

**FREE WI-FI FOR ALL
MIDTERM REVIEW AND EVALUATION**

FINAL REPORT

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UNITED NATIONS DEVELOPMENT PROGRAMME
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ACKNOWLEDGEMENT AND DISCLOSURE

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Although undertaken in my private capacity as development practitioner, I acknowledge that this activity coincides with my active service as Professor of the Faculty of Information and Communication Studies, U.P. Open University. I am grateful to the University of the Philippines for recognizing this assignment as part of the public service function of its faculty, categorized as extension/outreach to UN agencies and other international bodies.

Furthermore, I declare no conflict of interest in this assignment other than the fact that I belong to an institution that has served as a longtime advocate of information and communications technology for development (ICT4D) and the open access movement.

Lastly, to the capable, youthful and idealistic staff of the DICT-UNDP FWFA Project Management Office, many of whom served as key informants in this review. Although I never articulated this during the conduct of the evaluation, your commitment to the open access cause, despite difficulties encountered, is recognized and highly appreciated. Hopefully, this report does justice to your commendable efforts and somewhat diminish the demoralization currently experienced.

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PROJECT AND EVALUATION INFORMATION DETAILS

Project Information		
Project title	DICT-UNDP Free Wi-fi for All Project	
Atlas ID	Project ID 113425 Output ID 111581	
Outcome	Women and men from disadvantaged communities are able to improve their educational attainment, deepen their engagement in governance processes and avail of opportunities for economic development through increased access to up to 6,000 Public Wi-Fi hotspots.	
Output	Broadening people’s access to free internet services in designated sites. Organize and develop the capacity of citizens to use, monitor delivery and installation of internet connections and performance of the free public internet service. Develop the capacity of DICT to contract and oversee the performance of internet service providers.	
Country	Philippines	
Region	Asia and the Pacific	
Date project document signed		
Project dates	Start 28/9/2019	Planned end 31/12/2022
Project budget	USD 25,606,463.60	
Project expenditure at the time of evaluation		
Funding source	Department of Information & Communications Technology Government of the Philippines	
Implementing party	UNDP Philippines	
Evaluation information		
Evaluation type	Project	
	Midterm Review	
Period under evaluation	Start September 2019	End March 2021
Evaluators	Dr. Alexander G. Flor	
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Evaluation dates	Start January 2021	Completion July 2021

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ACRONYMS AND ABBREVIATIONS

ACCESS Mindanao	Ateneo de Manila University Community Connectivity Empowered by Satellite Services for Mindanao
AP	Access Point
BARM	Bangsamoro Autonomous Region in Muslim Mindanao
CAR	Cordillera Autonomous Region
CSO	Civil Society Organization
DepEd	Department of Education
DevLIVE	Development Live
DICT	Department of Information and Communications Technology
DILG	Department of the Interior and Local Government
DCP	Department of Education Computerization Program
GIDAs	Geographically Isolated and Disadvantaged Areas
FGD	Focus Group Discussion
FTP	File Transfer Protocol
FWFA	Free Wi-fi for All Project
IATF	Inter-Agency Task Force on COVID 19
ICT	Information and Communications Technology
ICT4D	Information and Communications Technology for Development
ISP	Internet Service Provider
KII	Key Informant Interviews
LGU	Local Government Unit
M&E	Monitoring and Evaluation
ME&L	Monitoring, Evaluation and Learning
MH	Municipal Hall
MTRE	Midterm Review and Evaluation
NAM	National Acceleration Modality
NGA	National Government Agency
NGO	Non-Government Organization
PDC	Provincial Development Council
PLGU	Provincial Local Government Unit
PMO	Project Management Office
PP	Public Places
QUAL	Qualitative Research Method
QUAN	Quantitative Research Method
SD	Standard Deviation
SDG	Sustainable Development Goals
SLA	Service Level Agreement
SUCs	State Universities and Colleges
ToC	Theory(ies) of Change
UNDP	United Nations Development Programme
VSAT	Very Small Aperture Terminal

EXECUTIVE SUMMARY

This draft report presents the Midterm Evaluation of the DICT-UNDP Free Wi-fi For All Project. The objectives of the Project are: to provide incentives to encourage new and existing local and international service providers to expand internet coverage in underserved areas; to incorporate citizen monitoring mechanisms to ensure internet service providers meet service quality standards; and to build DICT staff capacities to oversee the procurement, management, and implementation of future large-scale ICT investments. The Project was divided into three outputs: Output 1 provides free internet service in geographically isolated and disadvantaged areas; Output 2 capacitates citizens to use and monitor the efficiency and integrity of free internet in all the target provinces; and Output 3 capacitates DICT staff to procure and manage internet services. Output 1 is further divided into three phases: Phase 1 targeting 3,000 sites across 12 provinces; Phase 2 covering 2,000 sites across 25 provinces; and Phase 3 equipping state universities and colleges with 1,000 access points. The Project outcome is for women and men from disadvantaged communities able to enhance teaching/learning, deepen engagement in local governance and avail of opportunities for economic development through increased access to 6,000 Public Wi-Fi hotspots.

The objectives of the MTRE were: to identify the extent to which the Project is consistent with the policies and priorities of the national and local governments as well as the needs of intended beneficiaries in addition to its responsiveness to the human development thrust of UNDP for empowerment, gender equality on industry innovation and infrastructure particularly universal and affordable internet access, reduced inequalities, on partnerships for the Sustainable Development Goals and emerging conditions such as COVID-19; to identify initial results and their contribution to the attainment of the Project outcomes along with lessons learned specifically in areas of success and improvement to attain projective outputs and outcomes; to measure how resources or inputs (such as funds, expertise, and time) are converted to results; to recommend how the Project will improve the sustainability of Free Wi-fi Internet Access in Public Places or Free Wi-fi for All Program; and to make appropriate adjustments on the ToC, fine-tune existing implementation strategies or define new ones for a potential second package of development projects under the FWFA. The evaluation employed criteria identified for results-based midterm project reviews and assessments: relevance; effectiveness; efficiency; sustainability; and other cross-cutting concerns.

The evaluation adopted the results-based monitoring and evaluation approach. It employed an *improvised integrated mixed methods* design involving quantitative and qualitative strands much of which were executed virtually.

An analysis of secondary data found that Outputs 1, 2 and 3 are being achieved with some slippage due to force majeure. The online survey found that the Project has been rated by site owners, users and beneficiaries *excellently* (median/mode at 5 in a scale of 1 to 5) in terms of relevance. It has been rated *positively* (median/mode at 3+ in a scale of 1 to 5) in terms of effectiveness and efficiency. It has been rated *highly* (median/mode at 4 in a scale of 1 to 5) in terms of sustainability. As of its midterm phase, the Project has succeeded in providing Internet services in GIDAs; supporting remote learning among DepEd schools; supporting rural health units; supporting local

governance; and supporting marginalized and ethnic communities. However, the Project has been plagued by poor optics among stakeholders which were directly caused by: delayed deployment; bandwidth competition; perceptions of centralized decisions/ lack of coordination/ weak communication; and contractor conduct. The root causes, however, are two: the pandemic and the unique nature of the project as a nationally funded government undertaking implemented by an international development assistance agency. The problems experienced are not attributable to project management nor to project design. There is no need to modify the theories of change because they were, in fact, partially validated by the Project's experience prior to midterm.

The following recommendation are provided to address subordinate influential factors. A more realistic project timeframe should be designed factoring in the disruptions with attendant adjustments in implementing government and agency financial arrangements. Without dropping the Service Level Agreement procurement modality, minimum service requirements should be increased. Technologies that maximize download/upload speeds should be considered and the progressively increasing appetite for bandwidth should be planned for. The active engagement of DICT provincial engineers, LGUs and the private sector in maintenance, value-added services and technological enhancements should be encouraged and may be provided for in the SLAs.

Finally, the project should be more anticipatory and consider incorporating adaptive management in plans and strategies that would future-proof Project interventions leading to greater sustainability. it would be worthwhile investing in internal and external communication as well as social preparation with a minor rationalization of budgets to tip slightly towards non-technical interventions.

1. INTRODUCTION

This document constitutes the Draft Report for the Midterm Evaluation of the Free Wi-fi For All (FWFA) Project jointly implemented by the Department of Information and Communications Technology (DICT) and the United Nations Development Program (UNDP). This Project is part and parcel of the DICT Free Wi-Fi Internet Access in Public Places or *Pipol Konek* Program, which aims to provide free broadband internet access to public places across the country, specifically 104,000 Wi-Fi sites by 2023. Eventually, the entire Program itself was renamed, Free Wi-fi For All. The legal basis for both the Program and the Project is Republic Act 10929 (Free Internet Access in Public Places Act) of 2017.

The Project was initially conceptualized because DICT faced challenges in the bidding and implementation process of the Program due to:

- limited capacities and interest among local Philippine telecommunications companies to provide services to geographically isolated and disadvantaged areas (GIDAs); and
- limited expeditious access to cost-effective and up-to-date technology options.

To overcome these factors, DICT partnered with UNDP to expand internet access in 6,000 remote sites applying the latter's National Acceleration Modality (NAM) to the FWFA Program's procurement system and partnership agreement instruments. The Project would:

- provide incentives to encourage new and existing local and international service providers to expand internet coverage in underserved areas;
- incorporate citizen monitoring mechanisms to ensure internet service providers meet service quality standards; and
- build DICT staff capacities to oversee the procurement, management, and implementation of future large-scale ICT investments.

The Project was divided into three outputs, with Output 1 divided into three phases: Phase 1 targeting 3,000 sites across 12 provinces; Phase 2 covering 2,000 sites across 25 provinces; and Phase 3 equipping state universities and colleges (SUCs) with 1,000 access points (APs). Phase 1 and Phase 2 have completed the procurement process and deployment is now ongoing. Phase 3 is at the final stages of the procurement process.

As of the end of 2020, the Project was able to activate 638 sites in Phase 1 and Phase 2. Specifically, the activated sites were spread across Albay, Batangas, Benguet, Cagayan, Davao City, Davao del Sur, Davao de Oro, Davao Oriental, Davao del Norte, Isabela, Lanao Del Sur, Palawan, Pampanga, Sorsogon and Quezon. In characterizing the target sites, 91 percent are found in municipalities with poverty incidence higher than the national average. Also, 40 percent of these sites are in 4th to 6th class municipalities and 23 percent are under municipalities with geographically isolated and disadvantaged areas (GIDAs). The sites are mostly composed of remote last mile public schools, local government offices (city/municipal halls and barangay halls), state universities and colleges (SUCs) and public health facilities.

2. DESCRIPTION OF THE INTERVENTION

2.1. Project Outcome

The stated outcome of the DICT-UNDP Free Wi-Fi for All Project is: *Women and men from disadvantaged communities are able to improve their educational attainment, deepen their engagement in governance processes, and avail of opportunities for economic development through increased access to up to 6,000 Public Wi-Fi hotspots.*

This outcome is evidenced by enhanced collaboration and interactive learning through online educational services; improvement of political awareness of current issues and governance processes; and improvement in economic activity.

2.2. Project Outputs

The above outcome will result from the following Project outputs:

Output 1. Broadening people's access to free internet services in designated sites. This output specifies free internet service provided to women and men in disadvantaged communities in approximately 6,000 sites across the Philippines. The output indicator identified is: *Half a million users in 6,000 public sites connected through the free public Wi-Fi.*



Output 2. Organize and develop the capacity of citizens to use, monitor delivery and installation of internet connections and performance of the free public internet service. There are 6,000 citizens targeted to be capacitated to use and monitor the efficiency and integrity of free internet in 15 provinces. The indicator proposed for this output is: *5,000 citizens monitoring the quality and reliability of internet service in their respective communities.* Central to this output is the DevLIVE or the Development LIVE application, which allows communities to monitor and report on LGU projects related to the Sustainable Development Goals (SDGs). FWFA community constituents will be trained on the efficient and effective utilization of this app.

Output 3. Develop the capacity of DICT to contract and oversee the performance of internet service providers. Capacity of DICT built to procure and manage internet services. For this output, the success indicator is *improved success rate of DICT in planning, program management and procurement processes for internet connectivity.*

It is theorized that the following project interventions will result in the above outputs: broadening people's access to free public internet service; capacity development for users and citizens; and capacity development for DICT. These pathways to change are depicted in the results chain found in ANNEX F.

2.3. Recent Press Coverage

It should be mentioned at this juncture that, parallel to the data gathering phase of the MTRE, the DICT-UNDP Free Wi-fi for All Project has been at the receiving end of some negative news reports due to delays in Output 1. The criticism was centered on the primary contractor and service provider for the deployment and installation of access points.

On 3 May 2021, CNN Philippines reported that President Rodrigo Duterte wanted to disengage the foreign contractor “due to slow rollout” of services. On the same day, the Manila Bulletin published a similar item comparing the Project’s dismal deployment pace with that of the Program’s.

The most critical item came from the Daily Tribune published three days earlier. It featured an interview with the president of the local sub-contractor assigning blame to UNDP for the controversies surrounding the Project. Among other things, the article mentioned that the prime contractor attempted to smuggle telecommunications equipment for the Project “in exchange for bribe money.”

Assessing the accuracy and the angles of the news coverage does not form part of the MTRE. But, for better or for worse, these news items formed part of the backdrop of the midterm review and evaluation. They have to be incorporated into the analysis. Thus, the evaluation itself had from time to time shifted from an objectivist to an interpretivist research perspective as will be evident in the succeeding sections.

3. EVALUATION SCOPE AND OBJECTIVES

3.1. Purpose And Scope

On the basis of the theories of change (ANNEX F), the Midterm Review and Evaluation (MTRE):

- assessed the operations aspect of the Project specifically on efficiency, effectiveness, and relevance in relation to the outputs and outcomes specified;
- assessed early signs of Project success or failure with the goal of identifying the necessary changes to be made to set the Project on-track to achieve its intended results; and
- reviewed the Project's strategy and its risks to sustainability, revising the theories of change as necessary.

The findings should inform UNDP, DICT, other government agencies, and stakeholders on how to further improve project implementation. The findings and any other relevant lessons and recommendations is also expected to contribute to the internal programming of UNDP and to existing and emerging national policy considerations of increasing connectivity and up-and-coming role of internet access for the recovery of the Philippines from COVID-19 and in ushering a new normal. Although not an operations audit, the evaluation was limited to the operations aspect of the Project. The report contains details regarding the main achievements/results/issues of the Project largely focused on its operation. Please refer to ANNEX A for the Terms of Reference of this MTRE.

3.2. Objectives

The objectives of the MTRE were:

- To identify the extent to which the Project is consistent with the policies and priorities of the national and local governments as well as the needs of intended beneficiaries in addition to its responsiveness to the human development thrust of UNDP for empowerment, gender equality on industry innovation and infrastructure particularly universal and affordable internet access by 2020, reduced inequalities, on partnerships for the Sustainable Development Goals, and emerging conditions such as COVID-19.
- To identify initial results and their contribution to the attainment of the Project outcomes along with lessons learned specifically in areas of success and improvement to attain projective outputs and outcomes (the effectiveness of the implementation strategy, which includes project design and scope, assumptions made at the inception of the Project, and implementation status against planned results).
- To measure how resources or inputs (such as funds, expertise, and time) are converted to results.
- To recommend how the Project will improve the sustainability of Free Wi-fi Internet Access in Public Places or Free Wi-fi for All Program.
- To make appropriate adjustments on the ToC, fine-tune existing implementation strategies or define new ones for a potential second package of development projects under the FWFA.

3.3. Criteria

This evaluation employed criteria identified for results-based midterm project reviews and assessments: relevance; effectiveness; efficiency; sustainability; and other cross-cutting concerns.

3.4. Questions

Under each criterion, a set of key questions were initially identified, the most applicable to the Project's circumstances answered in the Findings section of this Draft Report.

Relevance. To what extent is the Project's theory of change relevant to the Project's results and implementation strategies? What are the Project's potential contributions to gender equality, women's empowerment, and to results specific to other marginalized sectors that benefit from the Project? How does each Project component support the attainment of project outputs and outcomes? To what extent are project interventions relevant to the needs of the stakeholders? To what extent is the Project aligned with the government's initiative to strengthen connectivity and the DICT's development objectives in the Philippines?

Effectiveness. How effective were the implementation strategy and operations? To what extent were the Project outputs achieved? Are the projects objectives and outputs clear, practical and feasible within its frame? What factors have contributed to achieving or not achieving intended project outputs? In which areas does the Project have the greatest achievements? Why and what have been the supporting factors? How can the Project build on or expand these achievements? How can the Project further expand the benefits that it provides? What is the level of quality of project implementation, including the application adaptive management techniques? What factors contributed to effectiveness or ineffectiveness? Are the strategies, tools, interventions used in project implementation effective to achieve the planned results? What, if any, alternative strategies would have been more effective in achieving the Project's objectives? Are proper means of communication established or being established to express the Project progress and intended impact to the public? To what extent has the Project been appropriately responsive to the needs of the national constituents and changing partner priorities? To what extent has the Project contributed to gender equality, the empowerment of women and the realization of human rights?

Efficiency. How efficient was the implementation strategy and operations? What were the causes of any delays in project start-up and implementation? How appropriate and relevant were the changes to fund allocations as a result of budget revisions? To what extent are the monitoring tools being used by the Project sufficient to provide the necessary information to determine project outputs and outcomes? Are they properly costed and implemented, participatory, inclusive and cost-effective? Do the actual or expected results justify the cost incurred?

Sustainability. Are the Project interventions sustainable in terms of project ownership, technological appropriateness, and stakeholder capacities? Are there any financial risks that may jeopardize the sustainability of project outputs? What are the institutional, social, political and

environmental risks to the sustainability of project results? What is the risk that the level of stakeholders' ownership will be sufficient to allow for the project benefits to be sustained? To what extent do stakeholders support the Project's long-term objectives? What could be done to strengthen exit strategies and sustainability?

Please refer to ANNEX B for the Evaluation Matrix.

3.5. Stakeholders

The above questions informed the items included in Key Informant Interviews (KII), Focus Group Discussions (FGD) and online survey participated in by the following project stakeholders: DICT staff including FWFA focal persons at the provincial levels; local government officials; site owners (including DepEd Schools and SUCs); and NGO/CSO representatives.

4. APPROACH AND METHODOLOGY

4.1. General Approach

The Midterm Evaluation adopted the results-based monitoring and evaluation approach. It reviewed the theories of change and assumed the soundness of the pathways to change and results framework (ANNEX F). Nevertheless, it was open to fine-tuning the components and elements of the results chain based on the findings.

4.2. Methodology

The current national health emergency has significantly impinged upon the methodology that this Midterm Review and Evaluation employed. Community lockdowns, travel restrictions and the specter of pandemic surges due to evolving variants prevented the evaluator to conduct face-to-face interviews, site visits, in-situ observations and field surveys. Hence, the evaluation employed an *improvised integrated mixed methods* design involving quantitative and qualitative strands much of which were executed virtually.

Quantitative Methods. For this study, the QUAN strands included:

1. Analysis of secondary output data culled primarily from the Project management office (PMO). Please refer to the list of secondary data source documents found in ANNEX E.
2. A one-shot online survey among site owners using Google Forms (ANNEX C).
3. Budget or cost comparisons.

Quantitative analysis. This primarily involved descriptive statistics, i.e., ranking, ratios, percentages, and measures of central tendency. Considering that much of the quantitative data gathered through the online survey were ordinal perception data, the measures of central tendency employed were median, mode and standard deviation.

Sample Size. Online surveys innately suffer from low response rates. A minimum sample size cannot be targeted under the circumstances. Such can only be imposed in ideal data-gathering situations. Thus, a complete enumeration of site owners based on the current directory was attempted as the online survey's respondents (ANNEX D).

The master list of site owners and immediate users of existing access points totaled 575 names and contact numbers. The ideal response rate is 100 percent and the maximum sample size would be the universe, i.e., complete enumeration of respondents. However, given the limitations in email addresses, connectivity and respondent engagement, a minimum response rate or sample size cannot be pegged early on. Furthermore, randomness was merely simulated via self-selection and self-administration of the online survey instrument. In order to counteract the low response rates, follow up messages were sent to the respondents every week through their provided phone numbers and email addresses.

Qualitative Methods. The QUAL strand made use of:

1. Key informant interviews conducted via Zoom. Please refer to ANNEX C for the KII Guide Questions per stakeholder group.
2. Focus Group Discussions conducted via Zoom. Please refer to ANNEX C for the FGD Guide Questions.

Qualitative Analysis. Data were examined employing thematic analysis highlighting dominant patterns and trends in the narratives that surfaced in the exchanges. The KII and FGD transcripts were sequentially subjected to open, axial then selective coding. The themes were then causally or correlationally linked with one another using *problematique* analysis.

Problematique Analysis. A *problematique* is a complex web of recurring problems often encountered in the real world. The contemporary term for a *problematique* is a “wicked problem.” Problematique analysis (Molenda and Di Paolo, 1979), sometimes called problem structure analysis (Tiffin, 1978 as cited by Molenda and Di Paolo, 1979), is a systems research procedure developed by Molenda and Di Paolo in the late seventies that has been used almost exclusively in identifying and analyzing subordinate and superordinate influential factors of complex problems within instructional, educational and telecommunications systems (Ongkiko and Flor, 2002). Molenda and DiPaolo (1979), who coined the phrase, pioneered its use in exploring audiovisual systems in North Africa. Flor (1982) applied it in determining root causes of management problems in a rural educational radio station. Recently, Flor and Flor (2014) utilized it in examining intellectual dishonesty issues among students in online learning management systems. In this MTRE, *problematique* analysis has been applied in evaluating the symptoms and root causes of issues associated with the Free Wi-fi for All Project.

Subordinate influential factors are the immediate or primary order causes of individual conditions in the complex web of glitches and snags within the *problematique*. More often than not, these immediate causes are merely symptomatic of deeply embedded roots known as *superordinate influential factors*. The significance of differentiating subordinate influential factors from superordinate influential factors come into play when one attempts to solve the *problematique* strategically. Addressing the subordinate factors become ineffectual since the problem situation will most certainly recur or reappear. Addressing the comparatively few root causes or superordinate influential factors on the other hand would disentangle the entire *problematique*.

Data Privacy. Part of the evaluator’s ethical considerations in conducting MTREs are provisions on anonymity, confidentiality and informed consent as embodied in the Data Privacy Act of 2012 (RA 10173). For quantitative data gathering, anonymity was assured by deleting respondent identification in the online survey form. For qualitative data gathering, however, a difficulty was posed by the lack of protocols for informed consent particularly relevant to FGDs and KIIs. The researcher had to improvise by providing a lengthy introduction on both data gathering procedures prior to their conduct to ensure that informed consent is complied with. Please refer to ANNEXES G1 and G2, respectively, for the FGD and KII introductory scripts used.

Additionally, the online nature of Zoom and its audio-video recording functionality offered some complications. The midterm evaluator notes legitimate concerns on how confidentially recorded videos often end-up broadcasted over social media platforms. Hence, for confidentiality purposes, an additional improvisation was employed for the inclusion of a *video recording restricted use and deletion protocol* to the data handling procedure appropriately disclosed in the KII informed consent script.

Exclusion Sensitivity. The conduct of both QUAN and QUAL strands were guided by a conscious effort for the inclusion of respondents, participants and informants of all genders, ethnicities, socio-economic backgrounds and religious affiliations. Equitable representation was achieved within the limitations posed by the conduct of the study to ensure completeness of perspectives in the analysis and discussion of findings. Needless to say, this consideration in the selection of respondents, participants and informants was indeed influenced by the constraints posed by the current health protocols and travel restrictions. As stated, online surveys, group discussions and interviews have two innate weaknesses: *low response rates* and *limited coverage* posed by the bandwidth and infrastructure limitations among the participants. Nevertheless, exclusion sensitivity and the rights-based approach was done on a best effort basis.

4.3. Addressing Cross-Cutting Issues

A development intervention providing free public access to Wi-Fi covers an entire spectrum of thematic or cross-cutting issues, among them:

Sustainability. Information and communications technology, although pervasive and ubiquitous in today's world, is also dynamic and ephemeral. It is plagued with obsolescence issues, some of which are planned, as well anti-trust or monopolistic tendencies of big players. It is said that data is the new oil. Since data is the stuff that is carried by ICTs, market considerations come into play that would impinge upon sustainability.

Early on, the decision has been made to employ VSAT technology for the Project and the larger program particularly for GIDAs. VSAT remains the most appropriate technology given the outcomes identified for the initiative, but how would it eventually figure into the future? This concern surfaced in the KIIs and FGDs that were conducted.

Environment. This Project is primarily technological. There has been little evidence of negative environmental impacts of information and communications technologies other than a fringe concern regarding electromagnetic frequencies (EMF).

Social Impact. The MTRE collected narratives on the social impact of the Project which were woven into the analysis and findings. Nevertheless, at the midterm phase, an extensive social impact analysis would still be premature considering the current strategic spread of the Project and the adoption time. However, anecdotal evidence on social impact were already available and solicited in the FGDs and KIIs.

5. DATA ANALYSIS

5.1. Status of Outputs 1, 2 and 3 in Phases I and II

To review, the DICT-UNDP FWFA Project employs three interventions to achieve three outputs of which Output 1 is segmented into three phases.

The interventions are: broadening people's access to free public internet service; capacity development for users and citizens; and capacity development for DICT. It is worthwhile noting that the MTRE is limited to Phase I and part of Phase II. Similarly, the first and second interventions are sequential in nature, i.e., the first intervention need to be satisfied before the next may be initiated. Hence, the output indicators for Output 2 cannot be spread out equally between pre-Midterm and post-Midterm phases. It is expected that progress in achieving output indicators for Output 2 is slower during pre-Midterm than post-Midterm. At this point, it should be underscored that ninety-nine percent of the budget was devoted to Output 1 while only one percent was shared between Outputs 2 and 3.

To track progress towards these output indicators, the MTRE made use of secondary data provided by the FWFA PMO often using proxy indicators identified by the PMO.

Output 1. Free internet service provided to women and men in disadvantaged communities in approximately 6,000 sites across the Philippines. The indicator for this output is: *One million users in 6,000 public sites connected through the free public Wi-Fi*. Note that for every access site, there is an estimated average number of 84 users.

Based on secondary data provided by the PMO, the exact number of sites targeted for Phase 1 is 3,108. Almost all have been allocated (96.81%) and approved for installation (99.9%). However, only a little more than a quarter (25.28%) were activated and even a smaller percentage (18.56%) were accepted. Indeed, there is a clear delay in the deployment and installation of sites. However, given the almost perfect allocation and approval rates, the slippage is most likely attributable to the installation service provider rather than project management. Allocation and approval is a function of the PMO while activation and acceptance is a function of the service provider.

If we can probe deeper, the two highest number of slippages occurred in the Bangsamoro Autonomous Region in Muslim Mindanao and Region XIII, which is farthest from Manila in terms of transportation routes. Clearly, the problem was in logistics no doubt brought about by travel restrictions, unavailability of regular transportation and facilitating offices resulting from the pandemic. Table 1 gives the Output 1 indicator values as of March 2021.

Table 1. Output 1 Indicator Values for Phase 1 as of 20 March 2021

REGION	SITES	SITE ALLOCATIONS	APPROVED FOR INSTALLATION	ACTIVATED SITES	ACCEPTED SITES
BARM	1,394	1,452	1,393	234	167
CAR	45	46	45	30	23
Region II	233	197	232	97	71
Region III	32	32	32	18	11
Region IV-A	149	145	148	85	47
Region IV-B	824	829	824	85	40
Region V	214	90	214	135	131
Region XI	179	182	179	102	87
Region XIII	38	36	38	0	0
TOTAL	3,108 (100%)	3,009 (96.81%)	3,105 (99.90%)	786 (25.28%)	577 (18.56%)

Data provided by DICT-UNDP FWFA PMO

Note that there has been progress under Phase II even in its early stages. Out of the 2,073 targeted sites, 16.64% has been approved, 5.35% has been activated and 2.94% has been accepted. Table 2 provides Output 1 indicator values for Phase 2.

