expenditure on equipment?

Per the program landing page, such expenses would have to come out of the 40% of any award that "may be spent on direct program expenses such as deployment, program integration, training, support and communications costs"

"Grantees will be expected to spend at least 60 percent of grant dollars on device purchases. Remaining funds not spent on devices, may be spent on direct program expenses such as deployment, program integration, training, support and communications costs"

Our device is a Raspberry-Pi computer. For the computers to work effectively in the context of our program, other items are needed (switches, routers, projectors) and solar power equipment (panels, batteries). Are these other items considered "devices" as well? Or should items not part of Raspberry Pi be "program integration" costs?

In order to stay true to the spirit of the program, these devices, other than the Raspberry-Pi computer, should be considered program integration costs.

Are the funds for one-year programs only? Or can they be used in multi-year programs?

The funds should be spent within a 12-18 month period. It may be connected to a program that goes longer than that, but devices should be purchased, distributed and impact reported within the 12-18 month time period.

Can funds contributed by NetHope be part of a larger programmatic budget to fund a program?

Yes, our expectation is that the grants awarded will be combined and complemented with existing programs.

**January 18, 2017**

Is it possible for a new NGO to be a candidate for this grant, even if it has not yet deployed project solutions?

Yes! It is possible for a newly created NGO to be a candidate for this grant. NetHope will require you to submit proof of non-profit status and audited financial statements during the application process.

Are social for-profit companies eligible for the NetHope 2017 Device Challenge?

No. Only non-profit NGOs are eligible for this grant award.

Is it possible for an NGO from Ghana or Haiti to apply for this grant?

Yes. NGOs from Ghana and Haiti may apply. We will accept applications from any country. We will need proof of non-profit status and audited financial statements during the application process.

Does the grant cover other electronic devices such as the talking book which has proven to be useful in development work in Ghana?

Possibly. We are interested in learning more and getting a better understanding how such devices can have impact at scale for a vulnerable population. We would recommend completing the Expression of Interest form.

**January 17, 2017**

One of the stated key criteria is 'matching resources or co-investment.' Can you please provide more details of what you will accept as matching resources/co-investment and how much?

In the case of supporting an existing program, the 'matching resources or co-investment' can be your organization's investment in this program. Specifically, it could be what you are already spending on devices, their deployment, training and communications costs before considering the NetHope 2017 Device Challenge subgrant, as such spending may make the reach of devices financed through the challenge impact additional beneficiaries. For a new program, we would like to understand if you have funding available from elsewhere to support the proposed program.

**January 12, 2017**

The devices mentioned in the webinar refer to mobile phones, laptops and tablets. We have an early warning initiative in the multi-hazard-prone regions of Myanmar, which would require some specific early warning devices. Would those devices be eligible for the grant?

These types of devices do not sound like they fall within the scope of the project and the grant guidelines. However, please provide NetHope with additional information about the devices you have in mind, and we will evaluate against the grant guidelines.

## January 11, 2017

What is the schedule for distribution of grant funds?

NetHope aims to begin distribution of grant funds to successful applicants approximately mid-April 2017.

What is the project period? 12 or 18 months?

From approximate time of grant awards to the final annual report targeted for the end of March 2018, the project period is approximately 12 months. There may be ongoing monitoring and evaluation work beyond this timeframe.

What exactly is meant by "devices?" Is it just computers, tablets, and phones, or could it include other things such as:

- Networking equipment: e.g., to give internet access to large groups (be it a refugee camp or students/classes)
- Robots/robotic kits: to teach basic robotics classes in refugee settings/classes

The intent for this grant is to maximize impact on a vulnerable population through devices that give them access to products and services they do not currently have. The most direct way to do that is to provide the target population with tablets, smartphones or laptops with internet connectivity using a direct or shared access model. Proposals with other scenarios will be evaluated on their projected scaled impact on the target community.

While 60 percent of funds need to be spent on "devices," can the remaining 40 percent of the funds received be spent on anything related to the projects, administration, etc.?

The remaining funds not spent on devices may be spent on direct program expenses such as deployment, program integration, training, support and communications costs.

How do we apply?

The application process will open on January 17, 2017, with collection of Expressions of Interest submissions until January 27. Formal applications will be accepted from January 30 through February 28, 2017. The [online Grant Application form](#) for organizations to provide required information will be posted on the program web page. The form will also allow for organizations to submit other relevant information not collected on the form via attached document. Due date for all applications is **February 28, 2017**.

If an Expression of Interest is not submitted, does that disqualify an organization from submitting a grant application?

An Expression of Interest is not required to move directly to the grant application process. However, during the grant application process, organizations that have submitted an Expression

of Interest prior to submitting a grant application will be given preference. NetHope encourages applicants to submit Expressions of Interest prior to submission of the grant application.

Will everyone who submits an Expression of Interest be invited to submit an application or will some be filtered out?