Table 2. Output 1 Indicator Values for Phase 2 as of 20 March 2021

REGION	SITES	APPROVED FOR INSTALLATION	ACTIVATED SITES	ACCEPTED SITES
CAR	144	54	0	0
Region II	23	0	0	0
Region IX	315	0	0	0
Region V	107	0	0	0
Region VIII	569	0	0	0
Region XI	486	229	111	61
Region XII	332	17	0	0
Region XIII	97	45	0	0
TOTAL	2,073 (100%)	345 (16.64%)	111 (5.35%)	61 (2.94%)

Data provided by DICT-UNDP FWFA PMO

Output 2. Citizens capacitated to use and monitor the efficiency and integrity of free internet in 15 provinces. The indicator proposed for this output is: *5,000 citizens monitoring the quality and reliability of internet service in their respective communities.* Central to this output is the DevLIVE or the Development LIVE application, that allows communities to monitor and report on LGU projects related to the Sustainable Development Goals in the Philippines. Constituents of FWFA communities will be trained on the efficient and effective utilization of this app. For the MTRE, we used as proxy indicators the number of institutions and individuals trained on DevLIVE.

The overall target for institutions trained in DevLIVE is 40 while the target for individuals trained totals 6,000. With the number of active site deployment limited to 786 with the big majority located in Luzon Island, the strategic spread required to implement training courses that would reach economies of scale has not yet been achieved. Hence, the training courses conducted has also been limited.

As of 20 March 2021, eight (20%) of the total number of institutions have been trained in DevLIVE while only 22 (00.36%) of the target number of individuals completed training owing to the sequential nature of Outputs 1 and 2.

Table 3. Output 2 Indicator Values as of 20 March 2021

OUTPUT 2: CAPDEV Community Beneficiaries	INDICATOR: NUMBER TRAINED			
	FINAL TARGET	ACHIEVED AS OF MIDTERM	PERCENTAGE COMPLETION	REMAINING
Institutions Trained on DevLIVE	40	8	20.00%	32
Individuals Trained on DevLIVE	6,000	22	00.36%	5,978

Data provided by DICT-UNDP FWFA PMO

Output 3. Capacity of DICT built to procure and manage internet services. For this output, the success indicator is *improved success rate of DICT in planning, program management and procurement processes for internet connectivity*. For the MTRE, we used as proxy indicators the number of DICT staff trained on Procurement Planning and ICT Infrastructure and Systems.

The total number of DICT staff to be trained in planning and procurement on the National Accelerated Modality (NAM) is 50 while the total number of trainees on ICT infrastructure and Systems is 200. As of 20 March 2021, 14 percent of the target number of staff trained in planning and procurement systems have been trained while 45 percent of the target number for ICT infrastructure and systems was achieved.

One may argue that Output 3 is not sequential to Output 1 or Output 2 since it is concerned with an entirely different cohort. However, 45 percent achievement is not bad at the midterm point for training on ICT infrastructure and systems.

Furthermore, the Project experienced difficulties in identifying appropriate personnel to be trained in planning and procurement systems. During the pre-Midterm phase, many of the DICT staff assigned to this area of operations had contract of service (CoS) employment status. This was due to the fact that DICT is a new agency, the most recent department/ministry of the executive branch of government to be awarded a national portfolio. Established only in 2015, regular job items were still being situated within the bureaucracy and negotiated with the Department of Budget and Management. Traditionally, the training of contractual staff whose tenures are uncertain is discourage. An agency would rather invest in capacitating regular staff members than contractual

ones particularly in innovative systems such as the NAM. Table 4 give the Output 3 Indicator Values as of 20 March 2021.

Table 4. Output 3 Indicator Values as of 20 March 2021

OUTPUT 3: CAPDEV DICT Staff	INDICATOR: NUMBER TRAINED			
	FINAL TARGET	ACHIEVED AS OF MIDTERM	PERCENTAGE COMPLETION	REMAINING
Staff Trained on Procurement	50	7	14.00 %	43
Staff Trained on ICT Systems	200	90	45.00%	110

Data provided by DICT-UNDP FWFA PMO

5.2. Online Survey

The survey targeted a total of 554 respondents representing the complete enumeration of site owners approved as of 31 December 2020 (ANNEX D). Due to various constraints, only 60 respondents managed to accomplish the given survey. As described earlier, the survey was conducted online with the use of Google Forms. The respondents were first contacted via their phone numbers wherein they replied with their email addresses. An email containing the link to the survey was then sent to the respondents.

Again, we note that the response rate for online surveys is poor. Sampling cannot be randomized since participation is self-selecting and response is self-administered. To increase response rate, follow up emails and text messages were sent consistently every week to the respondents. There is one advantage of using the online platform though. That is, the data gathering window may be extended.

In the case of the MTRE online survey, it was initiated with a text blast to site owners and beneficiaries on 29 April 2021. Upon receiving their replies with email addresses, invitations to accomplish the Google Form were sent individually. Data gathering continued until midnight, 12 June 2021, two days before the submission of this Draft Report. However, the survey was only able to generate 60 responses, roughly a little more than 10 percent of the universe.

As stated in section 4.2 of the Methodology, the measure of central tendency used were the median and the mode since the data generated were ranked or ordinal data. Using the mean was not appropriate. Standard deviation was employed to measure consensus among the responses.

Socio-Demographic Profile. The respondents of the online survey were site owners and beneficiaries of the Free Wi-Fi for All Project. Their socio-demographic profile consisted of their sex, age, sector, FWFA stakeholder group they belong to, Region and the sites where they were able to access the Free Wi-Fi. A summary of their profile can be seen in Table 5.

Table 5. Summary of socio-demographic profile of online survey respondents

VARIABLE	FREQUENCY	PERCENTAGE (%)
1. Sex		
Male	24	40.00
Female	36	60.00
TOTAL	60	100
2. Age		
21-30	15	25.00
31-40	18	30.00
41-50	19	31.67
51-60	8	13.33
TOTAL	60	100
3. Sector		
Barangay Official	2	3.33
Farmer/Fisherfolk	1	1.67
Government Employee	6	10.00
Indigenous People	2	3.33
Teacher	27	45.00
Woman	21	35.00
Others: FTC	1	1.67
TOTAL	60	100
4. FWFA stakeholder group		
DepEd School/SUCs	44	73.33
Free Wi-Fi User	8	13.33
LGU	6	10.00
Site Owner	1	1.67
Others: Installer	1	1.67
TOTAL	60	100
5. Region		
Region II	6	10.00
Region IV-A	2	3.33
Region V	3	5.00
Region XI	32	53.33
BARMM	4	6.67
CAR	1	1.67
MIMAROPA	10	16.66
NCR	1	1.67
No Answer	1	1.67
TOTAL	60	100
6. Site Accessibility		
Barangay Hall	8	13.33
Municipality/City Office	3	5.00
Schools	48	80.00
Other: Every installed site	1	1.67
TOTAL	60	100

Sex. More than half of the respondents (60%) were female, while the rest of the respondents (40%) were male.

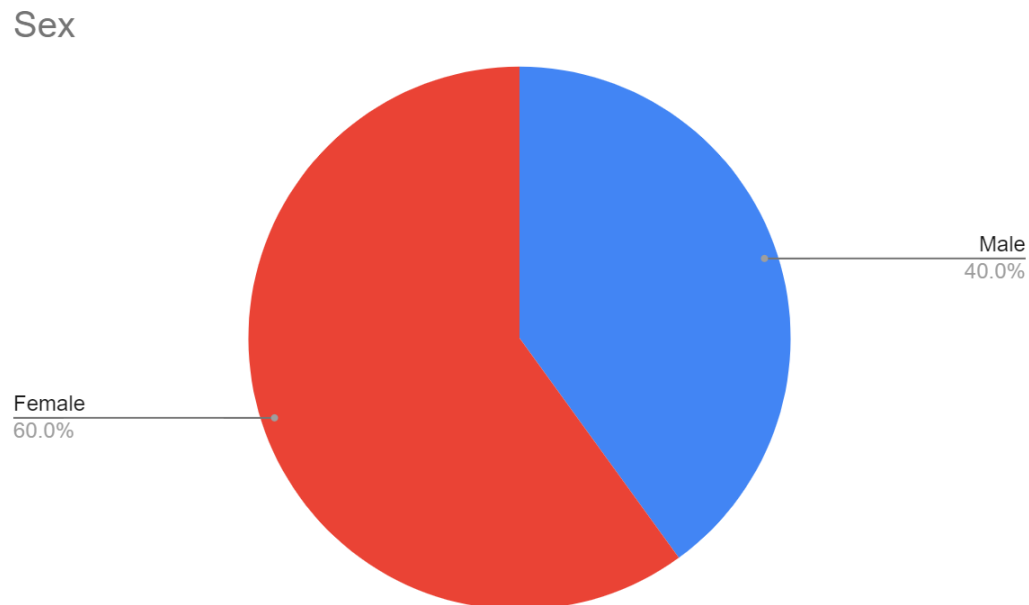


Figure 1. Online survey respondents' sex profile

Age. The age of the youngest respondent was 25 years old, while the oldest was 59 years old. The bulk of the respondents were aged within 41-50 years old (31.67%) followed closely by 31-40 years old (30%), in relation to the sector they belong in. The rest (25%) were within the 21-30 years old age range, and a few (13.33%) were within 51-60 years old.

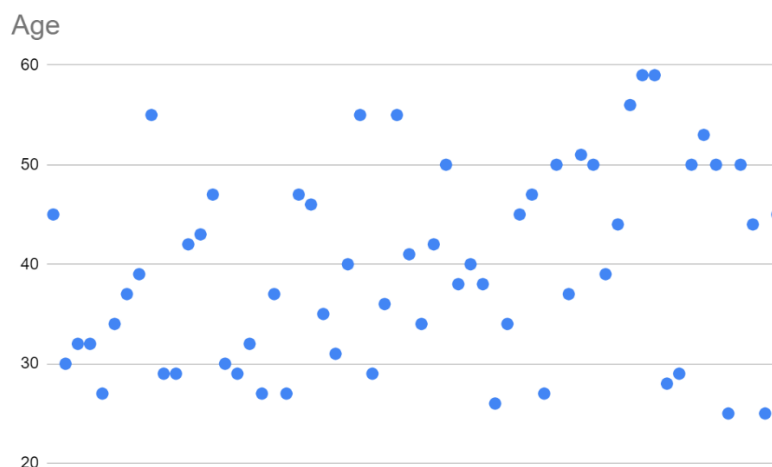


Figure 2. Online survey respondents' age profile

Sector. A great number of respondents were teachers (45%), followed by rural women (35%). Some of the respondents were government employees (10%), indigenous people (3.33%) and barangay officials (3.33%). A few were farmer/fisherfolk (3.33%).

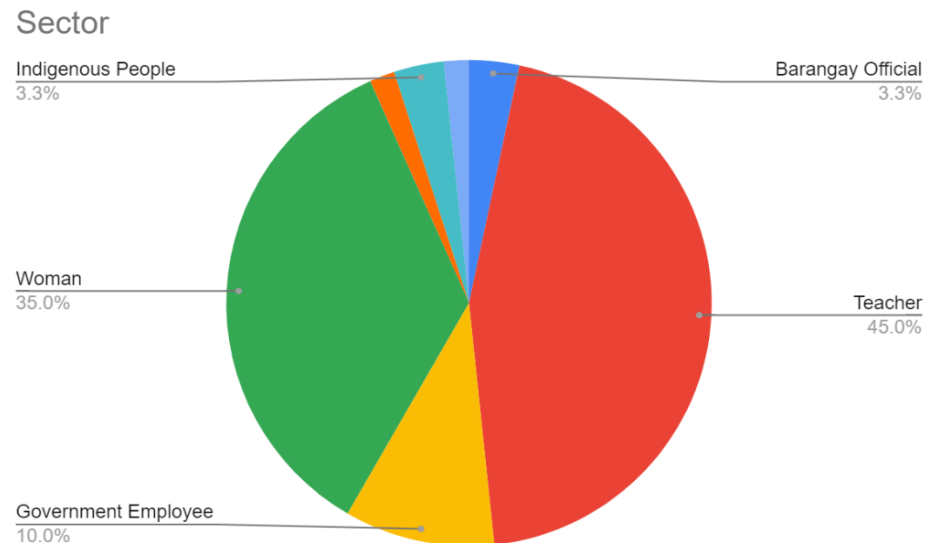


Figure 3. Online survey respondents' sector profile

FWFA stakeholder group. The respondents were also asked which FWFA stakeholder group they belong to, in which most of them were from the DepEd School/SUCs (73.33%). The rest were Free Wi-Fi Users (13.33%), followed by LGU (10%). One respondent was a site owner (1.67%), and the other was an installer (1.67%).

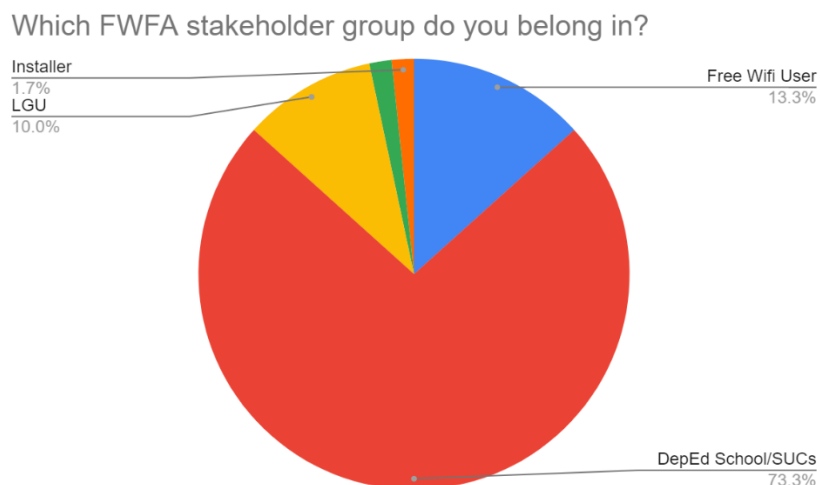


Figure 4. Online survey respondents' FWFA stakeholder group profile

Province/Region. More than half (53.33%) of the respondents were from Region XI, the Davao Region. Some were from MIMAROPA (16.66%), specifically Palawan while others were from Region

II or Cagayan (10%). A few were from BARMM (6.67%), Region V (5%), Region IV-A (3.33%), CAR (1.67%) and NCR (1.67%).

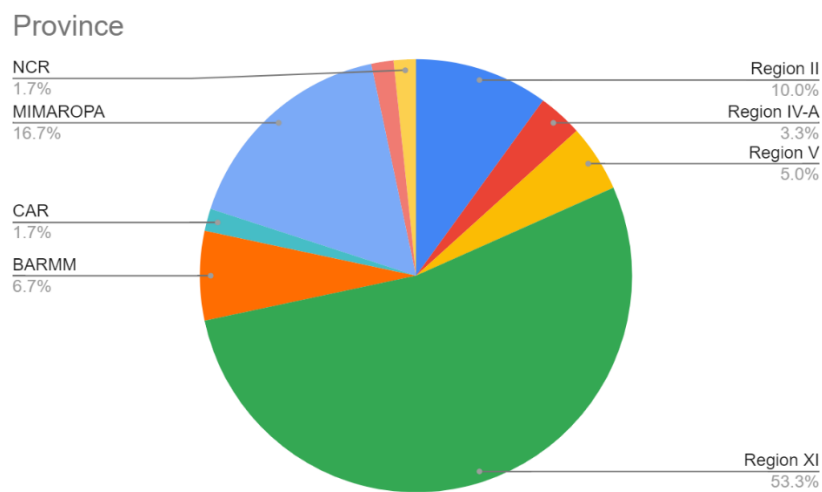


Figure 5. Online survey respondents' province profile

Site Access. Respondents were asked where they can access the Free Wi-Fi, and since most of them are under the DepEd/SUCs sector, the school (80%) was the answer of the majority. This was followed by barangay hall (13.33%), and municipality/city office (5%) by the LGUs and users of the FWFA Project.

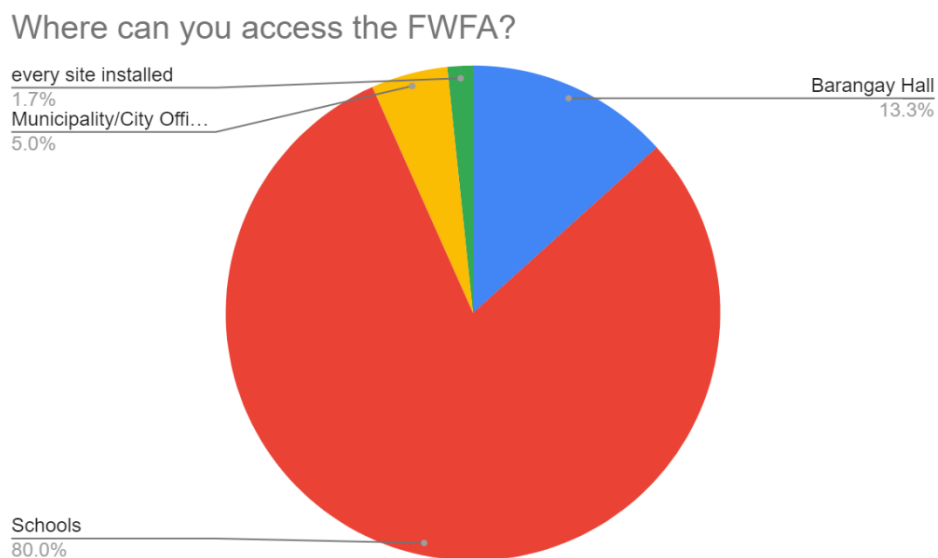


Figure 6. Online survey respondents' site accessibility profile

FWFA Rating. The evaluation of the FWFA Project were categorized into four parameters: relevance, effectiveness, efficiency, and sustainability. Likert Scale was used for the ratings in a

scale of 1-5, where 1 was the lowest and 5 was the highest. The collected data was then analyzed by its median, mode, and standard deviation.

Relevance. The first category of the FWFA Project focused on its relevance. They rated the Project based on its relevance to gender equality, ethnic inclusion, economic inclusion, needs and priorities, and to the current situation. Table 6.1 shows the summary of the evaluation of the Project with regards to relevance.

Table 6.1. Summary of relevance evaluation of the FWFA Project

Rating	Gender Equality	Ethnic Inclusion	Economic Inclusion	Needs and Priorities	Current Situation	Overall Relevance
1 (Lowest)	5	5	6	9	14	10
2	5	6	6	5	2	4
3	5	6	6	6	7	8
4	4	5	8	9	8	6
5 (Highest)	41	38	34	31	29	32
TOTAL	60	60	60	60	60	60

Most of the respondents agreed that the FWFA Project is relevant. The median value for most of the questions on its relevance is the highest value, though its relevance on the current situation was rated 4. The reason for the lower rate for the topic current situation was due to the problems encountered by respondents, which were identified as poor connection, limited data, and in some cases, the Free Wi-Fi was not working.

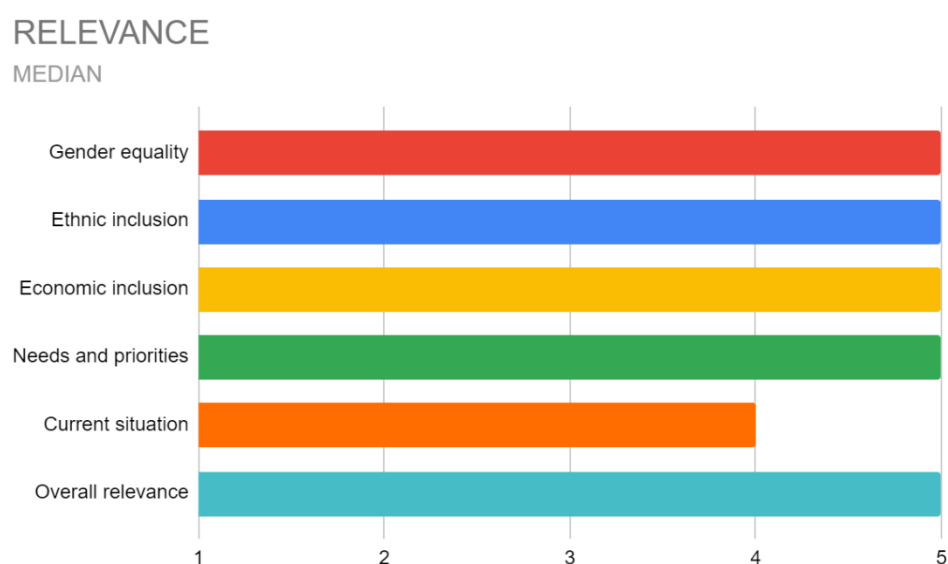


Figure 7. Relevance rating of the FWFA Project based on median

For mode, the rating of the relevance for the questions were all 5, which indicates that the respondents believed the FWFA Project to be very relevant on the topics mentioned. This is highly similar with its median, except for the current situation category for issues stated previously. The standard deviation of the data is relatively high to its median and spreads out a bit. Below is the table containing the summary of the relevance rating based on its median, mode, and standard deviation.

Table 6.2. Summary of relevance evaluation of the FWFA Project based on median, mode, and standard deviation.

RELEVANCE	Median	Mode	Standard Deviation
Gender equality	5	5	1.36
Ethnic inclusion	5	5	1.38
Economic inclusion	5	5	1.41
Needs and priorities	5	5	1.52
Current situation	4	5	1.65
Overall relevance	5	5	1.56

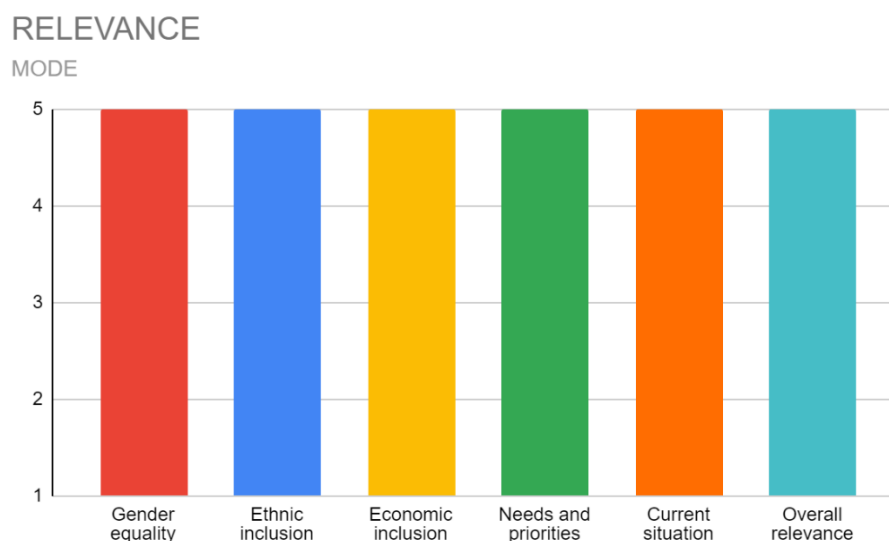


Figure 8. Relevance rating of the FWFA Project based on mode

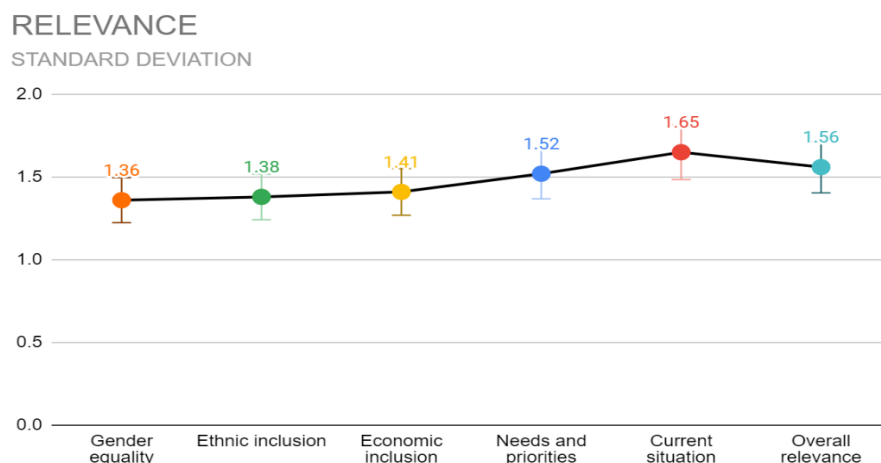


Figure 9. Relevance rating of the FWFA Project based on standard deviation

Overall, the respondents generally agreed on the relevance of the Project. Some issues like poor connection and limited data caused some hesitancy, however they still see its importance. A more detailed comment explained that it is highly relevant for students, teachers, and government employees due to ongoing reports, conferences, and modalities.

RELEVANCE

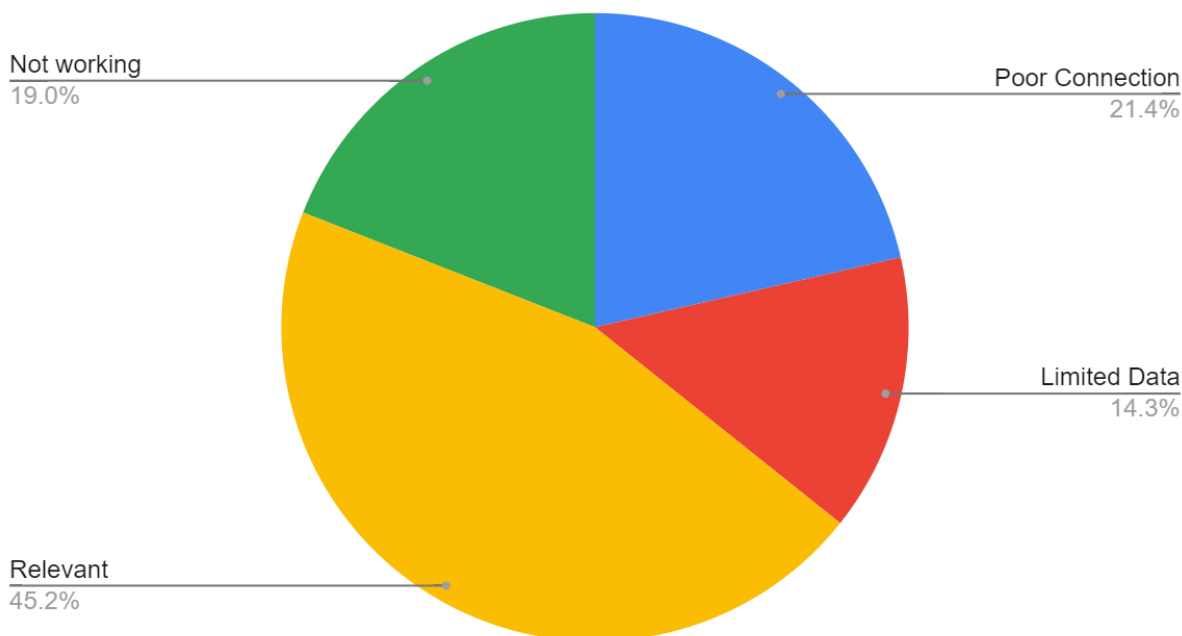


Figure 10. Overall relevance rating of the FWFA Project comments

Effectiveness. The second category of the FWFA Project focused on its effectiveness. It was rated based on site selection process, installation and deployment of teams and approvals, internal and

external project communication, and training and other forms of capacity building. Table 7.1 shows the summary of the evaluation of the Project with regards to effectiveness.

Table 7.1. Summary of effectiveness evaluation of the FWFA Project

Rating	Site selection process	Installation, deployment of teams and approvals	Internal and external project communication	Training and other forms of capacity building	Overall Effectiveness
1 (Lowest)	5	5	6	12	11
2	7	6	12	9	7
3	14	14	13	14	16
4	11	7	15	10	11
5 (Highest)	23	28	14	15	15
TOTAL	60	60	60	60	60

The lower rating of the Project in regards with effectiveness can be linked with the previous issues identified by the respondents. A great number of the respondents maintain that the Project is highly effective in situations like site selection process, installation, and training. In regards with project communication, respondents see the Project in varying levels of effectivity, though more of them has experienced it as slightly more effective. The median of the data is set between an acceptable level of effectiveness and a slightly higher level of effectivity.

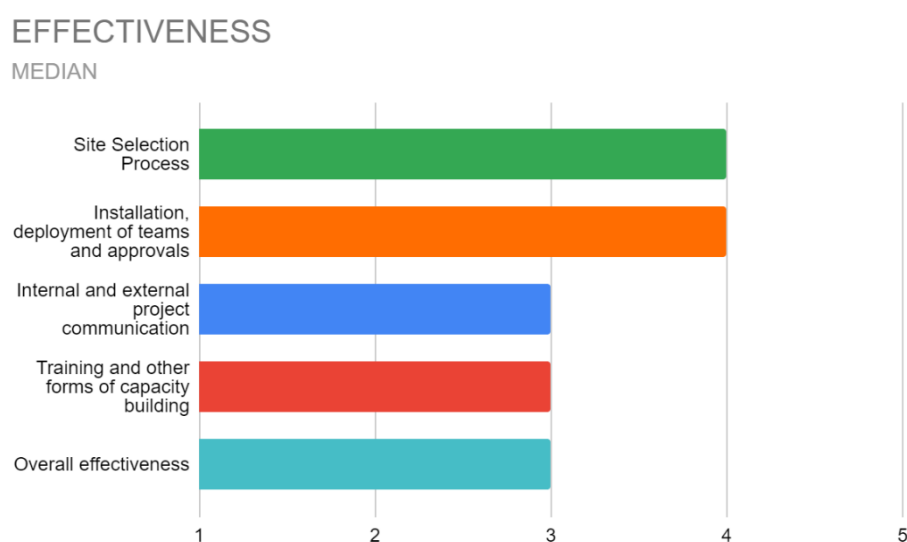


Figure 11. Effectiveness rating of the FWFA Project based on median

The mode for most of the topics still reach 5, although the internal and external project communication topic dropped to 4, and the overall effectiveness rating dropped to 3. The standard deviation of the data is relatively high to its median which ranges between 3-4 and with a bit more

deviation with regards to training and other forms of capacity building. Below is the table containing the summary of the effectiveness rating based on median, mode, and standard deviation.

Table 7.2. Summary of effectiveness evaluation of the FWFA Project based on median, mode, and standard deviation

EFFECTIVENESS	Median	Mode	Standard Deviation
Site Selection Process	4	5	1.32
Installation, deployment & approvals	4	5	1.35
Internal & external project communication	3	4	1.31
Training & other capacity building	3	5	1.46
Overall effectiveness	3	3	1.42

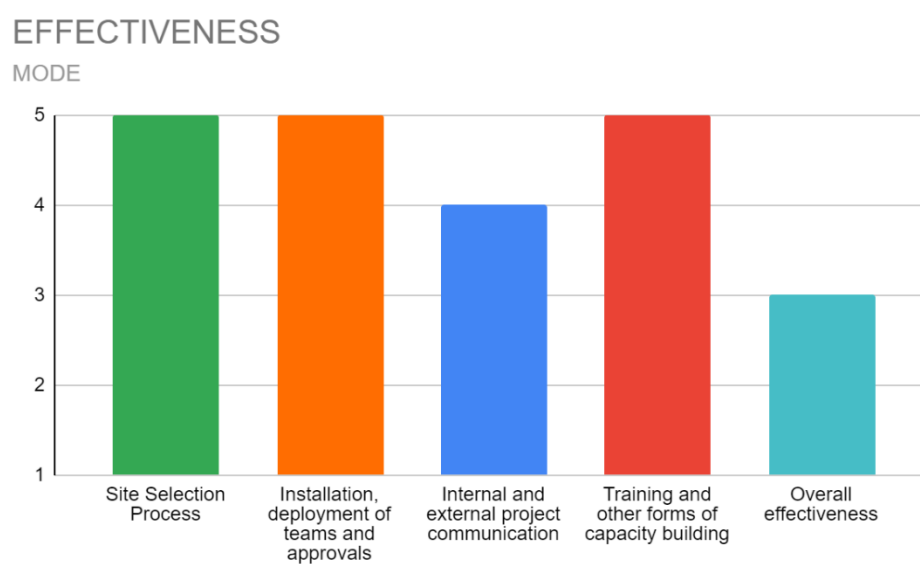


Figure 12. Effectiveness rating of the FWFA Project based on mode

EFFECTIVENESS

STANDARD DEVIATION

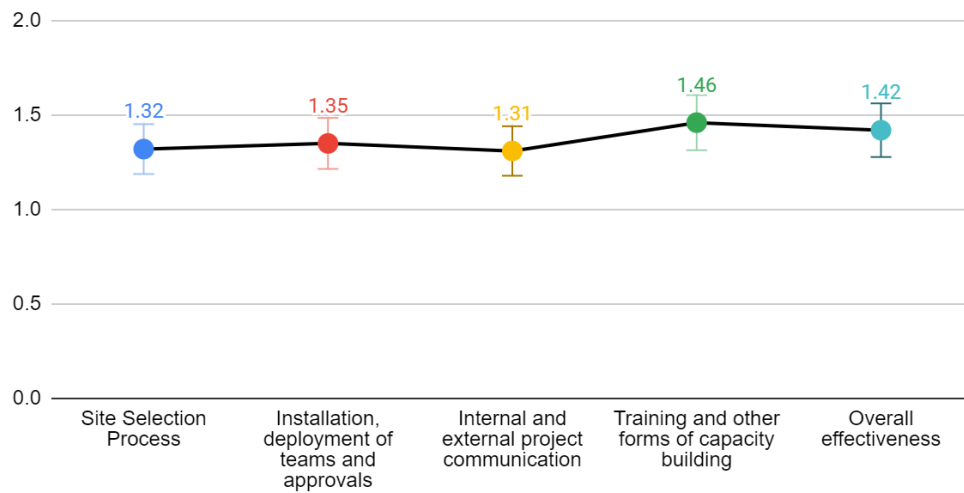


Figure 13. Effectiveness rating of the FWFA Project based on standard deviation

Overall, although some of the respondents have experienced an effective Free Wi-Fi in their area, some respondents have experienced issues that would need improvement. Some issues identified were limited data, no internet connection, poor site selection, and lack of communication. A few of those with positive experience mentioned its effectiveness especially in their online training and webinar, as well as in downloading learner materials to be used in their distance learning.

EFFECTIVENESS

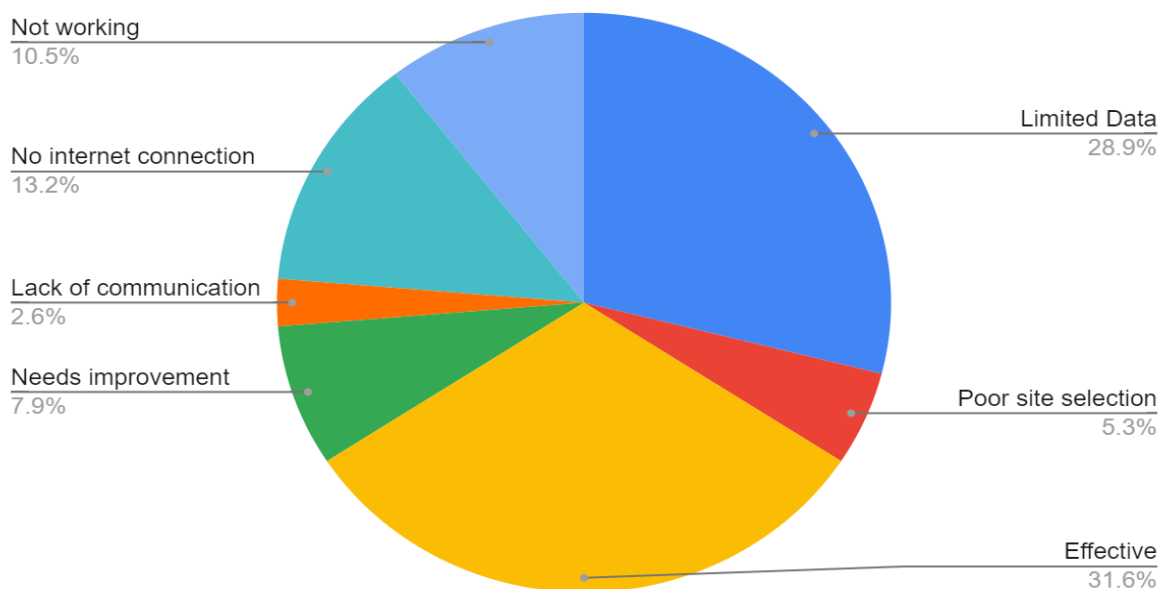


Figure 14. Overall effectiveness rating of the FWFA Project comments

Efficiency. The third category of the FWFA Project focused on its efficiency. Similar with effectiveness, it was rated based on site selection process, installation and deployment of teams and approvals, internal and external project communication, and training and other forms of capacity building. Table 4.1 shows the summary of the evaluation of the project with regards to efficiency.

Table 8.1. Summary of efficiency evaluation of the FWFA project

Rating	Site selection process	Installation, deployment of teams and approvals	Internal and external project communication	Training and other forms of capacity building	Overall Efficiency
1 (Lowest)	6	7	9	12	10
2	6	3	9	10	7
3	14	13	13	12	15
4	9	12	11	9	12
5 (Highest)	25	25	18	17	16
TOTAL	60	60	60	60	60

In the same vein as effectiveness, efficiency has a lower rating due to the problems encountered by some respondents. Still, the greater bulk of respondents maintained that they experienced high efficiency of the Project throughout the topics identified. Under training and other forms of capacity building however, some of the respondents identified the Project's efficiency as very low compared to the other topics. The median is still set between an acceptable level of efficiency and a slightly higher level of efficiency.

EFFICIENCY MEDIAN

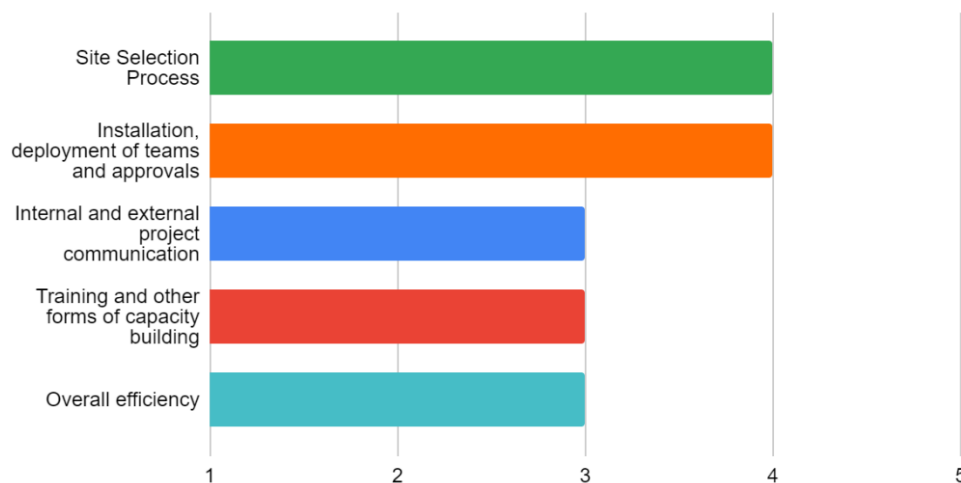


Figure 15. Efficiency rating of the FWFA Project based on median

The mode is relatively high compared to the median of the range of 3 and 4, as 5 across the board, which is highly efficient. The standard deviation of the data is high to its median which ranges between 3 and 4, as seen with the data from effectiveness. Below is the table containing the summary of the efficiency rating based on median, mode, and standard deviation.

Table 8.2. Summary of efficiency evaluation of the FWFA Project based on median, mode, and standard deviation

EFFICIENCY	Median	Mode	Standard Deviation
Site Selection Process	4	5	1.37
Installation, deployment of teams and approvals	4	5	1.36
Internal and external project communication	3	5	1.43
Training and other forms of capacity building	3	5	1.51
Overall efficiency	3	5	1.42

EFFICIENCY MODE

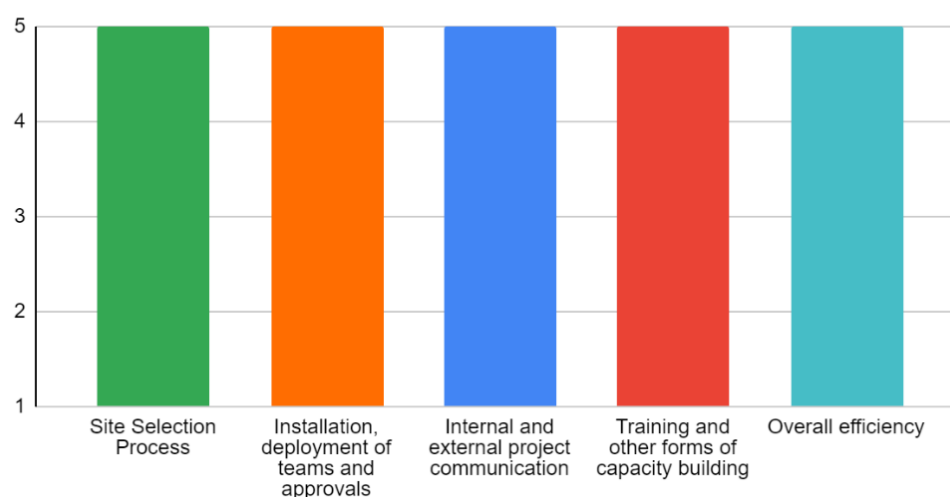


Figure 16. Efficiency rating of the FWFA Project based on mode

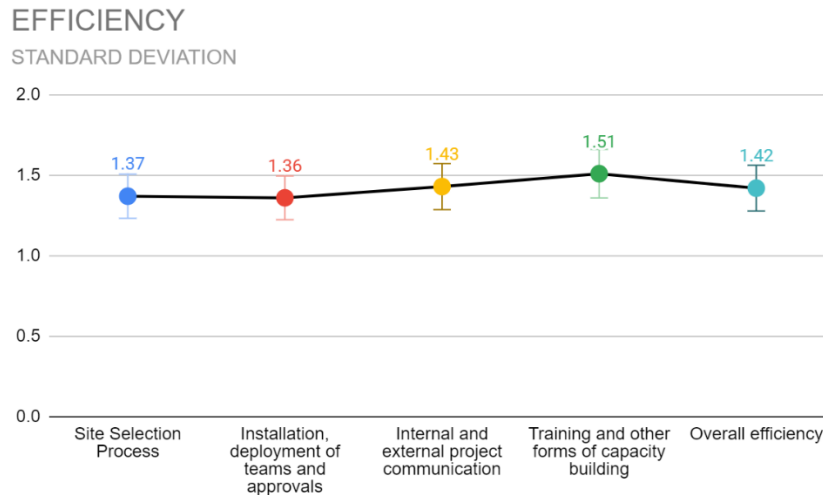


Figure 17. Efficiency rating of the FWFA Project based on standard deviation

Overall, most of the identified issues in effectiveness were reiterated in efficiency. Notably, more of the comments focused on the limited data provided which is the main reason why respondents find the Free Wi-Fi slightly less efficient. On the other hand, they also understand that the data, even limited, is efficient enough. A respondent has mentioned how it is efficient enough for research purposes, and some experienced a good connection.

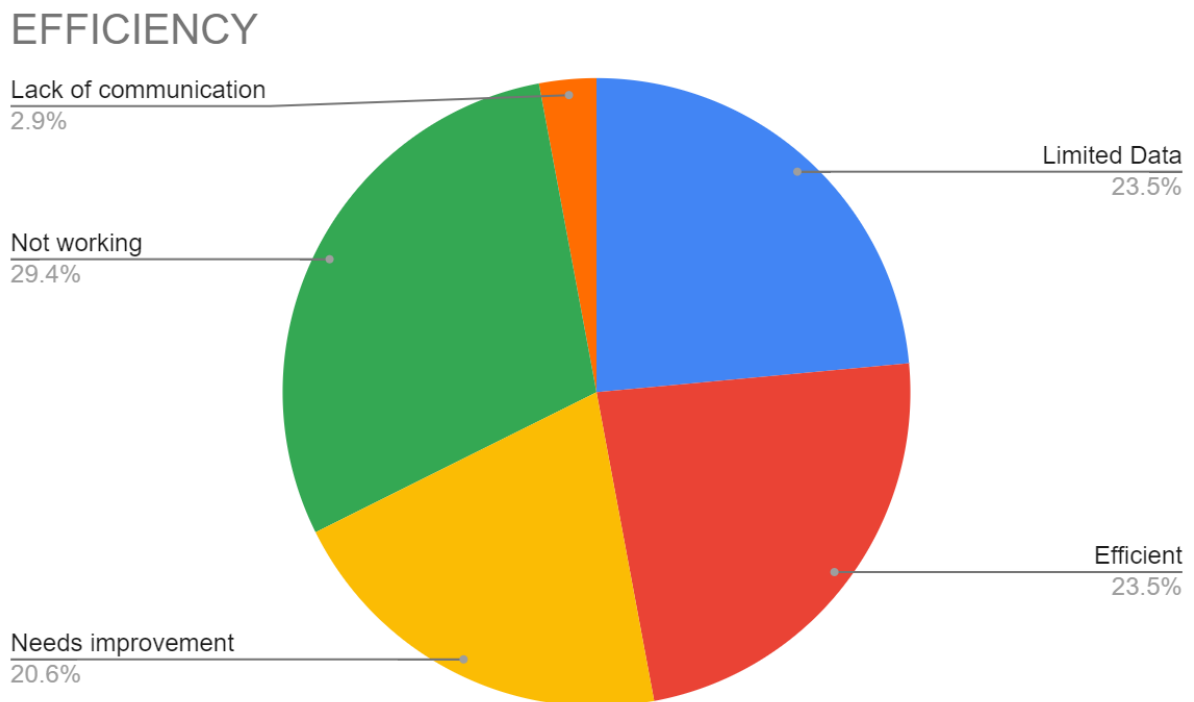


Figure 18. Overall efficiency rating of the FWFA Project comments

Sustainability. The fourth category of the FWFA Project is sustainability. The Project was rated based on implementation, individual and institutional capacities, financial considerations, and project ownership. Table 5.1 shows the summary of the evaluation of the Project with regards to sustainability.

Table 9.1. Summary of sustainability evaluation of the FWFA Project

Rating	Implementation	Individual and institutional capacities	Financial considerations	Project ownership	Overall Sustainability
1	10	9	9	9	11
2	8	9	7	6	7
3	9	10	9	11	9
4	13	15	16	10	14
5	20	17	16	24	19
TOTAL	60	60	57	60	60

Throughout the topics under sustainability, majority of the respondents indicated that the Project is highly sustainable, and some picked only slightly sustainable. Under financial considerations, three of the respondents chose not to rate the topic, as they do not have intimate knowledge of it. The median is set across the topics to be slightly sustainable.

SUSTAINABILITY

MEDIAN

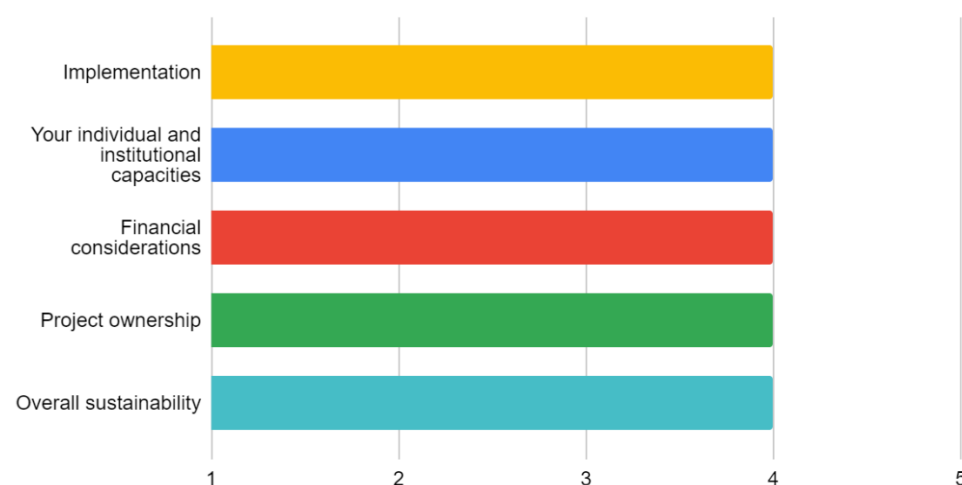


Figure 19. Sustainability rating of the FWFA Project based on median

Compared to its median of 4, the mode is relatively high, maintaining a 5, high level of sustainability, for all topics. The standard deviation of the data is high however, though it is not too

far spread out. Below is the table containing the summary of the sustainability rating based on median, mode, and standard deviation.

Table 9.2. Summary of sustainability evaluation of the FWFA Project based on median, mode, and standard deviation

SUSTAINABILITY	Median	Mode	Standard Deviation
Implementation	4	5	1.49
Your individual and institutional capacities	4	5	1.43
Financial considerations	4	5	1.43
Project ownership	4	5	1.48
Overall sustainability	4	5	1.50

SUSTAINABILITY

MODE

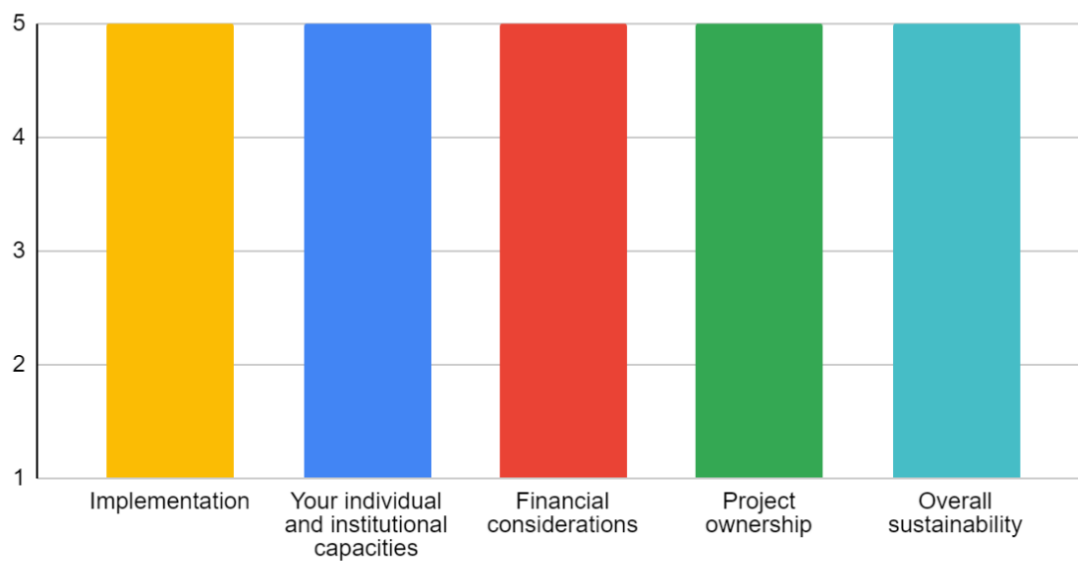


Figure 20. Sustainability rating of the FWFA Project based on mode

SUSTAINABILITY

STANDARD DEVIATION

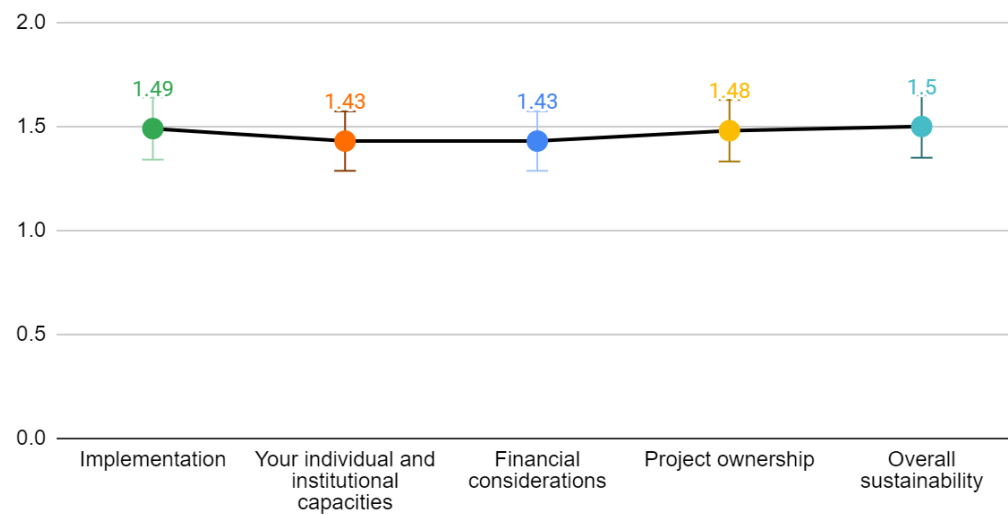


Figure 21. Sustainability rating of the FWFA Project based on standard deviation

Overall, the Project has a high rating of sustainability. Respondents mentioned how the Free Wi-fi helped in minimizing their time and money wasted in buying phone load just for their internet connection. Furthermore, in the experience of one respondent, the Project had been installed since the previous year and is still functional and usable. However, an issue identified under this category is the lack of maintenance, however, which could eventually affect the sustainability if not worked on.

SUSTAINABILITY

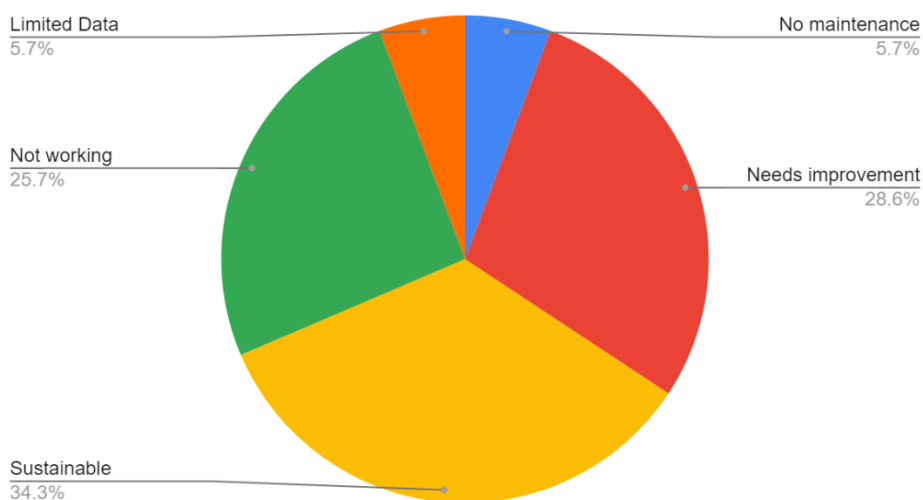


Figure 22. Overall sustainability rating of the FWFA Project comments

Respondents' Recommendations. One of the major improvements to the Project that the respondents have recommended is the data usage adjustments (57.80%). This has been mentioned in at least every category as an issue, as respondents had been concerned regarding the number of people utilizing the Free Wi-Fi overwhelming the limited data provided.