All organizations that submit an Expression of Interest are also welcome to submit a grant application. No organizations will be filtered out. NetHope is using the Expression of Interest submissions to gauge level of interest in the program. Organizations that have not submitted an Expression of Interest may still submit an application, but need to realize they are potentially placed further back in the queue.

Should an organization submit separate applications for different projects located in different countries? Or is it better to submit a single application for a program which benefits different geographical locations?

NetHope prefers that organizations group applications together as much as possible. For example, it would be sufficient to submit one application referencing a single program that covers multiple locations/countries.

It would be good to know the length and estimated work burden of full application before we submit an Expression of Interest. Our funding department calculates go/no go decisions based on estimated chances of winning a grant vs. size vs. burden of work to submit full application.

In advance of the official application period, the online grant application form can be found [here](#) for your review, is currently posted on the program web page in the Key Program Milestones section, and will be active on the program web page starting on January 30. In addition, grant recipients will be required to submit brief quarterly implementation reports on **June 30, September 30 and December 31, 2017, and an annual report on March 31, 2018**. An [online form](#) will be provided on the program web page for grant recipients to submit these reports. Preparation of case studies, conference presentations, etc. are also greatly encouraged.

Does cost of devices also include the purchase of applications/software or infrastructure costs such as security/services/Wi-Fi?

No. At least 60 percent of the grant funds must go to cost of the devices only. Purchase of applications/software or infrastructure cost must come from the remaining funds, which may be spent on direct program expenses such as deployment, program integration, training, support and communications costs.

Should applications come from an organization's headquarters, or can they come from the national or local offices?

That's up to each applying organization. Applications can come from either location.

Can the money be used on already purchased devices or only on new devices?

The money can only be spent on new devices, not on devices already purchased. NetHope will require grantees to submit receipts to show that devices have been purchased after the grant has been awarded.

Can the grant be used for ongoing (i.e., current) programs as well as new programs?

Yes – the grant can be used for current programs as long as the organization buys new devices that augment the existing program. NetHope expects that situation to be the case more often than using the grant funds for new programs. But the funds can also be used for new programs.

Does the order need to be made locally, or just to the supplier?

The spirit of the grant includes supporting local economies where the devices will be deployed. If at all possible, devices should be acquired in the country where the devices will be used. We'd like you to avoid purchasing devices in one country for export to other countries.

Why is the minimum grant amount so high? Given the tight turn around on the Expression of Interest, it may be difficult for smaller members and NGOs to generate a credible response.

The maximum size of each grant is \$1,000,000 (USD). The preferred minimum grant amount is \$250,000. Expressions of Interest and Applications in the size of \$100,000 and above will be evaluated against evaluation criteria of scalable impact on vulnerable populations/communities. Grantees will be expected to spend at least 60 percent of grant dollars on device purchases. Remaining funds not spent on devices may be spent on direct program expenses such as deployment, program integration, training, support and communications costs.

Do all the regions have the same preference?

Yes. We don't have any particular region preference for where the devices are deployed/used as long as it's not North America. The focus is on vulnerable populations. For instance, devices could be deployed in Europe in response to the refugee crisis.

Can the devices be used for baseline and evaluation of programs by program staff?

Devices are not intended to be used for NGO staff collecting statistics for monitoring and evaluation purposes. Devices are to be used primarily by the target population. Example use cases: Giving devices to pregnant mothers, to refugees, or deploying shared devices in classrooms or technology community centers. These types of examples are within the scope of the grant guidelines. Front-line workers, such as health workers doing interventions with families, are also a proper use case.

Can you clarify the use case for front-line field staff? If field staff are members of target population that are working directly in communities, would providing devices to them be considered a legitimate use?

Yes. If your program includes field staff that are members of the target population working in the communities targeted by this grant, then that is in scope (e.g., knowledge worker farmers working with their peers collecting and disseminating program-related information).

Can we use devices for school or college lab establishments?

Yes, as long as the lab is focused on vulnerable populations. This would be a good example of shared access implementation.

Would Google offer any assistance with technical parts of a program rollout, such as security on the devices, securing and/or encrypting data?

Assistance from Google staff may be possible but is not to be expected. There is a question on the grant application regarding interest in use of volunteers to assist with the project. If the answer is yes, please indicate what types of volunteer work opportunities would be available that would help make a difference in program implementation. NetHope will follow up with Google.org about this topic.

Could we include the first year of monthly payments to a carrier company for smartphone services with data access?

Yes. This falls under communications costs, which are covered with the grant funds not specifically used for purchase of devices. The amount used must cover communications costs incurred by devices purchased with grant funds.

Should the applications be submitted in English?

Yes, please! All Expressions of Interest, grant applications and post-award reporting should be submitted in English.

What is the weight given to each of the selection criteria? Is this indicated somewhere in the documents?

Each of the listed evaluation criteria will be equally applied.

Can any supplier's devices be purchased under the grant? Devices do not have to be from Google?

Yes. Successful applicants do not have to use grant award funds to purchase Google devices. Microsoft, Apple and other technology supplier's products can be purchased.