Maintenance (26.70%), or follow up inquiries, was also highly requested. They have also tied in maintenance to training, and inquiries to a stronger communication flow between the concerned participants of the Project. Others have also mentioned a need for site addition or reselection (8.90%), notably from teachers as some have transferred schools which had not been part of the FWFA site selection. Further recommendations included the shift to solar electricity (2.20%), ocular inspection (2.20%), and a more secured password (2.2%) for the Free Wi-Fi.

RECOMMENDATIONS

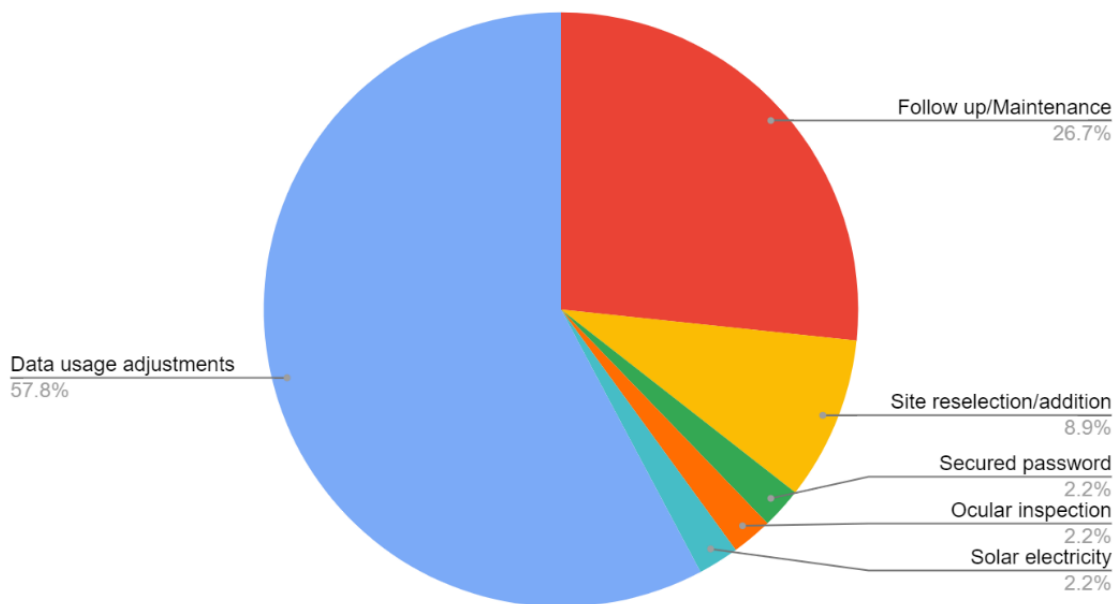


Figure 23. Respondents' recommendations for the FWFA Project

5.3. Comparative Costing

Among the innovations introduced by the Project for the provision of access points, Wi-fi and Internet services is the fully managed services procurement model wherein a minimum service level agreement (SLA) is perfected between the Client and the service provider. In such an arrangement, hardware, software, Internet resources, installation and maintenance are not separately procured. Instead, what is procured is a service bundle composed of: a fully operational VSAT unit; its deployment, installation and maintenance; and one year subscription of Internet services with a specified bandwidth. Hence, the service charges a monthly rate instead of a lumpsum for hardware, software and installation. In this modality, the Client is spared from large capital outlay for equipment and fixed costs at the onset apart from recurring costs for subscriptions and maintenance.

The DICT has adopted this procurement modality for its FWFA Program with guidance and training from UNDP. Similarly, CSOs engaged in providing free Wi-fi services in rural and remote areas have likewise adopted this model. This section will compare the unit costs for such services. However, since actual costs vary on a contract per contract basis, what will be compared are service bundles and budgetary allotments (in PhP) on a per service unit basis. It must be noted that the service bundles vary from one budget holder to another due in part to the differences in services required in a given area.

For DICT's FWFA Program, the current service bundle includes deployment and installation of a fully operation VSAT unit using KU band technology, one year subscription with speeds up to 50 MBPS. The budgetary ceiling for such a service level agreement is PhP 616,000 per year.

For the UNDP-DICT FWFA Project, the service bundles for Phase I and Phase II are: One VSAT Unit; deployment and installation costs; KU Band Technology; One-Year Subscription; 10 MBPS; solar panels and batteries. Note the value-added service of solar power provision. The budget ceiling for this bundle varied from PhP240,000 per year for Phase I and PhP 120,000 per year for Phase II.

For the Ateneo de Davao University Community Connectivity Empowered by Satellite Services for Mindanao (ACCESS Mindanao), the service bundle is almost similar to that of the DICT-UNDP Project, the difference being the use of KA band technology increasing download/upload speeds up to 35 MBPS. The budget for this bundle is PhP 350,000 per year.

Clearly, the DICT-UNDP Project service bundle is more cost efficient. The difference may be attributed to the economies of scale achieved with one service provider for all 3,000 service units for Phase I and 2,000 service units for Phase II. Table 10 gives the comparative budgets ceilings for the DICT Program, the DICT-UNDP Project and ACCESS Mindanao.

Table 10. Comparative budget ceilings on a per service bundle unit.

	SPECIFICATIONS PER SERVICE UNIT	BUDGET CEILING
DICT FWFA Program	One VSAT Unit; deployment and installation costs; KU Band Technology; One Year Subscription; 50 MBPS	PhP 616,000
UNDP DICT FWFA Project	One VSAT Unit; deployment and installation costs; KU Band Technology; One-Year Subscription; 10 MBPS; solar panels and batteries.	PhP 120,000 to 240,000
ACCESS Mindanao	One VSAT Unit; deployment and installation costs; KA Band Technology; One-year Subscription, 35 MBPS; solar panels and batteries.	PhP 350,000

5.4. Thematic Analysis: Focus Group Discussions and Key Informant Interviews

Three focus group discussions were conducted via Zoom on 5, 6 and 7 May 2021. These were participated in by provincial DICT FWFA focal points, PLGU planning and development officers, PLGU ICT officers and municipal ICT officers. Data saturation was reached after the third FGD. Hence, there was no need to schedule additional ones.

The FGDs were video recorded with the permission of the participants. Please refer to ANNEX G1 for the introductory statement made prior to the FGD proper. Transcriptions of the discussions were compiled (ANNEX H1). The transcripts were subjected to open, axial and selective coding.

Additionally, seventeen key informant interviews were also conducted via Zoom from 10 May to 4 June 2021. Key informants included Regional Directors of DICT and FWFA Cluster Leaders, Assistant FWFA Cluster Leaders, PMO staff, UNDP Staff and Technical Advisers, and CSO representatives. Data saturation was reached after the 17th and there was no need to schedule additional ones.

The KIIs were video recorded on the Zoom platform. Please refer to ANNEX G2 for the data privacy, confidentiality and informed consent script made at the start of every KII. Transcriptions of the interviews were compiled and subjected to open, axial and selective coding.

The coding revealed similar themes implying general agreement among participants and informants. There was very little deviation between the FGD and KII results. Hence, both are presented in this report in their aggregate. The themes that surfaced are presented below in two categories: achievements and challenges.

Achievements. Both FGD participants and key informants felt that the DICT-UNDP Free Wi-fi for All Project had major accomplishments as of the midterm period.

Firstly, the Project succeeded in providing Internet services in geographically isolated and disadvantaged areas to some extent as planned. This is by no means a simple feat. The participant volunteered positive feedback from site owners and users whom they knew: municipal government officials that had no such service prior to the deployment of VSATs and DepEd schools.

The latter, in particular, gained from the service with the migration to remote learning in 2020 and the opening-up of messaging services between school officials and provincial and regional DepEd officers. Support to local governance was likewise achieved through the provision of basic internet services such as file transfer protocols (FTP), email, messaging and search. One unique finding in the KII worthwhile noting is the significant contribution of the Project to rural health units in Sorsogon and their efforts to promote COVID-19 health protocols, IATF guidelines as per quarantine status and, lately, vaccination promotion, protocols and priorities. Support to marginalized and ethnic communities in BARMM and CAR also figured into the discussion and interviews. The participants and informants expressed no doubt on this achievement.

Additionally, Output 3 capacitated DICT personnel on the UNDP National Accelerated Modality, specifically the Service Level Agreement procurement approach. This system has been successfully applied in rationalizing and accelerating the perfection of contracts by provincial FWFA focal points.

Challenges. On the other hand, the participants were likewise quite vocal about the challenges that the Project is facing. These challenges will be presented in order of thematic significance:

Delayed deployment. This is the number one challenge expressed by almost every participant and informant. More than 3,000 sites were approved for installation in Phase I. By the end of 2020, only 600 were deployed. Once approved, the contractor/service provider is accountable for deployment and it needs to coordinate with the provincial local government units, DICT FWFA provincial focal persons and site owners. But the pandemic struck and at every logistics point, the contractor encountered difficulties. Firstly, shipping from the VSAT terminal supplier to the Philippines were constrained by international travel and shipping restrictions. Once received in the Philippines, government and corporate lockdowns limited the number of receiving and processing points. Local travel restrictions also prevented the shipment to national and local receiving warehouses, deployment coordination and installation. Six months after the initial lockdowns, in October 2020, the contractor felt that momentum has been restored and that they can deploy the VSAT units in earnest while restrictions were being lifted. A national stakeholders conference was called via Zoom where the revised timetable was presented along with a review of the sites approved for installation. The input of provincial DICT staff and local government units were solicited for coordination purposes. Unfortunately, very little deployment occurred after this conference.

Poor bandwidth. The second most mentioned challenge dealt with Internet resources and speed. The VSAT units procured provided wi-fi services with download and upload speeds up to 10 MBPS. Longtime users whose most frequent applications are rich media platforms, streaming audio-video, videoconferencing and social media understandably feel that these speeds are too slow, particularly when divided among the number of simultaneous users. However, the FWFA facility

and services are not meant for such users but for new users in GIDAs and DepEd schools who must access the Internet for search, email, file transfers, messaging and collaboration. These functionalities, although critical for DepEd school and local government operations, require little bandwidth. For better or for worse, the pandemic also led to the adoption of remote learning and work from home arrangements as a matter of necessity. It accelerated the so-called digital transformation of the classroom and the workplace for both government and private sectors. Videoconferencing applications such as Zoom and learning management systems such as MOODLE have become commonplace. These platforms *do* require bandwidth and download/upload speeds of up to 10 MBPS per access point are just too slow. However, no one could have anticipated this disruption or predicted the heightened dependencies and demand for bandwidth. Certainly not among DICT engineers, FWFA Project designers, development planners and even UNDP technical advisers. Thus, the 10 MBPS minimum speed was considered an appropriate technical specification for the service bundle.

Centralized decision making. Among the most mentioned challenges was centralized decision making. There was a prevailing sentiment among provincial engineers, local government officials and other stakeholders that their input into the decision-making process were merely solicited but not taken into consideration. Site selection was already conducted before these were presented to them. Requests for additional sites or the changing of locations necessitated exchanges of letters between LGUs, UNDP and DICT. Many were initiated but not consummated. Mobilization and participation of provincial stakeholders were not solicited. They will learn of an installation after the fact, when the VSAT unit has already been installed. These were the sentiments aired particularly during the FGDs.

Lack of coordination. Related to the above is the lack of coordination among stakeholders. The contractor or service provider would go straight to the site owner when the VSAT units were being installed. Technical issues encountered were not shared with provincial focal points who were eager to assist in troubleshooting and maintaining the hardware.

Communication. Likewise related to coordination is communication, specifically external project communication. After the October 2020 meeting, it was claimed that no further word was sent to provincial LGUs and FWFA focal points regarding the deployment. Their questions remained unanswered and their apprehensions were unheeded. There were no direct contact with those responsible for the deployment and to them, the Project was unresponsive. The fact of the matter was that the PMO was for the most part kept in the dark regarding deployment plans by the contractor.

Contractor Conduct. The lack of coordination and communication were indeed attributable to the contractor. Going straight to the site owner may have been prompted by the pressure of deadlines. We can lump under this challenge other concerns such as alleged smuggling attempts and bribery.

Failed expectations among stakeholders. There were other themes that emerged such as technical difficulties with and maintenance of installed units as well as the lack of social preparation, the latter a function of the relatively low budgetary allotment on non-technical interventions. By and

large, however, the above-mentioned challenges led to failed expectations among many of the stakeholders who covered remaining Phase I sites that have been allocated and approved for installation but were not deployed and activated.

5.5. Problematique Analysis

Wicked Problems. We may assume that the above outlined challenges come individually and even sequentially. However, as evidenced by the thematic analysis of the FGD and KII transcripts, these project issues were observed to be: pervasive; interrelated; coming in clusters; and innately tending to recur. In other words, they qualify as “wicked problems,” problems that are vicious, difficult or impossible to solve because of incomplete, contradictory, changing and often unrecognized conditional requirements. Many challenges associated with underdevelopment are wicked problems such as hunger, slavery, corruption and poverty (Ongkiko and Flor, 2003). As stated earlier, the problematique method was employed by the MTRE to analyze the FWFA’s wicked problem.

Adopting the problematique method, the evaluation has shifted to an interpretivist rather than an objectivist position. The interpretivist tradition assumes that reality consists of people’s interpretation of phenomena. The researcher’s task is to uncover these interpretations and to make sense of them. On the other hand, the objectivist tradition believes that there is an objective reality independent of people’s views. The researcher’s task is to discover this objective reality. The survey conducted by the MTRE and the secondary data gathered paints the objective reality of FWFA. Gathering qualitative data via FGD and KII and subjecting these to problematique analysis constitutes an interpretivist view of MTRE. Both objectivist and interpretivists perspectives are valid within their own contexts. Supplementing on with the other presents a more meaningful picture of reality.

The Problematique Method. In the late seventies, two communication scientists from Indiana University, Michael Molenda and Anthony Di Paolo, observed a certain tendency for problems in communication systems to come in clusters and recur. They referred to the presence of this type of problems as a “problematique” situation. Since then, the word “problematique” has come to mean a complex cluster of problems that are so virulent in nature that they recur ever so often.

Molenda and Di Paolo (1979) also developed an innovative yet simple way of solving the problematique by tracing and differentiating between symptoms which they called *subordinate influential factors* and root causes which they referred to as *superordinate influential factors*. They argued that in any given system, problems are usually interrelated, one being the cause or the effect of another. Decision makers usually fall into the trap of mistaking a symptom for the root cause. Hence, any attempt at remedying the symptom will only succeed temporarily since these are merely palliatives. Until the root cause is identified and eradicated, the cluster of problems will always recur. The important thing is to identify the superordinate influential factors through a series of unstructured, open-ended probe questions were employed in the FGD and KII sessions.

Subordinate Influential Factors. With the challenges enumerated in the thematic analysis of FGD and KII transcripts, the resulting condition is *failed expectations among FWFA stakeholders*. This condition may be recognized as the FWFA's wicked problem. However, it must be appropriately framed and recognized for what it truly is: uninformed perceptions or poor optics.

Poor optics among stakeholders are directly caused by the challenges described above: delayed deployment; bandwidth competition; centralized decision making/coordination/communication; and contractor conduct. These challenges are the so-called subordinate influential factors.

Superordinate Influential Factors. In turn, what caused these subordinate influential factors? Employing a problematique map, only two superordinate influential factors or root causes may be identified: the pandemic; and the unique nature of FWFA as a national government funded internationally executed development assistance project.

The pandemic caused government and corporate lockdowns resulting in logistical constraints and the inability to mobilize resources. Provincial and Manila based staff from the contractor and sub-contractor may have had difficulty mobilizing resources, managing logistical flows and addressing constraints with their respective work-from-home arrangements. Government permits and clearances would have been difficult to process and obtain during these times. This national emergency further imposed travel restrictions that limited the availability of field contacts at the national, provincial and municipal levels who require appropriate passes to travel freely by air, sea or land across boundaries or even within their localities. The movement of hardware from international suppliers to Manila and to provincial landing points was hampered by the lack of international and domestic flights.

All these led to subordinate influential factors, i.e, delayed deployment, lack of communication and coordination as well as perception of centralized decision-making. It may have also prompted the tendency for short-cuts within the contractor's circle just to comply with project timelines. The pandemic also resulted in a heightened dependencies on wi-fi and increased demand for Internet services. This led to bandwidth competition and dissatisfaction with available download/upload speeds particularly among MH users who, in all probability, are used to (or at least familiar with) smartphones, streaming audio-video or fiber Wi-Fi and may have been forced by circumstances to engage in high-bandwidth Zoom meetings.

Relatively faster DICT installation of access points under the FWFA Program likewise intensified the delayed deployment perception. The analysis considers this particular factor not as part of the problem situation and is thus discussed at length in the next section under the heading *Unintended Consequences and Higher Order Benefits*.

The unique nature of the DICT-UNDP FWFA as a nationally-funded government project executed by an international development assistance agency was likewise identified as a superordinate influential factor. National government projects are financed through annual budget cycles that originate from the implementing agency processed by the Department of Budget and Management defended at Congress and approved by the President. This process takes place annually and there

is just no certainty on the outcome. And yet, the FWFA Program has been conceptualized to run for five years on an annually approved budget.

Furthermore, being part and parcel of the so-called international civil service, UNDP conducts its procurement via international bidding. There are definite advantages to this arrangement apart from the equal opportunity afforded to the international community. Firstly, economies of scale is achieved with one international service provided covering the entire geographical scope of the project. Under conditions of uncertainty and risks on ROI, however, few international contractors would have the appetite to participate and respond to bidding invitations. This situation resulted in limited procurement options. Understandably, the winning contractor would tend not to possess adequate resources on the ground to adapt and agility to respond to national emergencies. Figure 24 presents the map for the *Poor Optics Problematique*.

5.6. Unintended Consequences and Higher Order Benefits

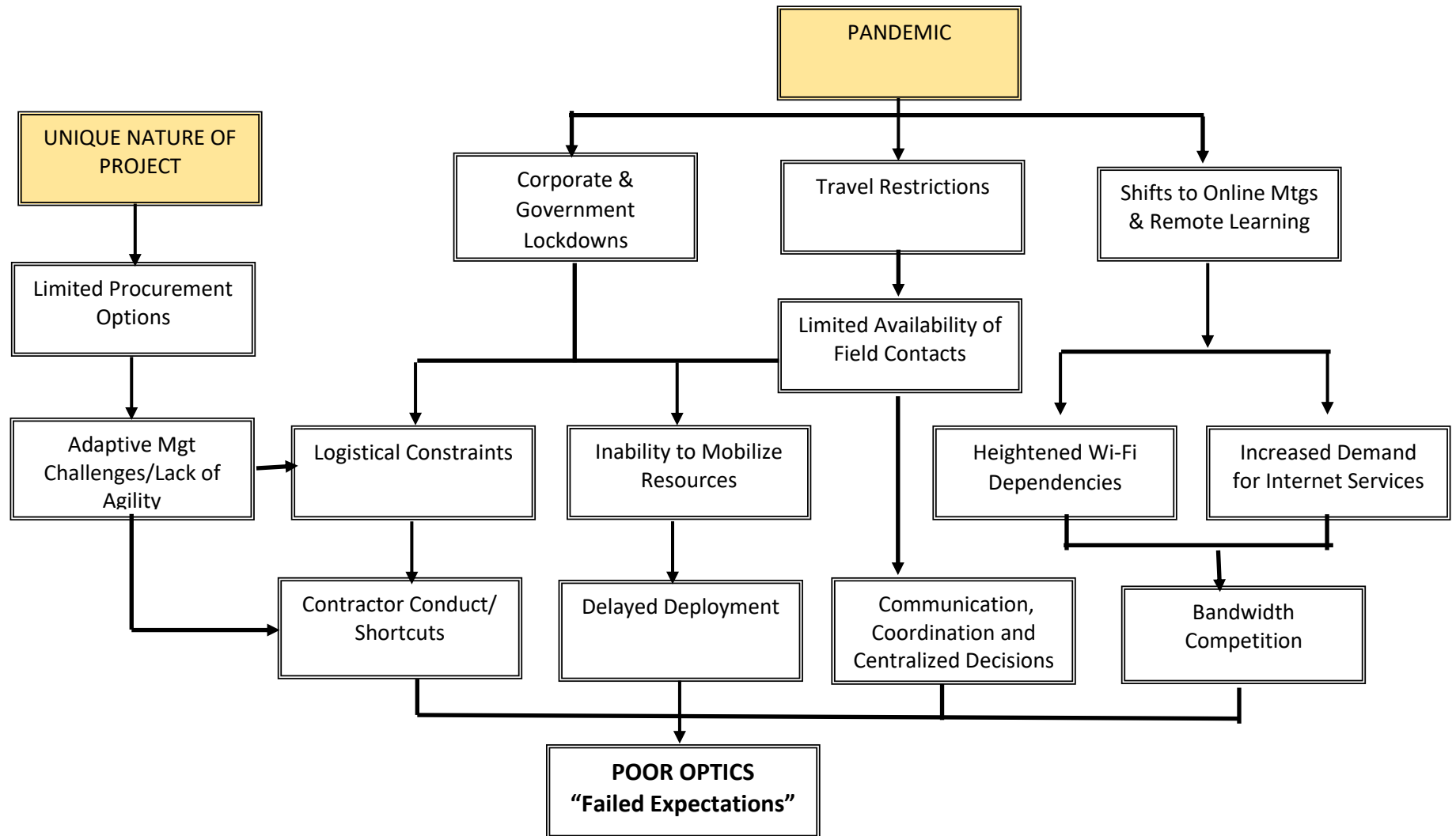
The thematic analysis of the FGDs and KII also yielded unintended consequences and higher order benefits of the FWFA Project. These were: uninformed comparisons between the FWFA Project and Program; highlighting the potentials of FWFA public-private partnerships; and the engagement of LGUs in service delivery.

Uninformed Comparisons Between DICT and UNDP Deployment. It was mentioned earlier that the Project succeeded in capacitating DICT personnel on the SLA. This system was not previously applied in the procurement process. When the DICT FWFA Program began soliciting bids for services instead of hardware and infrastructure provision, the speed and efficiency of deployment increased. Based on statistics, comparisons between Project and Program deployment were made, prompting a remark by the Presidential spokesman that the number of installations made by the Program was five times more than that of the Project. Considering that the Program had a three-year lead time, the comparison may have been unfair. Furthermore, the SLA system that the Project taught the Program began to kick in during the pandemic accelerating the speed of the Program's deployment. Additionally, local contractors with national, regional and provincial offices were more equipped and more agile to adapt to the lockdowns and restrictions.

Proof of Concept for LGU Engagement. The DICT-UNDP Project at Midterm point demonstrated to every stakeholder the feasibility of engaging LGUs in free Wi-fi service delivery. In fact, local government units have the interest and willingness to invest their resources on the service even in rural and remote areas. They have every reason to do so. According to DICT Regional Directors and Cluster Group Leaders, the UNDP Project was the proof-of-concept that free Wi-fi was a worthwhile investment.

Highlighting Potentials for FWFA PPP. The same argument applies to public-private partnerships. Coupled with pandemic restrictions, the project succeeded in whetting the appetite for Wi-fi and demand for Internet resources in geographically isolated and disadvantaged areas where most Filipinos still reside. The services attendant to digitization and digital transformation potentially contribute to microeconomies and would be worthwhile investments for the private sector.

Figure 24. The FWFA Problematique Map



6. FINDINGS

6.1. Relevance

In general, the Project's potential contributions to gender equality, women's empowerment and to other marginalized sectors are recognized and appreciated by target beneficiaries and stakeholders. Furthermore, there is widespread agreement that each project component directly supports the attainment of project outputs and outcomes. Additionally, online survey respondents, FGD participants and key informants share the opinion that Project interventions are relevant to the needs of the stakeholders, particularly in the current emergency. Finally, it is perceived that the Project is aligned with the Philippine government's initiative to strengthen connectivity and the DICT's development objectives.

To what extent is the Project's theory of change relevant to the project's results and implementation strategies? The Project's theory of change is indeed relevant to the results and implementation strategies. The ToC outlines three project interventions: broadening people's access to free public internet service; capacity development for users and citizens; and capacity development for DICT. There is a one-to-one correspondence between these interventions and the Project outputs. These combined outputs, in turn will result in "women and men from disadvantaged communities able to enhance teaching/learning, deepen their engagement in local governance processes, and avail of opportunities for economic development through increased Internet access."

What are the Project's contributions to gender equality, women's empowerment, and to results specific to other marginalized sectors that benefit from the Project? If the self-selection and self-administration is any indication, women are empowered by the Internet. There were more women participants in the online survey than men. The majority of the women respondents were unemployed rural housewives.

How does each Project component support the attainment of project outputs and outcomes? As previously stated, there is a one to one correspondence between project interventions and project outputs. Combined project outputs are expected to lead to the project outcome. Each project intervention is directly linked to an output. And each output is directly linked with the outcome.

To what extent are project interventions relevant to the needs of the stakeholders? Project interventions are highly relevant to the needs of stakeholders, particularly in the current circumstances. Access to Internet in remote and rural areas is now a necessity with the shift to remote learning, government office lockdowns and the uncertain availability of other communication facilities. Prior to the disruptions caused by the pandemic, the relevance of the Project has already been established by the fact that existing telcos cannot readily offer connectivity to geographically isolated and disadvantaged areas. Internet penetration rates followed the painfully slow backbone to periphery to last mile progression. Stakeholders from GIDAs were being deprived of connectivity, which is now recognized as a basic human right.

To what extent is the Project aligned with the government's initiative to strengthen connectivity and the DICT's development objectives in the Philippines? The Project directly supports RA 10929, Free Internet Access in Public Places Act of 2017. It addresses the most challenging element in the implementation of this law, which is to provide internet access to geographically isolated and disadvantaged areas.

6.2. Effectiveness

The MTRE found that the effectiveness of the implementation strategy and operations were severely affected by a confluence of factors influenced primarily by the pandemic which caused: a lack of mobility; office lockdowns; travel restrictions; heightened dependence on and increased demand for internet services. Delays in deployment were compounded by perceptions of lack of decentralization, coordination and communication. Difficulties with the contractor and its relationship with the subcontractor exacerbated the situation.

Although delays were experienced, project outputs are indeed being achieved. The sequential nature of project components also contributed to these delays, particularly in Output 2. Under the original timeframe projects objectives and outputs were already difficult to achieve within the given timeframe. It also had to adjust to the annual budgeting process and other financing realities.

How effective were the implementation strategy and operations? To what extent were the Project outputs achieved? The implementation strategy was effective. But two superordinate influential factors severely affected field operations. First, the pandemic caused a variety of problems that included: the lack of mobility; government and office lockdowns; travel restrictions; heightened dependence on and increased demand for internet services. Secondly, the unique nature of the Project itself posed certain difficulties. Development assistance projects are often implemented by a national executing agency and funded by an international development assistance agency. In the case of the DICT-UNDP FWFA Project, the reverse was true. It is a project funded by the national government implemented by an international development assistance agency. Hence, the Project had to contend with the annual budget cycle of the national government while maintaining an internationally competitive procurement process. This restricted the participation of major players and limited the options available to the Project management. Nevertheless, project outputs were achieved with unavoidable slippage caused by these superordinate influential factors.

Are the Project objectives and outputs clear, practical and feasible within its frame? The Project objectives and outputs are specific and feasible within its original timeframe. Make no mistake, however, that the practicality of Output 1 cannot be adequately gauged during the planning process since the very nature of geographical isolation poses major uncertainties on accessibility and logistics. The primary consideration during the planning stage may not have been practicality but the need to comply with the provisions of RA10929 expeditiously.

What factors have contributed to achieving or not achieving intended project outputs? It should be stated for the record that as of the midterm, the project outputs are being achieved albeit to a certain degree. There is indeed a significant amount of slippage but that is primarily due to the pandemic and the unique nature of the Project, i.e., a government funded undertaking implemented by an international development assistance agency. The MTRE identified these as the superordinate influential factors to poor project optics (or “failed expectations”) exacerbated by national news coverage. There are subordinate influential factors such as delayed deployment, poor external communication and coordination, bandwidth issues, perceived centralized decision making and contractor difficulties. But these must be considered as symptoms instead of root causes.

In which areas does the Project have the greatest achievements? The Project’s greatest achievement is to bring the Internet to rural, remote, geographically isolated, and disadvantaged areas in the Philippines at the time of the pandemic. And it is continuing to do so.

Why and what have been the supporting factors? Although responsible for many of the subordinate influential factors that resulted in poor project optics, the pandemic itself may also have been a major supporting force. It increased the demand for Wi-Fi services and heightened dependencies on the Internet. It accelerated digital transformation, even in remote and rural areas.

How can the Project build on or expand these achievements? The Project can build on or expand on these achievements by carrying on its strategies and proceeding with its interventions while fine-tuning adaptive management measures that address emergencies and remedy limited procurement options. With the initiation of Phase III where subterranean or terrestrial fiber optic technology is more appropriate, national service providers who are more agile in operating and maneuvering within difficult field conditions may be considered.

How can the Project further expand the benefits that it provides? The Project should be allowed to continue until every rural, remote and geographically isolated and disadvantaged area is covered. These should include island municipalities, districts and barangays and should proceed until full Internet penetration in the Philippines is achieved.

What is the level of quality of project implementation, including the application adaptive management techniques? Very few were prepared for the pandemic and there were no adaptive management measures in place for such a national emergency.

What, if any, alternative strategies would have been more effective in achieving the Project’s objectives? Four alternative or supplemental strategies would have contributed to the effectiveness of the Project.

Firstly, more time, study and intensity should have been given to social preparation. Additional participatory roles for local government units and provincial DICT personnel should have been strategized. There has been a prevailing perception from project conceptualization onward that

FWFP is primarily a technological project. This view is reflected in the allocation of project manpower, budget and time resources. Indeed, the provision of universal internet access is technological by nature, but it also possesses a profound social dimension that is based on economic, educational, equity, participation, and governance concerns. A more intensive social preparation phase would have increased the readiness of local government and community structures to receive the installations and facilitate their integration.

Secondly, the “buying in,” so to speak, of provincial and municipal local government units should have been explored in the provision of complementary services. The contractor would have benefitted from greater engagement and coordination with local governments and communities. Their participation may have paved the way to adaptive arrangements.

Thirdly, private sector engagement and investments should also have been encouraged as part of the Project’s exit strategy. The continuation of services such as maintenance beyond the SLA period would be assured on a continuing basis with the involvement of local service providers. The continued maintenance and improvement of universal internet services can only be assured with investments from the private sector, which is quick to discern the viability of such investments even in marginalized areas.

Fourthly, provisions for the utilization of these services by other agencies from the executive branch of government primarily for the delivery of basic services should have been incorporated in a comprehensive user plan. This sector provides a regular and captive user of the installations that would have ensured maintenance and spurred further developments and upgrades.

Are proper means of communication established or being established to express the Project progress and intended impact to the public? The Project would have benefitted more from a robust external and internal communication strategy. From the beginning, however, it has been primarily considered as an infrastructure project. Ninety-nine percent of project funds were devoted to Output 1, the provision of infrastructure, or more appropriately, to the infra service bundle. Only one percent of the budget was devoted to Outputs 2 and 3 which focused on capacity building. There would have been little fund available for an internal-external communication system.

To what extent has the Project been appropriately responsive to the needs of the national constituents and changing partner priorities? Output 1 is highly responsive to the need for basic Internet services such as search, FTP, email and messaging. For videoconferencing (Zoom, Skype, etc.) applications, it was responsive to a limited extent particularly if one factors in the number of users who compete for the bandwidth. For entertainment services such as streaming audio-video, it is not at all appropriate and would not be the most efficient use of the resource. Outputs 2 and 3 responds to the needs of communities, local governments, DICT and even the National Economic and Development Authority (NEDA) when it comes to monitoring SDG progress.

6.3. Efficiency

As in the case of effectiveness, the efficiency of the implementation strategy and operations were severely affected by a confluence of factors: the pandemic that hampered mobility, caused lockdowns and travel restrictions; perceptions of lack of decentralization, coordination, and communication; and difficulties with the contractor. The unique nature of FWFA as a national government funded internationally executed development assistance project had bearings on efficiency. However, this project execution and implementation modality is here to stay and the only way to avoid similar difficulties in the future is for both parties, i.e., the national government and the international development agency to adopt more flexible arrangements particularly during national emergencies.

How efficient was the implementation strategy and operations? When it came to efficiencies, there were no lapses on the part of: the project management office and UNDP, in general; the provincial FWFA focal persons and DICT, in general; the provincial LGUs; and the site owners, even when one factors in the pandemic. The lapse was on the contractor, who, given its status as foreign based, did not have the agility to adapt to national emergencies. The function of adaptive management on the contractor side may have been expected from the national sub-contractor. However, there may have been no provisions of this nature in the subcontracting agreement since no one was planning on a pandemic.

What were the causes of any delays in project start-up and implementation? There may have been delays in the procurement process, particularly the configuration of contractual provisions for the service provider since financing was dependent on the annual budget cycle of the Government of the Philippines.

To what extent are the monitoring tools being used by the Project sufficient to provide the necessary information to determine project outputs and outcomes? The monitoring tools employed by the PMO were sufficient. However, their applicability in cases of national emergencies may have been wanting. For instance, monitoring visits are severely hampered by travel restrictions and safety protocols particularly in areas requiring air travel or crossing provincial boundaries where checkpoints are uncompromising.

Are they properly costed and implemented, participatory, inclusive and cost-effective? Do the actual or expected results justify the cost incurred? The SLA or service level agreement as a modality itself is inclusive and cost-effective. The UNDP-DICT budgetary ceilings and costs for the service bundles were much lower than current DICT and CSO allotments.

6.4. Sustainability

Project interventions can be made more sustainable in terms of project ownership, technological appropriateness and stakeholder capacities with increased involvement of local government units and the private sector. There is little financial risk that may jeopardize the sustainability of project outputs provided that local government units and the private sector are involved. With increased demand for Wi-fi services there is little institutional, social, political and environmental risks to the sustainability of project results. Exit strategies would be more meaningful and sustainable with the involvement of local service providers.

Are the project interventions sustainable in terms of project ownership, technological appropriateness, and stakeholder capacities? Project ownership among DICT FWFA provincial focal points would have been more pronounced with their involvement in the deployment, installation and maintenance of access points, something which may have been overlooked in many activated sites due to logistical constraints, office lockdowns and the pressure of deadlines.

Are there any financial risks that may jeopardize the sustainability of project outputs? In terms of technology, VSATs are still the unit of choice in GIDAs because of its relative portability, durability, flexibility in power sources and maintenance. Speeds may be improved by migrating from KU to KA bands, the latter using shorter wavelengths and thus accommodating higher bandwidths. The financial risks are reduced by employing SLAs. However, the SLAs have fixed terms and are renewed annually. This is where the risks lie.

What are the institutional, social, political and environmental risks to the sustainability of project results? With increased demand for Wi-fi services there is little institutional, social, political and environmental risks to the sustainability of project results.

What is the risk that the level of stakeholders' ownership will be sufficient to allow for the Project benefits to be sustained? Project interventions can be made more sustainable in terms of project ownership, technological appropriateness and stakeholder capacities with increased involvement of local government units and the private sector. There is little financial risk that may jeopardize the sustainability of project outputs provided that local government units and the private sector are involved.

What could be done to strengthen exit strategies and sustainability? Exit strategies would be more meaningful and sustainable with the involvement of local service providers.

7. CONCLUSIONS

The Midterm Review and Evaluation of the DICT-UNDP Free Wi-fi For All Project presents the following conclusions:

- Firstly, an analysis of secondary data found that Outputs 1, 2 and 3 are being achieved with some slippage caused by force majeure.
- Secondly, project proved to be much more cost efficient (75 to 100 percent) on a per unit service bundle compared to other undertakings of a similar nature.
- Thirdly, the soundness of the *Project's Purpose and Scope* was overwhelmingly validated by its beneficiaries. The online survey found that the Project has been rated by site owners, users and beneficiaries *excellently* (median/mode at 5 in a scale of 1 to 5) in terms of relevance. It has been rated *positively* (median/mode at 3+ in a scale of 1 to 5) in terms of effectiveness and efficiency. It has been rated *highly* (median/mode at 4 in a scale of 1 to 5) in terms of sustainability.
- Fourthly, as of its midterm phase, the Project has succeeded in providing Internet services in GIDAs; supporting remote learning among DepEd schools; supporting rural health units; supporting local governance; and supporting marginalized and ethnic communities.
- Fifthly, the Project has been plagued by poor optics among stakeholders which were directly caused by: delayed deployment; bandwidth competition; perceptions of centralized decisions/ lack of coordination/ weak communication; and contractor conduct. The root causes, however, are two: the pandemic and the unique nature of the project as a nationally funded government undertaking implemented by an international development assistance agency.
- Sixthly, the problems experienced were not attributable to project management nor to project design. Neither were they caused by DICT nor UNDP. There is no need to modify the theories of change because they were, in fact, partially validated by the Project's experience prior to midterm.
- Finally, the Project cannot be dismissed as a failure nor a poor investment. If it were not for two superordinate influential factors that reinforced one another, the Project would not have suffered from the poor optics that it has encountered. It will be an unconscionable blunder if stakeholders and beneficiaries from geographically isolated and disadvantaged areas are denied of significant economic, social and governance gains achieved with the provision of Free Wi-fi for All. If anything, the Project should be supported and strengthened to proceed as planned or even expanded to its full extent.

8. RECOMMENDATIONS

Ordinarily, the recommendations offered in this section should directly address problems identified in project operations. However, the superordinate influential factors or root causes of FWFA's wicked problems have little scope for actionable solutions.

Pandemics and national emergencies will occur without warning at any given time. The best that can be done is to increase resilience and agility through adaptive management.

The unique nature of the project as a nationally funded government initiative executed by an international development assistance agency cannot be addressed substantively nor can it be dismissed as an ineffective project implementation modality, which it is not. The best that can be done is to accommodate flexibilities in both the government and the agency sides.

There is also no need to modify the theories of change since the pathways remain and have even been validated. Thus, the following recommendation are provided to address subordinate influential factors:

Realistic project timeframe. A more realistic project timeframe should be designed factoring in the disruptions with attendant adjustments in implementing government and agency financial arrangements. As to the specifications of these adjustments, it would depend on flexibilities that may be accommodate by the national government (e.g., in terms of the annual budget cycle) and by UNDP (e.g., in terms of international and national bidding).

Adopt additional technical refinements. Since the beginning of the project in September 2018 there have been improvements in VSAT models and technologies. Without dropping the SLA modality, minimum service requirements should be increased. Technologies that maximize download/upload speeds should be considered and the progressively increasing appetite for bandwidth should be planned for.

Accommodate greater participation. The active engagement of DICT provincial engineers, LGUs and the private sector in maintenance, value-added services and technological enhancements should be encouraged and may be provided for in the SLAs.

Future-proofing. The project should be more anticipatory and consider incorporating adaptive management in plans and strategies that would future-proof Project interventions leading to greater sustainability. These include: technological and service requirements forecasting for Outputs 1 and 3; and linking up DevLIVE training to NEDA's *Ambisyon 2040* outcomes for Output 2.

Strengthen Internal and External Communication. It would be worthwhile investing in internal and external communication as well as social preparation with a minor rationalization of budgets to tip slightly towards non-technical interventions.

LESSONS LEARNED

At its midpoint, the DICT-UNDP Free Wi-fi for All Project offers critical lessons. The ninth and final section of this Draft Report present these lessons learned by revisiting ICT4D, the Network Effect and the last mile hypothesis.

Revisiting ICT4D and Open Access. The significance, necessity and urgency of universal Internet access is a forgone conclusion (Bamford et al., 2021). The question now is how to achieve it in the most effective and efficient manner. The FWFA Project teaches us that one of the most important functions of ICTs is that they enable communities to respond to national emergencies. Hence, open access to Wi-fi and Internet resources is critical during disruptive times. The Free Wi-fi For All Project should not be undermined nor diminished but rather strengthened and fully supported by both the national government and UNDP.

Revisiting the Network Effect. An often-quoted maxim in the field of ICT4D is Metcalf's Law: resources available to stand alone systems increase mathematically with every system unit added while resources available to networked systems grow exponentially with every network node added. The FWFA contractor's circumstances may be likened to a standalone system whose resources no matter how ample in the beginning may prove to be inadequate in disruptive times. A decentralized network of service providers may prove to be more resilient and agile in the long run.

Revisiting the Last Mile Hypothesis. In 2005, I completed a Sector Study for the Assessment of the Demand for Access to Information and Communications Technology in Rural and Remote Areas of Cambodia, Lao PDR, and Viet Nam. One of my key informants was Dr. Michael Calvano of the International Telecommunications Union Regional Office in Bangkok. A year before the interview, Calvano introduced the Last Mile Hypothesis to ICT4D literature. According to this hypothesis, the best strategy for telecommunications infrastructure to reach the last mile from the backbone to the periphery is for national governments to provide basic services, i.e., education, agricultural extension, rural health, etc. to rural and remote areas through telecommunications in progressively increasing intensities (Calvano as quoted by Flor, 2005).

Government intervention pump primes information and communications technology utilization. Once the government initiates this service, the private sector will follow suit paving the way for users down to the last mile.

This hypothesis has been validated by the DICT-UNDP Free Wi-fi for All Project. With an additional player, the local government unit. Through the Project, stakeholders observed that LGUs show interest and willingness to invest resources and engage in free Wi-fi service delivery despite (or possibly, because of) the pandemic. Their active participation should be encouraged in the future with additional funds allotted for non-technical interventions.

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ANNEXES

ANNEX A. TERMS OF REFERENCE

The Midterm Review (MTR) will assess the operations aspect of the project specifically on efficiency, effectiveness, and relevance in relation to its outputs and outcomes as specified in the Project Document. It will assess early signs of project success or failure with the goal of identifying the necessary changes to be made in order to set the project on-track to achieve its intended results. The MTR will also review the project's strategy and its risks to sustainability.

The MTR report must provide evidence-based information that is credible, reliable and useful.

The Individual Contractor will review all relevant sources of information including documents prepared during the preparation phase (i.e., UNDP Initiation Plan, UNDP Social and Environmental Screening Procedure/SESP), the Project Document, project reports including annual progress reports, project budget revisions, national strategic and legal documents, and any other materials that the team considers useful for this evidence-based review.

The consultant is expected to follow a collaborative and participatory approach ensuring close engagement with the Project Team, government counterparts, the UNDP Country Office, the Project Contractors, direct beneficiaries, and other key stakeholders. Engagement of stakeholders is vital to a successful MTR. Stakeholder involvement should include interviews with stakeholders who have project responsibilities, including but not limited to the Project Management Office, key officials from the DICT, programme staff from UNDP, executing agencies, senior officials and task team/ component leaders, key experts and consultants in the subject area, Project Board, project stakeholders, academia, local government and CSOs, etc.

Given travel restrictions and the general situation under the pandemic, travels will be discouraged and data collection methods should be replaced by appropriate means to do it remotely. The UNDP Independent Evaluation Office (IEO) has released a decentralized evaluation guidance note highlighting the challenges confronting evaluations at this time and potential ways to overcome them, which can be considered for this MTR.

The final MTR report must describe the full MTR approach taken and the rationale for the approach making explicit the underlying assumptions, challenges, strengths and weaknesses about the methods and approach of the review.

Specifically, the mid-term evaluation aims to achieve the following objectives:

1. identify the extent to which the project is consistent with the policies and priorities of the national and local governments as well as the needs of intended beneficiaries in addition to its responsiveness to the human development thrust of UNDP for empowerment, gender equality on industry innovation and infrastructure particularly universal and

affordable internet access by 2020, reduced inequalities, on partnerships for the Sustainable Development Goals, and emerging conditions such as COVID-19;

2. identify initial results and their contribution to the attainment of the project outcomes along with lessons learned specifically in areas of success and improvement to attain projective outputs and outcomes (the effectiveness of the implementation strategy, which includes project design and scope, assumptions made at the inception of the project, and Implementation status against planned results);
3. measure how economically resources or inputs (such as funds, expertise and time) are converted to results;
4. recommend how the program will improve the sustainability of FWFA; and
5. identify and provide implementation strategy for a potential second package of development projects under the FWFA.

The UNDP, DICT, other government agencies, and stakeholders shall be the main recipients of the evaluation. They will use and act on the evaluation findings and recommendations in improving the project's processes to ensure the expeditious delivery of its outputs.

Necessary adjustments are expected to be undertaken to meet the project objectives. It is also anticipated that the evaluation findings will contribute to further enhance the internal process and operations of UNDP. Moreover, it is foreseen to be valuable to further advance the existing and emerging national policy considerations to improve digital connectivity.

Lastly, it cannot be overemphasized that internet access has significant role in creating a new normal after the country has been ravaged and emerge from the effects the COVID-19 pandemic. There is a possibility that the provision of internet access in the project sites will be temporarily focused on COVID-19 response. Access of the public to the FWFA sites may also be limited since they can serve as converging points for the general public to congregate. It is then necessary that precautions regarding the minimum health standards against COVID-19 in the FWFA sites be made more visible.

ANNEX B. EVALUATION MATRIX

CRITERIA	KEY QUESTIONS	SUB-QUESTIONS	SOURCES	METHODS	INDICATORS	ANALYSIS
RELEVANCE	To what extent is the project's theory of change relevant to the project's results and implementation strategies?	Are the project components resulting to the identified outputs? Why or why not?	LGU staff Site owners	Reports FGD Survey	# Of public sites # Of citizens monitoring quality & reliability Procurement success rate	Quantitative Analysis Qualitative (thematic) analysis
		Are the outputs contributing to the desired outcomes? Why or why not?	DICT staff Project staff	KII	enhanced collaboration & interactive learning improvement of political awareness improvement in economic activity	
	What are the project's potential contributions to gender equality, women's empowerment, and to results specific to other marginalized sectors that benefit from it?	How is current project beneficiary data gender disaggregated?	Project Staff	Reports KII	Gender disaggregation of site owners	Ratio/ Percentages
		What percentage of users/site owners belong to minority groups	LGU staff Site owners	Reports Survey	Disaggregation of site owners by minority groups, indigenous peoples	Ratio/ Percentages
	How does each project component support the attainment of project outputs and outcomes?	How are the outcomes attributable to project outputs?	DICT staff Project staff LGU staff	FGD KII	# Of users & public sites # Of citizens monitoring quality & reliability Procurement success rate enhanced collaboration & interactive learning improvement of political awareness improvement in economic activity	Qualitative analysis
		Are there clear causal links between the components and the outputs?				
	To what extent are project interventions relevant to the needs of the stakeholders?	How can the project's potential in the approaching "new normal" maximized?	DICT staff Project staff LGU staff DepEd staff Site owners	FGD KII Survey	# Of users & public sites # Of citizens monitoring quality & reliability Procurement success rate enhanced collaboration & interactive learning improvement of political awareness improvement in economic activity	Quantitative Analysis Qualitative (thematic) analysis
		How can the concerns of the beneficiaries in using free Wi-Fi be engaged and understood?				
	To what extent is the project aligned or consistent with the government's initiative to strengthen connectivity and the DICT's development objectives in the Philippines?		DICT staff Project staff LGU staff Site owners	FGD KII	enhanced collaboration & interactive learning improvement of political awareness improvement in economic activity	Qualitative analysis

CRITERIA	KEY QUESTIONS	SUB-QUESTIONS	SOURCES	METHODS	INDICATORS	ANALYSIS
			DOST-ASTI officials PSA officials ICT experts			
EFFECTIVENESS	How effective were the implementation strategy and operations?	<p>Is the site selection process effective in targeting the unconnected?</p> <p>Does the process of validation, approval and site acceptance add value to what is existing at DICT?</p> <p>How was QA applied & performed in the installation, deployment of teams, and approvals?</p> <p>How effective/appropriate are online dashboards (Netgain, Grandstream, Datastudio and DevLIVE app) used in the project by UNDP and DICT, and other project stakeholders in aiding the monitoring and the decision-making process of implementing online project management?</p> <p>What were DICT, PLGU/site focals/beneficiaries' experience in the coordination and installation?</p> <p>How was communication among DICT, LGUs, site focals, and/or beneficiaries being handled before, during and after disasters?</p> <p>How effective was the process in establishing partnerships with PLGUs and capacity building?</p> <p>How effective were procurement process/standards used?</p> <p>How effective was the process of conducting the training needs analysis and identification of training for capacity building activities for DICT staff?</p>	DICT staff Project staff LGU staff	Online survey KII Secondary data	Levels of effectiveness perceived by stakeholders	Perception analysis

CRITERIA	KEY QUESTIONS	SUB-QUESTIONS	SOURCES	METHODS	INDICATORS	ANALYSIS	
		Did the DICT staff utilized what they learned in the capacity building activity in their implementation of the FWFA Program?					
	To what extent were the project outputs achieved?	What is the current number of users of the public sites rolled out? How many residents participate in monitoring internet service? Did DICT’s procurement success rate improve? By how much?	DICT staff Project staff LGU staff	FGD KII Secondary data	# Of users & public sites # Of citizens monitoring quality & reliability Procurement success rate	Quantitative analysis	
	Are the projects objectives and outputs clear, practical and feasible within its frame?		DICT staff Project staff LGU staff	FGD KII	<ul style="list-style-type: none">• # & strength of relationships/partnerships established,• level of coherence between project design and implementation approach,• specific activities conducted,• quality of risk mitigation strategies,• % Of project targets achieved,• progress towards impact,• facilitating and limiting factors	Descriptive statistics Thematic analysis	
	What factors have contributed to achieving or not achieving intended project outputs?		Site owners				
	In which areas does the project have the greatest achievements? Why and what have been the supporting factors? How can the project build on or expand these achievements?						
	How can the project further expand the benefits that it provides?			FGD KII			
	What is the level of quality of project implementation, including the application adaptive management techniques?		DICT staff Project staff LGU staff			<ul style="list-style-type: none">• # & strength of relationships/partnerships established,• level of coherence between project design and implementation approach,• specific activities conducted,• quality of risk mitigation strategies,• % Of project targets achieved,• progress towards impact,• facilitating and limiting factors	Descriptive statistics Thematic analysis
	What factors contributed to effectiveness or ineffectiveness?		Site owners				
	Are the strategies, tools, interventions used in project implementation effective to achieve the planned results?						
	What, if any, alternative strategies would have been more effective in achieving the project’s objectives?						
	Are proper means of communication established or being established to express the project progress and intended impact to the public?						

CRITERIA	KEY QUESTIONS	SUB-QUESTIONS	SOURCES	METHODS	INDICATORS	ANALYSIS
	To what extent has the project been appropriately responsive to the needs of the national constituents and changing partner priorities?					
	To what extent has the project contributed to gender equality, the empowerment of women and the realization of human rights?					
EFFICIENCY	How efficient was the implementation strategy and operations?	Is the site selection process efficient in targeting the unconnected? How efficient are online dashboards used in the project by UNDP and DICT, and other project stakeholders in aiding the monitoring and the decision-making process of implementing online project management? How efficient was the process in establishing partnerships with PLGUs and capacity building? How efficient were procurement process/standards used? How efficient was the process of conducting the training needs analysis and identification of training for capacity building activities for DICT staff?	DICT staff Project staff LGU staff Site owners	Online Survey KII Secondary data	Levels of efficiency perceived by stakeholders	Perception analysis
	What were the causes of any delays in project start-up and implementation? identify the causes and examine if they have been resolved and provide recommendations;		DICT staff Project staff LGU staff Site Owners	FGD KII Secondary data Online Survey	# Of users & public sites # Of citizens monitoring quality & reliability Procurement success rate enhanced collaboration & interactive learning improvement of political awareness improvement in economic activity	Quantitative Analysis Qualitative (thematic) analysis
	How appropriate and relevant were the changes to fund allocations as a result of budget revisions?					
	To what extent are the monitoring tools being used by the project sufficient to provide the necessary information to determine project outputs and outcomes? Are they properly costed and implemented, participatory, inclusive and cost-effective?					

CRITERIA	KEY QUESTIONS	SUB-QUESTIONS	SOURCES	METHODS	INDICATORS	ANALYSIS
	Do the actual or expected results justify the cost incurred?					
SUSTAINABILITY	Are the project interventions sustainable in terms of project ownership, technological appropriateness, and stakeholder capacities?	Are there plans and willingness of LGUs and sites to sustain implementation of FWFA in their jurisdiction? How applicable are VSATs in the selected areas in terms of quality of service? What capacities are needed by the sites, PLGUs, MLGUs, and NGAs in sustaining the benefits of FWFA?	DICT staff Project staff LGU staff Site owners	FGD KII Documents review	Levels of sustainability assessment among stakeholders	Perception analysis
	Are there any financial risks that may jeopardize the sustainability of project outputs?	Will ICT industry cost structures change? Will monitoring costs scale up?	DICT staff Project staff	FGD KII	Probability of financial threats occurring	Risk analysis
	What are the institutional, social, political, and environmental risks to the sustainability of project results?	Are there any observable risks? Are there any anticipated threats?	DICT staff Project staff	FGD KII	Probability of social, political and environmental threats occurring	Risk analysis
	Will stakeholder ownership will be sufficient to allow for the project benefits to be sustained? To what extent do stakeholders support the project's long-term objectives?	What is the level of project ownership? What interests bind the LGUs in the project? Will SUCS invest in remote learning?	DICT staff Project staff LGU staff Site Owners	FGD KII Online Survey	# Of users & public sites # Of citizens monitoring quality & reliability Procurement success rate enhanced collaboration & interactive learning	Quantitative Analysis Qualitative analysis
	What could be done to strengthen exit strategies and sustainability?		DICT staff Project staff Site Owners	KII Online survey	# Of users & public sites # Of citizens monitoring quality & reliability Procurement success rate	Quantitative Analysis Qualitative analysis
CROSS CUTTING CONCERNS	Does the project implement measures to ensure that all citizens can access and use the internet? Does the project implement measures to ensure internet safety and security? Was there clear institutional acceptance of technology and commitment among all stakeholders during the implementation and maintenance? Are there adequate provisions for the management and monitoring of social and environmental impacts and risks?		DICT staff Project staff LGU staff Site owners	Online Survey KII Documents review	Levels of acceptability perceived among stakeholders	Perception analysis

ANNEX C.
DATA-COLLECTION INSTRUMENTS

ONLINE SURVEY GOOGLE FORM

DICT-UNDP Free WiFi For All Mid-Term Evaluation

Magandang Araw Po!

My name is Alexander Flor. I come from the UP Open University and I have been engaged by UNDP to conduct the Mid-Term Evaluation of the Free WiFi For All Project. As one of the project stakeholders, please assist me in reviewing FWFA by rating its relevance, effectiveness, efficiency and sustainability.

* Required

1. Email *

ABOUT YOURSELF

2. Sex *

Mark only one oval.

- ☐ Female
- ☐ Male
- ☐ Prefer not to say

3. Age *

Please follow this format for your reference: 25 years old

4. Sector *

Mark only one oval.

☐ Farmer/Fisherfolk

☐ Indigenous People

☐ PWDs

☐ Senior Citizen

☐ Woman

☐ Other: _____

5. Which FWFA stakeholder group do you belong in? *

Mark only one oval.

☐ Free Wifi User

☐ Site Owner

☐ LGU

☐ DepEd School/SUCs

☐ Other: _____

6. Your province? *

7. Where can you access the FWFA? *

Mark only one oval.

- ☐ Barangay Hall
- ☐ Health Facility
- ☐ Library
- ☐ Municipality/City Offices
- ☐ Schools
- ☐ Other: _____

RELEVANCE

In a scale of 1 to 5 with 5 being the **highest** and 1 being the **lowest**, please rate the FWFA Project in terms of its relevance to:

8. Gender equality *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Ethnic inclusion *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

0 Economic inclusion *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Your needs and priorities *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. The current situation *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Please rate the overall relevance of the FWFA Project. *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

EFFECTIVENESS

In a scale of 1 to 5 with 5 being the **highest** and 1 being the **lowest**, please rate the FWFA Project in terms of the effectiveness of its:

15. Site Selection Process *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Installation, deployment of teams and approvals *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Internal and external project communication *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8 Training and other forms of capacity building *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. Please rate the overall effectiveness of the FWFA Project *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Please explain your rating.

EFFICIENCY

In a scale of 1 to 5 with 5 being the **highest** and 1 being the **lowest**, please rate the FWFA Project in terms of the efficiency of its:

21. Site Selection Process *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26 Please explain your rating.

22 Installation, deployment of teams and approvals *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Internal and external project communication *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Training and other forms of capacity building *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Please rate the overall efficiency of the FWFA Project. *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SUSTAINABILITY

In a scale of 1 to 5 with 5 being the **highest** and 1 being the **lowest**, please rate the FWFA Project in terms of the sustainability of:

27. Implementation *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Your individual and institutional capacities *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. Financial considerations

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30 Project ownership *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Please rate the overall sustainability of the FWFA Project. *

Mark only one oval.

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

32. Please explain your rating.

RECOMMENDATIONS

33. Please share your recommendations on how the FWFA Project may be improved for the remainder of its project life.

Thank you so much for your time!

Your frank and honest answers will be used to improve FWFA's implementation and ensure its positive impact. Rest assured that your responses will remain anonymous.

FGD GUIDE QUESTIONS

RELEVANCE
What are the project's potential contributions to gender equality, women's empowerment, and to results specific to other marginalized sectors that benefit from it? How is current project beneficiary data gender disaggregated? What percentage of users/site owners belong to minority groups?
To what extent are project interventions relevant to the needs of the stakeholders? How can the project's potential in the approaching "new normal" maximized? How can the concerns of the beneficiaries in using free Wi-Fi be engaged and understood?
To what extent is the project aligned or consistent with the government's initiative to strengthen connectivity and the DICT's development objectives in the Philippines?
EFFECTIVENESS
How effective were the implementation strategy and operations?
What is the level of quality of project implementation, including the application of adaptive management techniques?
What factors contributed to effectiveness or ineffectiveness?
EFFICIENCY
How efficient was the implementation strategy and operations?
To what extent are the monitoring tools being used by the project sufficient to provide the necessary information to determine project outputs and outcomes? Are they properly costed and implemented, participatory, inclusive and cost-effective?
Do the actual or expected results justify the cost incurred?
SUSTAINABILITY
Are the project interventions sustainable in terms of project ownership, technological appropriateness, and stakeholder capacities?
Are there any financial risks that may jeopardize the sustainability of project outputs?
What are the institutional, social, political, and environmental risks to the sustainability of project results?
Will stakeholder ownership will be sufficient to allow for the project benefits to be sustained? To what extent do stakeholders support the project's long-term objectives?
What could be done to strengthen exit strategies and sustainability?
Are there adequate provisions for the management and monitoring of social and environmental impacts and risks?

KII GUIDE QUESTIONS

DICT

1. How does each project component support the attainment of project outputs and outcomes? How are the outcomes attributable to project outputs? Are there clear causal links between the components and the outputs?
2. To what extent is the project aligned or consistent with the government's initiative to strengthen connectivity and the DICT's development objectives in the Philippines?
3. How effective and efficient were the implementation strategy and operations?
 - 3.1. Is the site selection process effective in targeting the unconnected?
 - 3.2. Does the process of validation, approval and site acceptance add value to what is existing at DICT?
 - 3.3. How was QA applied & performed in the installation, deployment of teams, and approvals?
 - 3.4. How effective were procurement process/standards used?
 - 3.5. How effective was the process of conducting the training needs analysis and identification of training for capacity building activities for DICT staff?
 - 3.6. Did the DICT staff utilize what they learned in the capacity building activity in their implementation of the FWFA Program?
 - 3.7. To what extent were the project outputs achieved? Did DICT's procurement success rate improve? By how much?
4. Are the projects objectives and outputs clear, practical and feasible within its frame?
5. What factors have contributed to achieving or not achieving intended project outputs?
6. How can the project further expand the benefits that it provides?
7. What factors contributed to effectiveness or ineffectiveness?
8. Are the strategies, tools, interventions used in project implementation effective to achieve the planned results?
9. To what extent has the project been appropriately responsive to the needs of the national constituents and changing partner priorities?
10. How appropriate and relevant were the changes to fund allocations as a result of budget revisions?
11. Are the project interventions sustainable in terms of project ownership, technological appropriateness, and stakeholder capacities? Are there plans and willingness of LGUs and sites to sustain implementation of FWFA in their jurisdiction? How applicable are VSATs in the selected areas in terms of quality of service?
12. Are there any financial risks that may jeopardize the sustainability of project outputs? Will ICT industry cost structures change? Will monitoring costs scale up?
13. What are the institutional, social, political, and environmental risks to the sustainability of project results? Are there any observable risks? Are there any anticipated threats?
14. Are there adequate provisions for the management and monitoring of social and environmental impacts and risks?

KII GUIDE QUESTIONS

LGUs
<ol style="list-style-type: none"> 1. How effective and efficient were the implementation strategy and operations? <ol style="list-style-type: none"> 1.1. Is the site selection process effective in targeting the unconnected? 1.2. How effective/appropriate are online dashboards (Netgain, Grandstream, Datastudio and DevLIVE app) used in the project by UNDP and DICT, and other project stakeholders in aiding the monitoring and the decision-making process of implementing online project management? 1.3. What were PLGUs' experience in the coordination and installation? 1.4. How was communication among DICT, LGUs, site focals, and/or beneficiaries being handled before, during and after disasters? 1.5. How effective was the process in establishing partnerships with PLGUs and capacity building? 2. To what extent were the project outputs achieved? What is the current number of users of the public sites rolled out? How many residents participate in monitoring internet service? 3. What factors have contributed to achieving or not achieving intended project outputs? 4. In which areas does the project have the greatest achievements? Why and what have been the supporting factors? How can the project build on or expand these achievements? 5. How can the project further expand the benefits that it provides? 6. What factors contributed to effectiveness or ineffectiveness? 7. Are the strategies, tools, interventions used in project implementation effective to achieve the planned results? 8. What, if any, alternative strategies would have been more effective in achieving the project's objectives? 9. Are proper means of communication established or being established to express the project progress and intended impact to the public? 10. What were the causes of any delays in project start-up and implementation? identify the causes and examine if they have been resolved and provide recommendations; 11. Are the project interventions sustainable in terms of project ownership, technological appropriateness, and stakeholder capacities? <ol style="list-style-type: none"> 11.1. Are there plans and willingness of LGUs and sites to sustain implementation of FWFA in their jurisdiction? 11.2. How applicable are VSATs in the selected areas in terms of quality of service? 11.3. What capacities are needed by the sites, PLGUs, MLGUs, and NGAs in sustaining the benefits of FWFA? 12. Will stakeholder ownership will be sufficient to allow for the project benefits to be sustained? To what extent do stakeholders support the project's long-term objectives? What interests bind the LGUs in the project? 13. What could be done to strengthen exit strategies and sustainability? 14. Does the project implement measures to ensure that all citizens can access and use the internet? 15. Does the project implement measures to ensure internet safety and security? 16. Was there clear institutional acceptance of technology and commitment among all stakeholders during the implementation and maintenance?

KII GUIDE QUESTIONS

PROJECT STAFF

15. To what extent is the project's theory of change relevant to the project's results and implementation strategies? Are the project components resulting to the identified outputs? Why or why not? Are the outputs contributing to the desired outcomes? Why or why not?
16. What are the project's potential contributions to gender equality, women's empowerment, and to results specific to other marginalized sectors that benefit from it? How is current project beneficiary data gender disaggregated? What percentage of users/site owners belong to minority groups?
17. How does each project component support the attainment of project outputs and outcomes? How are the outcomes attributable to project outputs? Are there clear causal links between the components and the outputs?
18. How effective and efficient were the implementation strategy and operations?
 - 18.1. Is the site selection process effective in targeting the unconnected?
 - 18.2. How was QA applied & performed in the installation, deployment of teams, and approvals?
 - 18.3. How effective were procurement process/standards used?
 - 18.4. Are the projects objectives and outputs clear, practical and feasible within its frame?
 - 18.5. What factors have contributed to achieving or not achieving intended project outputs?
19. How can the project further expand the benefits that it provides?
20. What factors contributed to effectiveness or ineffectiveness?
21. Are the strategies, tools, interventions used in project implementation effective to achieve the planned results?
22. What, if any, alternative strategies would have been more effective in achieving the project's objectives?
23. To what extent has the project been appropriately responsive to the needs of the national constituents and changing partner priorities?
24. What were the causes of any delays in project start-up and implementation? identify the causes and examine if they have been resolved and provide recommendations?
25. How appropriate and relevant were the changes to fund allocations due to budget revisions?
26. To what extent are the monitoring tools being used by the project sufficient to provide the necessary information to determine project outputs and outcomes? Are they properly costed and implemented, participatory, inclusive and cost-effective?
27. Do the actual or expected results justify the cost incurred?
28. Are the project interventions sustainable in terms of project ownership, technological appropriateness, and stakeholder capacities? How applicable are VSATs in the selected areas in terms of quality of service?
29. Are there any financial risks that may jeopardize the sustainability of project outputs? Will ICT industry cost structures change? Will monitoring costs scale up?
30. What are the institutional, social, political, and environmental risks to the sustainability of project results? Are there any observable risks? Are there any anticipated threats?
31. Are there adequate provisions for the management and monitoring of social and environmental impacts and risks?

ANNEX D.
MASTERLIST OF ONLINE SURVEY RESPONDENTS

- | | |
|-----------------------------|------------------------------------|
| 1. Ponciano A Datinguinoo | 42. John Andrew Tunsan |
| 2. Jean F Estopace | 43. Jezzel S Domingo |
| 3. Danny D Sebio | 44. Jocelyn N Libre |
| 4. Kudarat Jamail Bandrang | 45. Rosalea B Cañamo |
| 5. Jerry R Cayod Ong | 46. Mirafuentes Mark Jhoven |
| 6. Rodelia G Precurato | 47. Kharema M Bobong |
| 7. Emma Verdan De Vera | 48. Mamintal Manabilang |
| 8. Edwin L Antia | 49. Edmund Bogcal |
| 9. Junaid S Maunte | 50. Roger Ramos |
| 10. Val R Barona | 51. Jaypherd G Villejo |
| 11. Anthony O Siapajo | 52. Melvin L Ballerda |
| 12. Rochelle R Capon | 53. Mohammad Alfaed Japar A Abinal |
| 13. Myrna D Jagmis | 54. Gemma C Puyawmi |
| 14. Gina Competente | 55. Annabelle R Donggaras |
| 15. Josephine S Alvarez | 56. Leonida E Gavarra |
| 16. Normallah A Ala | 57. Aleta P Lovedorial |
| 17. Brenlyn Q Baño | 58. Sheila May B Madarcos |
| 18. Roderick H Sabal | 59. Liza B Auxtero |
| 19. Enrico Gacis | 60. Terence R Ceria |
| 20. Maricel M Garcia | 61. Roselyn Rivera |
| 21. Salvacion V Besmonte | 62. Mariano Senen Mamonqual |
| 22. Jessie Mancile | 63. Anecito A Sampuang |
| 23. Riza P Evasco | 64. Yassen O Mauyag |
| 24. Tedoro Calinog | 65. Tommy Nicasio Estacio |
| 25. Crispin Eleazar | 66. Edward P Granaderos |
| 26. Francis F Anticano | 67. Justin A Gulay |
| 27. Jean L Legaspi | 68. Rema Grace Tablit |
| 28. Reynaldo L Dayanghirang | 69. Nilda G Serrano |
| 29. Lanie E Fuentes | 70. Mila C Coronacion |
| 30. Chaldea Izah Sayo | 71. Oscar B Labawan |
| 31. Melissa Jeolin | 72. Christine Mae Del Rosario |
| 32. Eugene Azore | 73. Wencil P Ramos |
| 33. Nory Mae Escabarte | 74. Victoria M Nubla |
| 34. Ruby Lyn B Cuizon | 75. Elma D Sagbibit |
| 35. Crisillie A Labawan | 76. Jesusa M Villarosa |
| 36. Mary Joy C Ocon | 77. Venacio R Corpuz |
| 37. Rhoderick Sana | 78. Violeta T Ibero |
| 38. Agatha Simonnei Sotelo | 79. Ronith Habal |
| 39. Jessica O Manuta | 80. Nida G Banquisio |
| 40. Julito B Opider Jr | 81. Romel A Dirhiway |
| 41. Jenny V Llega | 82. Marlyn B Mancia |

83. Samro Petiilan Mocsor	127. Remelito B Jakosalem
84. Delfin M Galecia Jr	128. Norhata G Lumagco
85. Christopher Nuez	129. Rosalina B Acosta
86. Glicerio Gomez Jr	130. Myrick Porol
87. Rodulfo P Lavda	131. Patrick Lete
88. Vivencia C Valencia	132. Celso Gurrea
89. Edna L Dialoring	133. Alvin S Prudente
90. Nestor D Mutia	134. Aileen E Cabañas
91. Loreta R Quiped	135. Aliahtunnisa H Naim Masi
92. Bobby V Cañon	136. Jonaliah M Galman
93. Cheryl M Movin	137. Arnel Gupit
94. Loreto E Amoy	138. Rex B Ulanday
95. Olivia B Lanuza	139. Marjon E Abordo
96. Jammar Motalib	140. Rodolfo A Espidido
97. Jimmy Jhun E Doong Iii	141. Romelito B Caguete
98. Jesse Mae B Estanol	142. Cris Kenneth Lopus
99. Renden Delfin	143. Alan Astilla Sr
100. Ulysses L Mendoza	144. Sucera R Banadero
101. Maria Theresa Reyes	145. Gina B Hara
102. Joesil Roda	146. Ariel O Gupit
103. Adav Kiram Cagubatan	147. Charlie V Condesa
104. Roger E Bastida	148. Ginalyn S Ramos
105. Ruel L Ayog	149. Regine V Lamboja
106. Edwin Loon	150. Angielica B Ameru
107. Jenevy S Comendador	151. Raymund M Dumalata
108. Wilma L Vargas	152. Erwin Q Amboin
109. Mrs Alhabsi	153. Jonathan Aynera
110. Aziz A Galman	154. Mark Alvin Canceran
111. Marcial L Lecera	155. Rolando T Daligdig Jr
112. Paul Ian Yanzon	156. Edna G Gabecon
113. Adelinda L Añabieza	157. Dorothy G Gojar
114. Counsilar Ramel	158. Bobby C Tominaman
115. Cristine Rose P Abalayan	159. Analita E Lumanay
116. Divina P Ciriaco	160. Lerma L Eleazar
117. Jhea L Gattoc	161. Roseal D Catalonia
118. Jesus F Flores Jr	162. Rosselle N Pasaporte
119. Sunday D Carpio	163. Miralinda D Gote
120. Joejhry Concepcion	164. Glenda Dulya
121. Gene E Ganoy	165. Rolando B Esmeria
122. Reslie L Mansi	166. Lorilie P Sesaldo
123. Alfredo Braga Ii	167. Elsa Sabornido
124. Diana D Covenan	168. Eduardo Orebucas
125. Ian P Tapanan	169. Leoncito S Zamora
126. Jimmy G Penaloga	170. Christy M Helicania

171.	Kag Jennifer E Poquilla	215.	Manuel Grutas
172.	Imelda L Villarba	216.	Shemaiah M Concepcion
173.	Ronaldo M Sumahay	217.	Connie G Canloy
174.	Lino S Sarmiento	218.	Jake V Siacor
175.	Emily Altovar	219.	Pety Bestremadura
176.	Sec Marvin Talledo	220.	Rossie D Rodrigo
177.	Jean S Delina	221.	Evelyn Laguesma
178.	Jamaliah Domangcag	222.	Ma Teresa Dampil
179.	Jefrey Clegurra	223.	Valeriano Brebleza
180.	Francis R Llavan	224.	Philippe L Advincula Jr
181.	Yuvie O Sambilad	225.	Isyne Romanillos
182.	Dioscoro M Carajay Jr	226.	Marivic R Tulo
183.	Cherlyn D Cabinete	227.	Gina M Mansilang
184.	Chrismarjho Moreno	228.	Abdullah R Abdullah
185.	Nor Maliah M Anding	229.	Rodel Villa Tadosa
186.	Salima A Hadji Sulaiman	230.	Johnny Corpuz
187.	Naldjun B Dangan	231.	Melojean L Solario
188.	Jay Quides	232.	Benjie T Barut
189.	Requita Kiwalan	233.	Helen A Vosotros
190.	Rebecca A Dagomboy	234.	Elsie B Gumban
191.	Joel E Liquit	235.	Jovie Bsiacor
192.	Benjie A Bio	236.	Dave T Cutin
193.	Gina Tugado	237.	Jenesa L Saronitman
194.	Anarieza P Malasarte	238.	Abdul Al A Teotoda
195.	Joel Prelator	239.	Monique Saturinas
196.	Dina G Dalumpines	240.	Deogenes S Lucero
197.	Reylando V Belino	241.	Maribel S Sumandang
198.	Liezel D Andal	242.	Elyn T Basan
199.	Eufrocenia Veveca	243.	Gil John Pombo
200.	Khadafy T Solaiman	244.	Bernadith Dsegoria
201.	Joel Begseng	245.	Kapemma Naynes
202.	Joemer Carpio	246.	Manolito M Corpuz
203.	Rodolfo T Espinosa	247.	Glenna B Ilovino
204.	Kag Nolam B Enoc	248.	Roy T Sandad
205.	Eduardo Fuentes	249.	Wayne Dacumos
206.	Gemma G Albello	250.	Marceli Epal
207.	Nelson Gacis	251.	Evelyn R Fabila
208.	Christe Ioncian	252.	Grace Mae O Guarin
209.	Marvih R Marasigan	253.	Ariel Venus
210.	Estrella H Potes	254.	Venus Morales
211.	Fedelisa M Bermejo	255.	Loren C Ocampo
212.	Alfeo M Sarmiento	256.	Rebecca N Gandamon
213.	Helen Golingab Mt li	257.	Anna Marie R Casa
214.	Mila S Relampages	258.	Wilson Banayos

259.	Marivic T Puno	303.	Herbert Dumaoal
260.	Teodora G Amoy	304.	Christian Lloyd D Dolena
261.	Larry Ocabautao	305.	Arjay Saynes
262.	Jerrey T Cupas	306.	Amanda C Coronel
263.	Mechielyn D Banado	307.	Nestor A Mapaye
264.	Sheila May A Rosario	308.	Cresencio V Polon
265.	Emily Tcordeta	309.	Catherine Domiquil
266.	Abdul Dua	310.	Elsa Jane L Ocop
267.	Maritess M Yara	311.	Nancy M Agonia
268.	Normelita Uyanguren	312.	Vem Jefrie G Bocobo
269.	Dalmaia B Dino	313.	Nasser P Mauyag
270.	Porferio A Daligdig	314.	Andres P Bueno
271.	Mizhel Jdomens	315.	Maria Estela U Avelcaneda
272.	Ednalyn A De Mesa	316.	Roderick V Encisa
273.	Ernesto P Baltazar	317.	Carlo Simon
274.	Maria Elysa B Deris	318.	Sonia Fe C Roleda
275.	Lorna D Menor	319.	Nery Valeroso
276.	Celerina Del Gapo	320.	Samuel Dsumio
277.	Rogelio O Dela Cruz	321.	Juan A Catapang
278.	Julito M Ancajas	322.	Violeta Capunpun
279.	Henry Salazar	323.	Madeline A Misoles
280.	Ronnie T Coronado	324.	Jennevieve B Luna
281.	Ramel U Burlaza	325.	Carmelo D Castillo
282.	Romel P Villegas	326.	Avelino Loyedoand
283.	Joan A Laurente	327.	Jona Carla M Mandriqe
284.	Marvin Bmendaro	328.	Eliszar G Donghao
285.	Gina A Canlubo	329.	Agustin Toruja
286.	Jonjon B Villanueva	330.	Sannylyn F Acosta
287.	Rogon Je	331.	Jose R Baltadanes Jr
288.	Noel Toyogon	332.	Rovilla Rollie
289.	Lisario P Durundag	333.	Mary Anne Alcanton
290.	Ariston B Balis	334.	Joy V Tvavenio
291.	Rosalinda B Escorido	335.	Maricris S Abid
292.	Lourdes H Gregorio	336.	Samson L Mendez Jr
293.	Joem F Gunetulez	337.	Suzeth O Tan
294.	Nieva V Vidaya	338.	Janielle Kay De Ramos
295.	Bayani F Allerey	339.	Mr Joel Base
296.	William Blim Jr	340.	Abdol J Reyes
297.	Armando M Limpin	341.	Reynold Binobo
298.	Mark Lorenzo Gerero	342.	Miriam Magaya
299.	Annabelle RM Dangan	343.	Bryan Ponce De Leon
300.	Cherryl T Gabatilla	344.	Vicente D Puguon
301.	Alfredo Baustral Sr	345.	Mangontawar D Berongaw
302.	Roger C Estabaya	346.	Danilo N Galoso

347.	Josias L Geraldih	391.	Rufina K Dalabajan
348.	Marites Achavez	392.	Joselito P Oronan
349.	Manuel B Munar	393.	Danilo Balmes
350.	Rio U Goden	394.	Romeo B Banmega
351.	Blandina L Payo	395.	Rene Obeja
352.	Rodnie L Benny	396.	John Francis L Luzano
353.	Benigno P Rivera	397.	Jemarken Sauda
354.	Vicente Poibon	398.	Mark H Pleyo
355.	Maria Theresa Stendo	399.	Jonathan Del Rosario
356.	Jamalia Macatong Ambor	400.	Alfadrrie M Alisla
357.	Salvacion V Besmonte	401.	Simda Dela Cruz
358.	Anecita B Liganay	402.	Rebecca D Bautista
359.	Catherine G Binay	403.	Glenn Thaddeus D Isip
360.	Portia Galiven	404.	Mohd Raiyan Miranda
361.	April M Estipona	405.	Zaldy P Gregorio
362.	Rodel Asis	406.	Al Capiña
363.	Crispin Eleazar	407.	Aprille Ptesalona
364.	Noel N Bete	408.	Araceli P Lupas
365.	Jeffrey B Mariscal	409.	Farhabba M Alonto
366.	Ana F Fulong	410.	Lorelyn S Macasaet
367.	Generoso E Bacalso	411.	Ailea Vhe N Quintano
368.	Nasser P Mauyag	412.	Kap Antonio Bellara
369.	Crystine L Tanaleon	413.	Saifuren B Kudarat
370.	Sabdullah M Guro	414.	Raynaldo C Gerardo
371.	Nasroding L Cornell	415.	Arnel Dianupra
372.	Merilyn B Gamaya	416.	Rowena H Gresola
373.	Merriam J Favila	417.	Jerome V Geronga
374.	Francia Gmaravilla	418.	Mary Janes Smandalones
375.	Rotchie G Sanchez	419.	Marites T Balingasa
376.	Daniel Basigan Jr	420.	Allen John Serrando
377.	Mylene A Porte	421.	Magdelana C Griño
378.	Lilibeth P Nacua	422.	Jesse C Reston
379.	Amerah M Marohomsalic	423.	Christelle R Catan
380.	Analiza M Sagaza	424.	Ansary Dalupang
381.	Robert Rey R Aluba	425.	Howard D Pagalilauan
382.	Ernesto P Baltazar	426.	Norshida A Azis
383.	Claire Mauto	427.	Rewin G Valenzuela
384.	Erlinda M Cabaños	428.	Roselyn Campano
385.	Harry Glen Balmes	429.	Dennis B Banquil
386.	Emil Franz A Roquen	430.	Pedro Clariño
387.	Shardlyn Cervantes	431.	Annalie Perecores
388.	Teodora P Baring	432.	Mariael L Baggorio
389.	Donnabelle S Basilan	433.	Rey Paul Miguel
390.	Sarah S Basir Bantuas	434.	Jessie D Gatdula

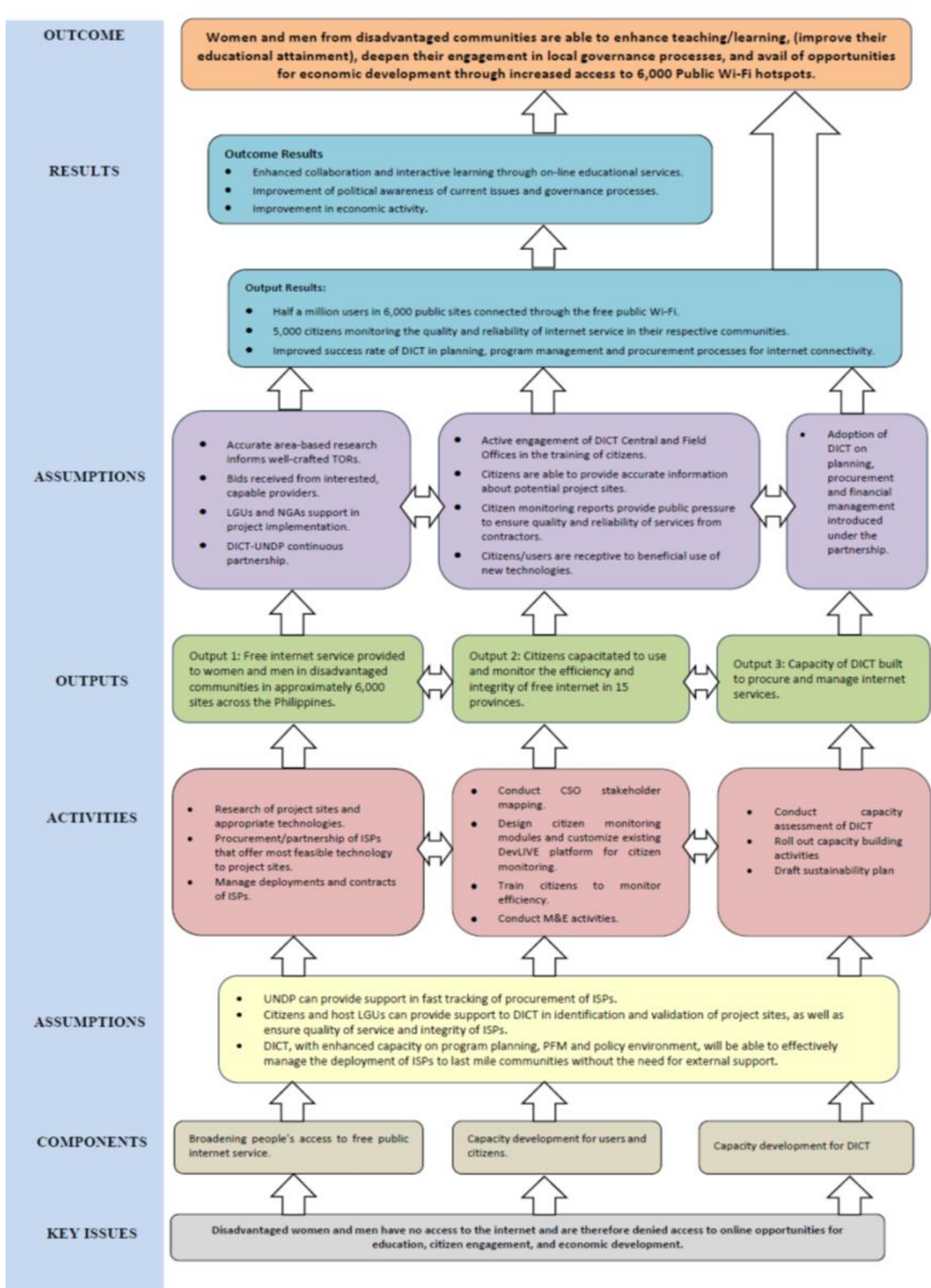
435.	Emelyn R Gamao	479.	Dolores I Lip Atan
436.	Allan M Ungab	480.	Erlinda Gomia
437.	Roberto Garalde	481.	Mohammad D Guro
438.	Abito Esalvano	482.	Julieto S Odencio
439.	Alioding B Adiong	483.	Roberto G Guitguit Sr
440.	Jessie S Pandian	484.	Babylene Cohanap
441.	Mary Catherine G Huete	485.	Edith L Clarion
442.	Rocelyn D Tagod	486.	Estrella H Potes
443.	Jackelyn G Jose	487.	Epifanio Natinggor
444.	Romeo A Tan	488.	Jenny Rose P Peralta
445.	Aristides P Cases	489.	Sandee F Domingo
446.	Omar Clemente	490.	Nestor N Valquez
447.	Myla Djubilo	491.	Ronnie T Coronado
448.	Rosamae D Siarot	492.	Manuel J Dela Cruz
449.	Nora C Munez	493.	Grayford B Gordillo
450.	Sittie Raihana T Cornell	494.	Riza Reyes
451.	Postin Fermin	495.	Venancio F Anilao
452.	Ruchelle B Arca	496.	Teddy A Dugasan
453.	Maricel R Servando	497.	Allan Bdren
454.	Teresita G Joya	498.	Noli P Omilda
455.	Marieta M Benzo	499.	Lorina Quezon
456.	Marlon G Yutig	500.	Jenelyn F Canezo
457.	Dayamon D Hiomar	501.	Cecilia C Regalado
458.	Maricel N Sanchez	502.	Paulino P Lucas
459.	Donald Lopez	503.	Alyssa N Gotis
460.	Jesie H Garcellano	504.	Carmen D Oliva
461.	Lea Cadag	505.	Maris B Azores
462.	Lygen P Razon	506.	Asniah D Limbona
463.	Justin A Gulay	507.	Fred Odruña
464.	Jonathan S Perez	508.	Emeterio S Olayvar
465.	Sanwira D Bantuas	509.	Alindao C Macondara
466.	Jessielito C Areja	510.	Madel G Azore
467.	H Omar D Norhaya	511.	Noel Bilibli
468.	Ms Miralyn Gamaya	512.	Roger D Camposano
469.	Renante Terante	513.	Susana M Marasigan
470.	Evangiline M Losito	514.	Crispin Lumbajo
471.	Junaina B Ampuan	515.	Sixto R Bagos
472.	Mateo Langpaoen	516.	Mohammad Abubacar
473.	Jerry Bucad	517.	John B Abellon
474.	Samuel E Enok	518.	Eduardo Chua
475.	Abdul Rahman I Guro	519.	Evelyn E Oti
476.	Teresa B Luciano	520.	Annabel T Binobo
477.	Mario Alcoreza	521.	Margie D Almosara
478.	Mary Joy Dela Cruz	522.	Cerial A Dulaota

523.	Mark Arjay M Salazar	549.	Angelito Salvador
524.	Edgardo P Avenpicla	550.	Nelly Pangilinan
525.	Richard A Oloras	551.	Mencho T Anonas
526.	Pedro L Sontaco	552.	Jade T Oczon
527.	Astrera Ryan S	553.	Emma Amelita A Lagno
528.	Raul Remperas	554.	Balbin Btolentino
529.	Ma Luz Alcera	555.	Benedicto B Rizava
530.	Nenita S Villadores	556.	Romeo G Firmanes
531.	Frederic Villarino	557.	Rowena C Gran
532.	Neladil M Restauo	558.	Alaina T Moneran
533.	Dante M Obar	559.	Mary Vengie T Mina
534.	Bernard S Alicay	560.	Noel C Redoble
535.	Armolen Banuelos	561.	Orlando Arualan
536.	Eduardo B Tezano	562.	Aileen Rasalan
537.	Ireneo D Felicidadario Jr	563.	Januario C Mendoza
538.	Rey E Llona	564.	Apple Jean C Sagandina
539.	William B Adaw	565.	Singile Onsing
540.	Harold De Ramos	566.	Leonicito S Zamora
541.	Rosalina V Niñeza	567.	Herman Palacay
542.	Roger L Kinoc	568.	Aileen Soquiat
543.	Loreta Gulan	569.	Nikki Jane Isla
544.	Emmalinda Bramalan	570.	Ernel F Aguinaldo
545.	Jona Q Galzote	571.	Felizardo A Maramag
546.	Larisa L Ayada	572.	Marila Zenaida Sarian
547.	Reynaldo E Ong	573.	Florife G Gozon
548.	Jimson A Coching	574.	Benazir G Delmonte

ANNEX E.
LIST OF DOCUMENTS ANALYZED AND SOURCES OF SECONDARY DATA

1. *DICT-UNDP Free Wi-Fi for All Project Fact Sheet*
2. *DICT-UNDP Free Wi-Fi for All Project Fact Sheet (Phase 2)*
3. *INVITATION TO BID* (23 May 2019). Public access wi-fi services through VSAT technology in 11 provinces in the Philippines, ITB No.: ITB/068/PHL-2019. Project: Pipol Konek, Country: Philippines.
4. *INVITATION TO BID* (11 December 2019). Public access Wi-Fi services through VSAT Technology in the Philippines, ITB No.: ITB/123/PHL-2019. Project: Free Wi-Fi For All (Pipol Konek), Country: Philippines
5. *2019 Annual Accomplishments*. January 2020
6. *Progress Report* 25 November 2020
7. *Free Wi-fi For All Progress Report. Annex 4. Onsite success/impact stories from project beneficiaries*. 4 December 2020.

ANNEX F. PROJECT RESULTS FRAMEWORK



ANNEX G1.

FGD VIA ZOOM INTRODUCTORY STATEMENT

This is a midterm review and evaluation of the Free Wi-Fi for All Project. The FWFA project is part of the *Juan Konek* program, a program of DICT. The project is part of the overall program which was given to UNDP to administer. It was renamed to the Free Wi-Fi for All project due to gender-sensitive issues brought up by the Congress. The soft launch was March of last year, with preliminary arrangements done prior to that, including phases I and II. The main objective of the midterm review is for any problems regarding the design of the project, procedures, etc. be discussed for possible recalibration or fine-tuning.

There are four parameters to the project: (1) relevance of the project; (2) effectiveness; (3) efficiency; and (4) sustainability. If your concern is on the impact or overall benefit of the project that would be directed for the final evaluation, towards the end of the project.

I am Alexander Flor, a professor in the University of the Philippines Open University, Faculty of Information and Communication Studies or FICS. The Open University was instructed to conduct this midterm evaluation. With the various constraint procedure, we thank you for attending this focus group discussion.

For the midterm review, various data gathering procedures are in place. One of them is this focus group discussion, but we are also doing an online survey via Google Forms, where we target 500+ respondents, mostly site owners and beneficiaries, though we will settle around 20% or 30% of the total respondents. Apart from the FGD, we also have key informant interviews with the project staff and regional directors of DICT, and many more. These are the data gathering procedures we are conducting for the project.

The FGD procedure is what we call “guided discussion” or “*ginabayang talakayan*”. Usually, an FGD conducted face to face utilize charts, so we improvise using the Zoom platform.

Of the Zoom tools we will be utilizing, one of them is the reaction emoticons. Per question or comment you will be hearing, you may use the "check" reaction to say yes, "X" is no, "thumbs up" for like, and so on. If you would like to verbally articulate your opinion, simply open the microphone to talk. We also have a chat box, where you may input your opinions or a point in the topic you would like to further discuss. We should also utilize the annotation feature. Lastly, we have a post-FGD. If you have additional comments and suggestions, please email this to us. The following are the questions that UNDP and we, the evaluation team, agreed upon. The projects committed by the Philippine government and UNDP are supposed to address so-called "sustainable development goals". They are supposed to be relevant to the SDGs, and these are the concerns.

ANNEX G2.

KII VIA ZOOM INFORMED CONSENT PROTOCOL

I am Dr. Alexander Flor from the University of the Philippines Open University, Faculty of Information and Communication Studies. I was tasked to conduct the midterm review and evaluation of UNDP-DICT Free Wi-Fi for All Project.

The following are the preliminaries of the project, the scope and coverage. This is not a legal inquiry, nor a financial audit, nor an operations audit. Our concern is purely strategic and technical and being the midterm review, the focus will be on relevance, effectiveness, efficiency, and sustainability. We will make no pre-judgments on impact, and the methodology we adopted is mixed methods design.

We are employing four procedures, document analysis and secondary data. The documents are mostly from the UNDP office, secondary data provided as well by the UNDP and other sources. Currently, we are conducting an online survey, and those surveyed are site owners, community beneficiaries and other stakeholders at the community level. We have completed the focus group discussion, and the participants were provincial local government units, LGU officers, and provincial DICT engineers. Now we are doing the key informant interviews.

To level certain things in compliance with the data privacy act of 2012, firstly this key informant interview should be guided by ethical considerations. We must get your consent, and this is according to the UNDP monitoring and evaluation and learning process. As a third-party evaluator, I am bound by research ethics. The first thing I would like to divulge to you is the inclusion criteria; you were selected as one of the key informants because of your role in the project management unit/office.

This KII will be video recorded for documentation purposes only; this is not for circulation, reproduction, and distribution, and even submission to UNDP unless otherwise directed to. What will be submitted are the transcripts, which will be analyzed. After coding, the KII recordings will be archived and upon acceptance of the final report, the recordings will be deleted, and the analysis will be aggregated. The conclusions and recommendations will not be based on the interview only; anonymity is assured with exceptions on expert opinions volunteered.

You may request a copy of the video at the end of the project, but once requested, we cannot assume responsibility for its circulation, reproduction, and distribution. You may withdraw your consent anytime and end this interview should you like to do so. Lastly, a follow up interview will be conducted for validation purposes after our presentation of the preliminary results, so follow up interviews may be scheduled sometime in June. With that, let us begin.

**ANNEX H1.
FGD TRANSCRIPTIONS**

FGD Batch 1

I. Participants:

Participant	Designation
Participant 1	Provincial Officer of DICT
Participant 2	Technical Operations Division Chief Engineer of DICT
Participant 3	Provincial Officer of DICT
Participant 4	Barangay and Cultural Community Affairs Officer
Participant 5	Information Technology Officer I of DICT
Participant 6	Provincial Officer of DICT
Participant 7	Provincial Officer of DICT
Participant 8	Provincial Officer of DICT
Participant 9	Information Technology Officer I
Participant 10	Provincial Officer of DICT
Participant 11	Provincial Planning and Development Office

II. Introductory explanation of the FGD and objective of the discussion:

Please refer to Appendix G.1.

III. Focus Group Discussion:

QUESTION	PARTICIPANT	TRANSCRIPTION
RELEVANCE Q1. What are the project's potential contributions to gender equality, women's empowerment, and to results specific to other marginalized sectors that benefit from it?	Participant 1 Participant 8 Participant 11	"Check" reactions

How is the current project beneficiary data gender disaggregated? What percentage of users/site owners belong to minority groups?		
RELEVANCE	Participant 11 via chatbox	"Yes, lalo sa mga students."
Q2. To what extent are project interventions relevant to the needs of the stakeholders? How can the project's potential in the approaching "new normal" be maximized? How can the concerns of the beneficiaries in using Free Wi-fi be engaged and understood?	Participant 7	"Indeed, sir for the learners. One of our beneficiaries here at Isabela is at far flung barangay where connectivity is next to impossible."
	Participant 1 Participant 8	"Check" reactions
RELEVANCE	Participant 1 Participant 8 Participant 11	"Check" reactions
Q3. To what extent is the project aligned or consistent with the government's initiative to strengthen connectivity and the DICT's development objectives in the Philippines?	Participant 4 Participant 6	"Thumbs up" reactions
EFFECTIVENESS	Participant 11 via chatbox	"Sa sorsogon po yung mga comments po nila is bitin daw po ang 30 mins. na time, may data cap po kasi."
Q1. How effective were the implementation strategy and operations?	FGD Moderator	We note that down, the data cap, kasi padami ng padami ang requirement natin sa data. Lalo na ngayon na nagwo-work from home pa tayo, tapos remote learning. This is one of the things that we need to address, and kailangan maparating sa mga kinauukulan.
	Participant 7 via chatbox	"Bandwidth should be increased lalo na pag marami ang gumagamit. Salamat po. 2mbps lang ang max speed."
	FGD Moderator	Tamang tama po ito, given the circumstances, given the new normal, kailangan nating mag-increase ng bandwidth. Ngayon, ang challenges lang

		natin ay may mga specifications ang project, may mga design specifications na isinagawa bago pa ang pandemic. Hindi natin na-anticipate, so kinakailangan din na mag-adjust tayo sa data cap bandwidth.
	Participant 5 via chatbox	"Since Davao City is so large, we have a challenge on how to implement the project since we have identified first the remote or far-flung barangays of the city."
	FGD Moderator	Ang usapan po ba with UNDP and DICT is that the local government unit is the one that will identify the far-flung barangays? Or has this been identified early on?
	Participant 5	Yes sir, we have been given the privilege to identify the barangays and we have, as a group, we have four there who attended in Manila.
	FGD Moderator	So that was a challenge, but still you were able to achieve this.
	Participant 5	Yes sir, we have identified at least 60 barangays.
	FGD Moderator	Tapos hinihintay na nga lang natin yung implementation? Siguro yung logistics part ito, kasi kung naka-identify tayo ng isang site, yung logistics ng pagdadala ng gamit, transport, iyon yung medyo kinikilatis pa ng mga inhinyero natin.
	Participant 5	Yes sir, that's one of the challenges. Because those barangays are very remote, sometimes the vehicle could not pass through, they have to transfer the equipments to siguro domestic animals, like the horse or carabao.
	FGD Moderator	Yes, parang yung ginagawa sa Vietnam. Thank you very much for bringing this up.
	Participant 7 via chatbox	"For Isabela it is the Provincial Government who identified the beneficiaries."
	FGD Moderator	Yes sir, we have to believe that is the protocol; it's the provincial government. Matagal na din po tayong nagtuturo ng ICT4D (Information and Communication Technology for Development). Alam nyo po, meron po tayong tinatawag na <i>last-mile hypothesis</i> . Parang ang sinasabi niya,

		ordinarily nag-eexpand yung service ng information technology sa lugar galing sa <i>backbone</i> . Mula sa <i>backbone</i> , nag-eexpand po iyon sa <i>periphery</i> kung may mga government units na gumagamit nito. That's why malaki po ang role ng LGUs. Ang nag-iinitiate ng use/utilization ng ICT is really the LGUs, tapos sumusunod ang users, eto po ang sinasabi ng <i>last-mile hypothesis</i> . Kung ang tinatanong po natin dito is the market courses, pero ngayon intervention na mismo ng DICT ito, kaya sana nga mapadali.
	Participant 11 via chatbox	"Sa sorsogon po ang ginawa namin ay clinuster namin yung mga barangay para province wide po."
	FGD Moderator	Okay, so this is what we call best practice, ano? Clustering is a strategy which works well when it comes to network, kasi alam naman natin may mga tinatawag na network nodes at network hub. Kaya kung kina-cluster natin ito, yung spread ng service ay mas efficient. Seeking UNDP's attention, perhaps it must step up its implementation to address the new normal. One of which is communication, the most are unserved by telcos, particularly postal areas.
	Participant 9 via chatbox	"Is there any way that we can fast track the implementation. There was an email before from UNDP informing that the target deployment will be June 2020. Ano na po update doon? Thank you."
	FGD Moderator	Gaya nga ng sinabi natin kanina, Yung soft launch talaga nito ay Marso lang. So that's 3 months before June 2020, the target. And the pandemic was really a big barrier, kasi binigyan na nga ni USec. Rio ang mga inhinyero natin ng emergency IDs, parang frontliner. Pero in spite of that, [because of the spread of the virus] medyo nag-alinlangan ang mga tao.
	Participant 3 via chatbox	"Davao de Oro has already 36 sites installed in December 2020, we from DICT should know if it's already operational, maybe the

		sub-contractors should report from time-to-time kung ano yung accomplishments. The PLGU and LGUs are always asking the DICT regarding the accomplishments."
	FGD Moderator	As far as I know, the UNDP project has been conducting monitoring missions. Yung latest is last month, so hindi pa po na papunta sa mga Phase II areas, pero naka-schedule na po iyan.
	Participant 9 via chatbox	"Noted Sir. Is there a new timeline as to its implementation? LGUs are asking due to the new normal where connectivity is a must."
	FGD Moderator	Ang magiging resulta po nitong midterm review is recommendations on how to revise the timelines, and even the bandwidth, kung kakayanin ng budget with the contractual arrangements with SpeedCast and sub-contractual arrangements with PhilComSat. We need to document this feedback coming from you and relay it to UNDP.
EFFECTIVENESS Q2. What is the level of quality of project implementation, including the application of adaptive management techniques?	FGD Moderator	The application of adaptive management techniques refers mainly to the emergencies that we experienced this past year. Sa Sorsogon, the storms that we have experienced, the typhoons, low pressure areas, malaking toll din po iyon sa logistics. Meron ba tayong na-obserbahan [adaptive management techniques]? Kung wala naman po, ang ibig sabihin lamang ay hindi tayo masyadong prepared sa ganoong eventualities, and this will have to be addressed also.
		No reactions from the participants
EFFECTIVENESS Q3. What factors contributed to effectiveness or ineffectiveness?	FGD Moderator	Aside from the fact na medyo far flung areas ito, walang transportation, nagkaroon tayo ng pandemic, meron pa po ba tayong observations?
	Participant 5 via chatbox	"Yes sir, we also have issues with the peace and order in some areas."
EFFICIENCY Q1. How efficient is the implementation strategy and	Participant 2 via chatbox	"Sa Quezon Province ang mga implementation team di nag coordinate sa LC2. Hope implementation team will always update LC2."

operations?	FGD Moderator	Communication and coordination with the local government is one of the problem areas that we need to pagtuunan ng pansin.
	Participant 7 via chatbox	"Information forwarded with the implementation dates from central office on the timeline dates not followed."
	Participant 6 via chatbox	"For Ifugao site survey, nauna yung survey date nila sa actual date na nasa approved WEF."
	FGD Moderator	'Yun nga, this we need to know why. At tsaka kung paano natin ma-reremedyohan.
	Participant 11 via chatbox	"Sa Sorsogon po dati marami gumagamit, kaso dahil nga po sa data cap halos wala na gumagamit."
	FGD Moderator	This appears to be a pressing problem, ano? The data cap, this is something that really needs to be [addressed].
EFFICIENCY Q2. To what extent are the monitoring tools being used by the project sufficient to provide the necessary information to determine project outputs and outcomes?		Skipped due to its similarity with effectiveness.
EFFICIENCY Q3. Are they properly costed and implemented, participatory, inclusive and cost-effective?	FGD Moderator	But we're not really privy to the budget so maybe it's not for us to answer. If you do not have any objections, we could move to sustainability.
EFFICIENCY Q4. Do the actual or expected results justify the cost incurred?		Skipped due to its similarity with effectiveness.
SUSTAINABILITY Q1. Are the project interventions sustainable in terms of project ownership, technological appropriateness,	FGD Moderator	Eto pong mga ito ay nireserba natin para sa key informant interviews, pero if you have any opinions with regard to this that you want to share, please do so now.

<p>and stakeholder capacities?</p> <p>Q2. Are there any financial risks that may jeopardize the sustainability of project outputs?</p> <p>Q3. What are the institutional, social, political, and environmental risks to the sustainability of project results?</p> <p>Q4. Will stakeholder ownership be sufficient to allow for the project benefits to be sustained? To what extent do stakeholders support the project's long-term objectives?</p> <p>Q5. What could be done to strengthen exit strategies and sustainability?</p> <p>Q6. Are there adequate provisions for the management and monitoring of social and environmental impacts and risks?</p>		<p>None? Okay, ngayon po dumapo po tayo sa [post-FGD]. This is the time for you to express to us any concern whatsoever.</p>
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IV. Post-FGD:

PARTICIPANT	TRANSCRIPTION
Participant 7 via chatbox	"Technical support for downtime. Very delayed sir."
Participant 10 via chatbox	"Delayed technical support."
Participant 11 via chatbox	"Same with sorsogon, matagal po naayos after ng bagyo."

FGD Moderator	Any pressing issue from your perspective as provincial DICT or provincial LGU? Bukod sa mga nasabi niyo na? Meron pa ba tayong kailangan talagang pagusapan at paratingin sa kinauukulan?
Participant 9	Aside po doon sa mga nabanggit, maybe sir the concern lalo na kami sa Phase II na wala pa namang implementation pa, ang pinaka-concern namin is, in most kasi ng implementation nitong mga contracted free Wi-fi project na implementation, I hope this will not happen with the UNDP, but most kasi na nangyayari, contractors are going directly to the sites without coordinating with the provincial officers. The problem with that is there is actually a political problem with that. Syempre it could be that the locality doesn't know kung ano yung mga ini-implement doon, and then hindi sila lumapit sa provincial DICT na nakikipag-coordinate sa mga locations natin. Sana with the UNDP, it will not happen. Actually, may narinig nga kaming ganoon, na hindi pala lumapit sa kanila or hindi makadaan sa provincial office. Ayon lang naman, it's more on the coordination, as much as possible po sana, the coordination will be strong, will be good. And that they will communicate whoever the provincial DICT and nandyan sa lugar. Iyon lang po sir.
FGD Moderator	Maraming salamat. Ang isang balak nga natin dito sa midterm evaluation is to do the Problematique map. May mapa tayong dina-drawing, na ang isang malaking problema ay coordination and communication; ano ang mga causes nito? Sa mga causes meron tayong tinatawag na subordinate influential factors, mga symptoms, na hindi naman talaga sila ang mga causes dahil may mga superordinate influential factors, iyon talaga ang mga root causes. Kailangan nga ay pag-aralan natin, bakit walang coordination ang mga let's say private contractors? I would imagine they are under deadlines. Ang tendency ng isang private contractor is to go through the path of least resistance na tinatawag, yung mag-shortcut. Kung tingin nila ay isang step pa ang pakikipag-coordinate sa LGU, dumiretso na lang sila. Pero hindi talaga dapat ganoon, kasi may protocol nga na tinatawag. Kung nangyayari pa rin iyon kahit na may protocol, the root cause would be monitoring mismo ng project sa mga contractors. That could be one of the root causes also.
Participant 6	Tanong ko lang po, since wala pang na-deploy dito sa Ifugao, nagtatanong kasi sila noon kung yung site is merong commercial power. Kapag wala, mag[lalagay] sila ng generator ba iyon or solar. Sana lahat na lang, aside from commercial power since hindi naman natin alam na biglang mag-bog down sa Ifugao, which is almost a week or a month bago ma-restore ang commercial power. Why not lahat na lang ng ilalagay nila, support ng solar or generator?
FGD Moderator	This is a very good suggestion, solar power. Although it's still quite expensive right now, it's getting cheaper by the year. Solar batteries para ma-reuse the

	<p>technology efficiently, otherwise yung hindi niyo ginagamit na solar power, hindi ma-anticipate. Meron sila ngayong tinatawag na pwedeng i-contribute sa grid. Ang isang kagandahan sa VSAT, pwede siyang mag-operate kahit sa isang lugar na walang kuryente. Maganda po ang solar, ang titignan lang po natin dito ay ang cost at tsaka practicality, may mga disadvantages ang solar. Any other concerns?</p>
Participant 7	<p>In regards po sa diniscuss [before], bago po kasi na-implement yung UNDP Free Wi-fi natin na VSAT, they made us identify the areas with no commercial power. So yung mga coastal towns of Isabela, those are assigned off-grid, solar power po siya. And then sir, another concern is the design of the VSAT. Kasi nakalagay lang sa baba niya, yung access point. Ang nangyari po kasi dito sa Isabela, during our survey with the contractor, na-identify yung place, pinuntahan namin at nagusap kami saan ilalagay yung VSAT. Nag-agree kami doon, pero nung implementation po, yung contractor kung saan po mas madali, iyon po ang ginawa nila. Yung na-install nila nasa tuktok ng building, sino makikinabang doon sir? Kasi the VSAT itself and the access point, nasa isang poste lang. Ganon po ang nangyari, ang capitol is five-stories and then nilagay nila sa rooftop yung VSAT. Mahina na ang signal niya. So ang concern ko sir is, they should stick with [agreed place], doon na sila. It is wrong.</p>
FGD Moderator	<p>Opo, hindi po kaya nabulungan ng isang tauhan ni governor, hindi po kaya ganoon ang nangyari? Mabuti pong documented ang mga ito.</p>
Participant 11	<p>Sa isang barangay inspection, nilagay sa gilid ng kalsada ang VSAT, sa baba pa. Talagang tatamaan ng sasakyan iyon sir. Ang ginawa na lang, pinagawa ko kay kapitan, pinabakuran ko iyong VSAT, para hindi matamaan ng sasakyan. Sinabihan ko si contractor, unfortunately, wala pong action.</p>
FGD Moderator	<p>Eto talaga issue natin sa contractors, I know of cases like this, the shortcuts being implemented. Kaya nga kailangan nating matignan ng husto ang kontrata, kung may violation nga, dapat may managot na contractor.</p>
Participant 9 and Participant 7 via chatbox	<p>"Yes."</p>
Participant 3 via chatbox	<p>"There should be Coordination and Good relationship with the DICT Provincial Officers and the private contractors/installers."</p>
Participant 11 via chatbox	<p>"Sa Sorsogon po yung ibang brackets po ng disc kinakalawang na po. Need na po maintenance."</p>
Participant 2 via chatbox and	<p>"Same sa nakita ko sa Quezon na complain ng General Nakar."</p>

audio	<p>Sa Quezon, sa General Nakar, same situation. Nasa likod ng munisipyo at tsaka nandoon ang access point, so wala talagang maka-access. Pero typically ang may access iyong nandoon sa LGUs. Tapos ang iba, wala silang technical know-how, akala nila okay na. Kaya lang namin na-discover na bumisita na ang UNDP dahil nga nagkaroon ng problem. Kung coordinating lang naman, may contacts ako sa UNDP, wala namang problema. Doon ako nagkaka-problema sa implementation, kasi at least siguro ang implementation magbigay ng pictures sa DICT para ma-review namin kung tama yung mga ginagawa nila. Iyon lang naman po sa amin, hindi naman kami nahaharangan, kasi ang tatanggap naman talaga ng acceptance ay si DICT. Sila po direkta. Para naman hindi ma-deprive ang mga beneficiary, makita ng DICT ang report ng prospective na picture kung saan nakapwesto ang satellite at saan nakapwesto ang access point, ano ang coding ng access point, para alam namin. Ang tawag kasi sa amin ng mga LGUs, confused na po. Iyon ang problema. Meron akong contacts sa UNDP, sa contractors wala po. Kung haharagin man sila, saka sila magpapatulong sa amin, pero kung hindi wala, automatic silang dumederekta doon.</p>
FGD Moderator	<p>Yes sir, that is noted. The role of the provincial DICT in dealing with the contractors cannot be overemphasized. Although yung tinitignan nila yung direct client which is the PLGU, kinakailangan nga din ng technical know-how of DICT should be taken into consideration. Ang alam ko po ang UNDP nagsasagawa ng monitoring, so na-spot din nila ang inconsistencies na ganito sa implementation at installation. Pero mabuti na din po na nanggaling sa inyo ito, na without the technical know-how of DICT, the LGU will be at the mercy of the contractor.</p>
Participant 2	<p>Actually, meron tayong list ng mga sites for UNDP, as of now wala kaming nakikita na work force, kung hindi lang presently andoon ang natapos. Baka natapos na yung subscription nila, hindi man lang namin nakita. Ano ba ang status ng naka-list na sites, ilang percent na ang installed?</p>
FGD Moderator	<p>That speaks of the weaknesses of the process.</p>
Participant 8 via chatbox	<p>"Hope ma address na yong mga issues na na experience sa phase 1 project para smooth sailing na ang phase 2 project implementation."</p>
Participant 2	<p>Kasi sa UNDP sites, meron naman tayong ibang projects at meron tayong regular free Wi-fi sites natin, nung pre-pandemic wala namang problema. Pero nung nag-pandemic hindi na nasusunod yung mga dapat. Parang check and balance kung ano yung nangyayari sa project sites, if you would want to [see the] assessment of the project at yung isang major player pero hindi maalam sa technical at sa pag-inspect ng sites, hindi talaga natin mabibigyan ng tamang assessment. Babagsak sa DICT ang assessment noon. Kasi sa</p>

	planning kasama din si DICT, na-inform naman kami, pagdating sa provincial na-introduce [kami]. Pagdating sa information, si DICT hindi rin nila alam kung ano ang status, percentage ng project na natapos, ano yung pagka setup.
FGD Moderator	Opo, dapat talaga mas malaki ang involvement sa implementation, lalong lalo na sa installation. Baka nga dapat may signing off na tinatawag.
Participant 2	Kaso na-dedelay sila, tapos mas marami din kami. Ang report lang sana ay may after-activity report or something like that. Sa project management namin sa central ay nagpapadala [ng AAR], pero as far as we know dito sa cluster ay wala.
Participant 7	Ang concern ko rin po, bakit po ang barangay kapitan po ang sa acceptance, it should be the DICT. Kasi project po natin iyon, para magawa rin po natin.
Participant 1	Ang pinaka main concern ko po dito ay yung marami kaming hindi na-install, last year pa ito until now. And with regards naman po sa connection, LGU Ginubatan, LGU Ligaw nasa 3rd floor. Nasa rooftop ang LGU Sto. Domingo, and Sigam Memorial District Hospital nasa rooftop, nasa tabi lang ang Tabaco City so ang access point nila, same thing with others, nasa area lang ng VSAT. So ang users natin kailangan pa nilang lumapit sa building para makasagap ng internet. Halos same lang din po with the observations ng kasamahan ko. Nung nagkaroon ng typhoon, tinamaan kami dito, nag ikot ako. Sa pagche-check po natin, doon lang namin nalaman yung mga sites, kasi nung nag-install sila hindi kami involved. Nalaman na lang namin na meron ng naka-install sa different locations dito sa Albay. Isa pang problem dito kapag [tinamaan] ng hangin, marami ditong mga antenna na nasa rooftop na natumba. Binagsak ni Typhoon Tisoy. Hindi pa gaanong kalakas ang hangin, pero yung sa Sigam Memorial, sa Ligaw, dito sa first district [of Albay] natumba po yung mga antenna natin. Nung nakita ko yung mga nakakabit, ang sabi ko sa nag-rerestore kung pwedeng ilagay sa isang lugar yung access point, hindi sa arm [place of installment]. Ang sabi ng contractor, PhilComSat, iyon daw po ang design. Iyon po ang statement na nakuha ko sa PhilComSat.
FGD Moderator	Tignan po natin. We will document it, and we will appreciate it if you have any further suggestions for the improvement of the project. [farewell greetings]

FGD Batch 2

I. Participants:

Participant	Designation
Participant 1	Assistant Provincial Administrator
Participant 2	Information Systems Analyst, OIC PPDO
Participant 3	Provincial Officer of DICT
Participant 4	DICT FWFA Focal Person
Participant 5	Information Technology Officer, Provincial ICT Office

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QUESTION	PARTICIPANT	TRANSCRIPTION
RELEVANCE Q1. What are the project's potential contributions to gender equality, women's empowerment, and to results specific to other marginalized sectors that benefit from it? How is the current project beneficiary data gender disaggregated? What percentage of users/site owners belong to minority groups?	FGD Moderator	<p>The project was so designed that it would cater to minority groups, tsaka sa women empowerment. Palagay ko po naman ay wala tayong question dito, sa pagkaka-desenyo ng project. Kung meron po, please write it down on the chat.</p> <p>Wala akong nakikita sa chat, so pwede tayong dumeretso doon sa susunod.</p>
RELEVANCE Q2. To what extent are project interventions relevant to the needs of	FGD Moderator	<p>Nung dinisenyo po itong project na ito, ang isa sa mga beneficiaries ay ang DepEd schools. Yung nasa tinatawag po nating basic education covering K-12. Noong na-design itong project na ito, wala pa yung tinatawag na <i>new normal</i>, wala</p>

the stakeholders? How can the project's potential in the approaching "new normal" be maximized? How can the concerns of the beneficiaries in using Free Wi-fi be engaged and understood?		<p>pa yung COVID. Medyo napabilis nga itong pag-migrate natin sa online learning, so there are very high expectations regarding how this will help the <i>new normal</i>. If we have any concerns regarding this, please write it down on the chatbox.</p> <p>Mukha naman pong lahat tayo ay naniniwala na malaki ang maitutulong nito.</p>
<p>RELEVANCE</p> <p>Q3. To what extent is the project aligned or consistent with the government's initiative to strengthen connectivity and the DICT's development objectives in the Philippines?</p>	FGD Moderator	Well the entire free Wi-fi project was initially proposed, if I'm not mistaken, four years ago [2017 or 2016]. Parang matagal nang nasa isip ito ni USec Villarente. Sabi nga ng UNDP, yung connectivity is becoming a basic human right. Lahat tayo should have access to [Wi-fi connection], and implement it on our smartphones and through other means. So I don't think there is any controversy regarding this, unless of course, you would want to bring up something?
	Participant 3 via chatbox	"Connectivity, access to e-commerce and updated information.."
	FGD Moderator	<p>Correct. Connectivity and access, sa UPOU po isa ito sa mga thrusts namin. Access, naniniwala po kami sa Open Access na tinatawag. Ang symbol po ng Open Access internationally is an open padlock, and we are moving towards that. Yung mga masyadong proprietary na sa information and knowledge, we frown upon these types of behavior na.</p> <p>Okay, so let us no move on to the second major area. Eto po, alam ko pong marami tayong pwedeng sabihin tungkol dito, lalo na nga po yung mga lumalabas na mga news items tungkol sa free Wi-fi for all program.</p>
<p>EFFECTIVENESS</p> <p>Q1. How effective were the implementation strategy</p>	FGD Moderator	I would like to ask po our engineers sa palagay niyo po? Sino po ba ang nakikipag ugnayan sa inyo about installations? Unang tanong po natin, sa Phase I po ba kayo or Phase II?

<p>and operations?</p> <p>Q2. What is the level of quality of project implementation, including the application of adaptive management techniques?</p> <p>Q3. What factors contributed to effectiveness or ineffectiveness?</p>	Participant 4	Under Phase I and II po actually sa region namin.
	FGD Moderator	Ilan na po ang installed sa inyo?
	Participant 4	<p>Actually sir, hindi sya ni-rereport on time. Pero nakikita na lang namin na may mga active. Kasi sir ang project na ito ay centralized kasi ang implementation niya. Ang coordination nito ay sa DICT central. Kaya nabibigla na lang kami na may mga active. Ang tanong namin sa central sana, although nabibigyan naman pero late, hindi kami binibigyan ng schedule na ma-check man lang ang mga site after declaring na operational na pala siya.</p> <p>Pero may MMS naman, yung [measures] management system, parang monitoring dashboard. Nakikita naman siya doon na active, but then may mga travel kami like sa Sta. Teresita and Lasam, active nga siya sir pero parang hindi nagagamit kasi sobrang bagal siya. Actually, iisa lang ang nag-connect, sobrang bagal. So iyon ang main problem na parang on my part, hindi namin na-appreciate kasi nga sa sobrang kabagalan. Andoon na ako kasi VSAT technology siya, may latency issues siya, may connection issues. Sana naman, hindi lang siya nakikitang active siya sa remote monitoring management ng dashboard. Sana meron rin...ang user experience ang very important, although may mga naka-log na may users, but then hindi natin na-measure ang appreciation nila during their [use of the Wi-fi].</p>
	[Loss of connection]	
	FGD Moderator	We are involved in monitoring nga ng mga travels, pero nakikita nga natin na hindi masyadong nakikita ang mga installations. Apart from that, what other observations could you share with us?
	Participant 3	Actually doon sa survey noon, we are not part of that. Although ang kinausap po ni UNDP is direct

		<p>po, yung PLGU. So meron na lang pong time noon na merong pinapa-edit sa amin, siguro mga pinapa-ayos. Although meron kaming mga suggestions sir, meron kasi silang mga na-install na nasa poblacion. Tapos doon sa mga na-install nila meron kaming...doon sa ibang site na gusto nila, meron na ring ibang free Wi-fi na project under different phase. So ang gusto sana namin, mapunta lang siya don sa mga talagang [GDAS], rural areas, yung talagang walang ISP. Kasi sir, kung isasama lang siya sa sentro, hindi siya mapapansin kasi nga tulad ng sinabi kanina, talagang ang bagal niya. Kasi ang upload lang niya ay nasa 1MB, talagang mabagal sir, hindi mapapakinabangan. Pero actually sir, ang mga napupuntahan namin is iilang lugar lang.</p> <p>So for example yung ibang phase ng Free Wi-fi for All project na pinupuntahan namin, pag may nadadaan kami, we conduct test. Pero mostly kapag nag-tetest kami talaga, wala siya, down siya. Tapos ang problema sir, dapat kapag integrated na siya, reported na siya na active, dapat meron silang technical personnel dito na nag-rerestore agad niyan. Pero sa user experience po sir, mas maganda po sigurong kausapin yung beneficiaries talaga.</p>
	FGD Moderator	Yes, meron tayong surveys sa mga beneficiaries tsaka sa users. Eto ay since you are the focal persons, we would want to talk to you directly, hindi lang sa survey. Tsaka, you could share your experience with us. You brought up a very important point here. Yung kumakausap ba sa inyo ay taga-UNDP or taga-contractor?
	Participant 3	Contractor na sir, si SpeedCast na po, tsaka si PhilComSat.
	FGD Moderator	Okay so, kasi nasa operational level tayo ano? Ano po ang identity that they bring? Are they with SpeedCast or are they with PhilComSat?

	[Loss of connection]	
	Participant 1	They visited us over the course of four days, these towns. Hindi ko na nabalikan yung mga barangay, but based on the feedback nitong ating mga site inspectors na padala ng UNDP, okay naman daw ang ating services dito, sa mga lugar na ito. So overall, and experience namin with this project is very positive talaga. Personal experience ko is also very good.
	FGD Moderator	Thank you very much for this information. But do you belong to Phase I or Phase II?
	Participant 1	Phase I po kami.
	FGD Moderator	And 11 sites have been installed?
	Participant 1	11 sites, but I'm not sure how you calculate. Kasi yung iba parang 70+ yung sites, pero yung naka-coordinate sa amin is 11 sites, that I know of.
	FGD Moderator	Yung mga nag-install, sila po ba ay galing sa local subcontractor or the main contractor? I would assume that they were accompanied by UNDP and DICT.
	Participant 1	Yes, noong nag-install sila. Hindi lang ako familiar doon sa contractor nila, pero I don't think local contractors iyon. I think mga direk ng FWFA project.
	FGD Moderator	Isa pa po, doon sa selection ng sites na nabanggit ninyo, bale ang local government po ang nag-identify ng sites?
	Participant 1	Well, the provincial government was not...ang naalala ko, when we did our seminar sa Shangri-la [2018], sabi namin ay we give them the freedom to choose kung saan ang sites that they identified na nangangailangan talaga nito. Ang role kasi naman ng provincial government is not to choose on their behalf, but to help them

		facilitate itong ating coordinate sa barangay.
	FGD Moderator	So the task of site selection is not really part of the responsibility ng PPDO or LGU as you recall, ano po?
	Participant 1	That is based on my recollection. Kasi these sites na pinili nila dito sa barangay ng Batangas City, eto yung pa-bundok na part, so these areas talaga need it the most. So nung nakita ang initial na listahan nila, sabi namin 'this is a good list'.
	FGD Moderator	Thank you very much for the positive feedback from the Batangas LGU. Yung iba pong LGU natin na represented dito? Ganoon din po ba na positive ang inyong experiences with the FWFA project?
	Participant 2	<p>Yes po. May dalawa po ata kami sa may sub-capitol po: Bangag, Lal-lo, and Task Force Lingkod Cagayan.</p> <p>I believe iyon po ang ginagamit nila ngayon, lalo na po this time of pandemic. Maganda naman po ang response nila, kasi sa capitol po ako ngayon pero ang in charge doon, I think iyon po ang ginagamit nila ngayon na mode of communication. Kasi lahat ng papers/documents namin through internet connectivity na lang po lahat, lalo na 30% na lang ang pumapasok sa offices. So lahat ng incoming at communications namin, through net na po lahat. So as of this point of time naman po, maganda ang feedback-ing nila regarding sa internet connectivity po natin.</p>
	FGD Moderator	<p>Thank you very much. Ito nga rin po ang na-experience namin sa ibang FGD, the LGUs are quite positive on their feedback.</p> <p>Gusto ko lang po pagtuunan ng pansin ang VSAT [very small aperture terminal]. Matagal na po ang VSAT sa scene, it has been recommended for so long, hindi lang po sa kanyang portability compared to other technologies at tsaka its</p>

		<p>usability; to be serviceable in remote and far flung areas. Kaya in most developing countries, VSAT technology ang ginagamit. Although compared to current technologies, mababagalan po tayo lalo na kung ang content ginagamit natin ay ang tinatawag na <i>rich-content multimedia</i>. Mabibitin tayo doon kung sanay tayo sa services ng Globe, PLDT, at Smart na naka-fiber na. Pero many believe that it is still the most appropriate technology for marginalized areas. Pero merong bagong technologies na ini-introduce ngayon na mukhang swak sa VSAT; eto ang tinatawag na <i>satellite internet</i>.</p> <p>Wala pa sa atin ito [Philippines], pinakabago natin ay 5G, pero in other parts of the world nagla-launch sila ng satellites para ma-cover ang entire globe. So this is <i>satellite internet</i>, akmang-akma ang pangalan niya. If it becomes mainstream, maybe 5 more years down the road. And these VSATs are maintained appropriately and updated in some of its components, it may be the technology for us.</p> <p>Just to share with you ang opinyon din ng ibang mga provincial DICT office, lack of coordination, lack of communication, it's too centralized. The monitoring dashboard in many areas hindi siya operational.</p> <p>Is there any other point that you would like to raise in terms of effectiveness of the strategy?</p> <p>[Last Mile Hypothesis]</p>
<p>EFFICIENCY</p> <p>Q1. How efficient is the implementation strategy and operations?</p> <p>Q2. To what extent are the monitoring tools being</p>	Participant 5	<p>I was able to talk sa apat na focal persons namin sa apat na bayan. So far kasi ako ang may communications sa kanila. Yung sa San Andres po, okay naman siya, positive naman po ang response nila, lalo na sa isang na-mention nilang barangay. Kasi ang meron doon mobile lang, walang fiber. Kaya napaka-helpful daw sa mga bata, actually mga estudyante po ang nagamit, miski doon sa</p>

<p>used by the project sufficient to provide the necessary information to determine project outputs and outcomes?</p> <p>Q3. Are they properly costed and implemented, participatory, inclusive and cost-effective?</p> <p>Q4. Do the actual or expected results justify the cost incurred?</p>		<p>munisipyo nila, thankful sila para doon sa project. So far naman ang connection nila, siguro since medyo malayo sila, hindi sila sanay sa mabibilis na connection so okay na sa kanila iyon, na-appreciate na nila, sa San Andres. 'Yun naman pong sa isang island municipality namin [Panupulag], nakausap ko rin po ang nasa munisipyo nila. Mabilis naman daw po kapag online, pero sketchy din daw po ang connection, madalas nawawala. Tapos meron pong isang barangay hall [Barangay Bato] na hindi talaga siya nagagamit kasi offline siya, hindi nagana. Sa Mauban, labing-lima po ang binaba ng contractors nasa office po actually ata ng LGU, kasi hindi sila nakapasok sa Cagbalete, medyo mahigpit at the time, hindi na po nabalikan. So yung 15 equipments ay nandoon lang sa munisipyo.</p>
	FGD Moderator	<p>Hanggang ngayon po iyan, ano? Kasi ang Mauban area ay isa sa inaalagaan natin insofar as connectivity is concerned, kasi marami din tayong mga teachers na tina-train ng DICT at tsaka ng UPOU.</p> <p>As a question to our engineers, is the provincial DICT office prepared to provide maintenance and technical support with these installations with the appropriate resources?</p>
	Participant 3	<p>Yes sir, siguro turuan lang kami sa equipment nila. Mga band-aid solutions siguro, kaya pa namin ang ganoon.</p>
	FGD Moderator	<p>So meron tayong mga recommendations that we can put forward. We hope that we could forward the recommendation and close coordination with the LGUs and provincial DICT offices insofar as maintenance and utilization of the installations are concerned.</p>
	Participant 1 via chatbox	<p>"Kami po sa Batangas PLGU if can request na [malagyan din ng Wi-fi ang aming main disaster response centre (DREAM Zone), malaki po ang</p>

		maiitulong nito sa amin especially for other agencies na kasama namin sa response operations."
	FGD Moderator	One advantage of the VSAT technology is that it is less prone to natural disasters, madali syang mag-recover. We have to explore its utilization for disaster management, lalo na we expect more catastrophes given the climate change. DREAM Zone ba kamo ang tawag dito?
	Participant 1	Bale po dito sa aming provincial capital building, meron po kaming parang evacuation center na may command center din po. Meron naman po tayong existing internet system dyan, syempre po ang access nito ay limited lang sa mga offices. Kung may disaster response, meron pong ibang agencies, evacuees. Ayos naman po ang experience namin kasi tinamaan kami ni Typhoon Rolly, so medyo malakas ang ulan. A lot of the internet systems namin sa main capitol building are down, pero na-experience po namin na gumagana pa rin po ang Wi-fi, itong project na ito. I don't know po if swerte lang kami sa aming location pero we just want to commend that it has been very useful for us.
	FGD Moderator	Ngayon lang po na-suggest ang paggamit nitong installations for disaster response.
	Participant 1	Kaya siguro ngayon lang din siya, kasi bago po mag-pandemic ang focus ay sa schools and barangay halls. Ngayon since sarado po ang schools at barangay halls ay limited ang tao, I think we should also explore din po ang disaster response operations nito, kasi napakaganda po nito. Noong Taal Volcano, nag-connect po kayo sa aming operations center nitong project Wi-fi, kasi we really heavily relied on it for communication.
	FGD Moderator	Maganda pong isama ito sa report. So, education, disaster risk management; just these two areas, pati nga sana food security, kung talagang ma-maximize ng ating mga agencies [central and

		default] these installations will be here to stay. Thank you so much.
SUSTAINABILITY Q1. Are the project interventions sustainable in terms of project ownership, technological appropriateness, and stakeholder capacities? Q2. Are there any financial risks that may jeopardize the sustainability of project outputs? Q3. What are the institutional, social, political, and environmental risks to the sustainability of project results? Q4. Will stakeholder ownership be sufficient to allow for the project benefits to be sustained? To what extent do stakeholders support the project's long-term objectives? Q5. What could be done to strengthen exit strategies and sustainability? Q6. Are there adequate provisions for the management and monitoring of social and environmental impacts and risks?	FGD Moderator	Matanong ko po kayo, may project ownership ba ang provincial DICT at LGUs? Do you feel that this is your project? Meron po bang ganoong klase na sentimento, or ang feeling niyo ay hindi kayo masyadong na-iinvolve? Due to the centralized nature of the project, this will be one of the areas that need to be attended to. Hindi ganoong ramdam sa LGU, pero I think sa provincial DICT focal points, am I correct?
	Participant 3 via chatbox	"Slight po sir, parang may ownership kasi it is DICT-UNDP project."
	FGD Moderator	Okay, so that validates our previous perception. May oras pa po tayo for your final comments.

IV. Post-FGD:

PARTICIPANT	TRANSCRIPTION
Participant 4	Agree po ako sir sa objective ng program, it's very good. Kaya lang sir, hindi ko alam saan iaaddress ito, may mga sites kasi like Ilagan City, abot sana iyon ng mga providers na pwedeng mas maganda ang serbisyo. Maraming given sites dito sa provinces, but then hindi iyon ang priority. Ang na-oobserve ko lang na priority sir ay yung mga madaling mapuntahan.
FGD Moderator	I'll bring this up, thank you. Yung tinatawag na 'convenience'.
Participant 4	Hindi ko lang alam kung saan nagkamali, kasi nung site selection si PLGU ata ang na-consult na mag-select. Hindi ko lang alam sir, kung pati ang mga DepEd sites, schools sites, kung si PLGU pa din ang nag-select doon.
FGD Moderator	Mukhang identified na po ang mga sites na iyon, for instance po ang mga state colleges and universities. Hindi naman po ma-cocover lahat ng DepEd schools pero the schools within the hard-to-reach areas were initially identified. Now there are problems in site selection, thank you very much for bringing that up. This is one other thing that I would like to look into.
Participant 4	One thing sir is the power source, dapat hybrid siya. It should be na meron syang included na commercial power at tsaka solar power.
FGD Moderator	Tama iyon, for backup. Pero if we have to depend on electrification talaga, baka matagalan pa tayo.
Participant 4	Yung ibang sites kasi, parang ang source lang niya is commercial power.
FGD Moderator	Oo, dapat talaga may solar [power]. May mga sites na solar talaga. The only thing with solar, alam niyo naman, kailangan ng solar batteries.
Participant 4	Kasama talaga dapat na may solar batteries tayo during the times of prolonged brownout and the time of bad weather condition. At least meron tayong solar battery to backup yung power.
FGD Moderator	I agree sir, although that is one of the bigger costs nga.
Participant 4	Isa pa sir, syempre hindi namin alam ang contract period nito, kung may sustainability ba siya, or bigla na lang mawala. So it would create negative [thoughts].
FGD Moderator	Insofar as the targets are concerned, I believe that the parties involved in

	<p>the contract are committed to fulfill these targets. Unless of course, magkaroon nga ng renegotiation, baka magkaroon ng problema. But my experience sa ganito, kung may kontrata, it is honored hanggang sa matapos po. [farewell greetings]</p>
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FGD Batch 3

I. Participants and Designation:

Participant	Designation
Participant 1	Development Management Officer
Participant 2	Provincial Field Officer of DICT
Participant 3	Planning Officer II
Participant 4	Statistician I of DICT
Participant 5	Planning and Development Coordinator

II. Introductory explanation of the FGD and objective of the discussion:

Please refer to Appendix G.1.

III. Focus Group Discussion:

QUESTION	PARTICIPANT	TRANSCRIPTION
RELEVANCE Q1. What are the project's potential contributions to gender equality, women's empowerment, and to results specific to other marginalized sectors that benefit from it? How is the current project beneficiary data gender disaggregated? What percentage of users/site owners belong to minority groups?	FGD Moderator	<p>Do you see any contradictions or meron ba kayong observations that is not consistent with these concern?</p> <p>Kung wala naman po, if you agree that we are addressing [the concerns] ang tanong natin ngayon ay tungkol dito sa <i>new normal</i>.</p>
RELEVANCE Q2. To what extent are project interventions	FGD Moderator	Do you have any observations on the contrary? Is there anything you want to contribute?
	Participant 3	I would just like to add that the free Wi-fi [kung malakas lang ang bandwidth] would have been very

<p>relevant to the needs of the stakeholders? How can the project's potential in the approaching "new normal" be maximized? How can the concerns of the beneficiaries in using Free Wi-fi be engaged and understood?</p>		<p>relevant to our projects. We have a current program here in the province because of the current reality [COVID-19 lockdowns]. It's called KAAGAPAY and we are encouraging backyard farmers, and linking them to the market by an app where they can sell their produce online. So kung malakas [ang bandwidth], we would have used the free Wi-fi para mas mataas sana ang reach namin.</p>
	FGD Moderator	<p>This could also fit under efficiency, let's take note of that for now.</p>
<p>RELEVANCE</p> <p>Q3. To what extent is the project aligned or consistent with the government's initiative to strengthen connectivity and the DICT's development objectives in the Philippines?</p>	FGD Moderator	<p>Etong 3rd question, etong project ng UNDP would contribute to the development objectives of DICT at the provincial level, ano po? Wala po tayong opinyon that it contradicts?</p>
	Participant 2	<p>Wala naman po.</p>
<p>EFFECTIVENESS</p> <p>Q1. How effective were the implementation strategy and operations?</p> <p>Q2. What is the level of quality of project implementation, including the application of adaptive management techniques?</p> <p>Q3. What factors contributed to effectiveness or ineffectiveness?</p>	FGD Moderator	<p>Is there a problem, so far as communication and coordination, dito sa free Wi-fi project?</p>
	Participant 2	<p>Ang nakikita kong problema sir is that, during the implementation yung mga contractors ng UNDP parang hindi kami napasali doon sa implementation. So hindi namin alam kung operational ba yung mga sites, kasi hindi talaga namin napuntahan, yung listing lang ang binigay sa amin. Ang coordination directly sa [LGUs], it could have been better kung kasama sana ang sa province ng Davao del Sur para mas knowledgeable sila dito sa UNDP.</p>
	FGD Moderator	<p>At the start of Phase I, were you approached by the contractors?</p>
	Participant 2	<p>Wala sir. Except yung sa Davao City, kasi that [Davao City] is still under Davao del Sur pero yung nag-focal ng Davao City iba dito sa Davao del Sur.</p>
	FGD Moderator	<p>So as focal person ng Davao del Sur, hindi kayo na-approach ng contractor? Yung mga contractors</p>

		kilala niyo ba?
	Participant 2	Wala sir.
	FGD Moderator	So hindi niyo alam kung anong organization sila affiliated, kung SpeedCast or PhilComSat?
	Participant 2	Hindi ko talaga alam sir, kasi yung implementation direct sila sa province. It would have been better kung sa acceptance man lang or sa final ma-invite ang DICT Davao del Sur para may alam din kami sa project.
	FGD Moderator	Pero ang observations niyo may coordination ang DICT Davao City and the contractor?
	Participant 2	Yes sir, Davao City nasamahan nila ang contractor doon sa sites, actually.
	FGD Moderator	Kasama po kayo sa planning session sa Shangri-La? Noong planning session, may usapan ba tungkol sa protocols/procedures na kailangan gawin? For instance, dapat pagdating ng project may usapan ang DICT focal person, PPDO, ang LGU. Were there any agreements in terms of protocol?
	Participant 2	Yes [kasama sa planning session]. Sa PPDO sa province, during that time hindi sila naka-attend. Tapos may usapan na mag-conduct ng [site visit], bale mag-usap kami lahat together with UNDP, pero hindi natuloy. Kasi yung identification ng mga sites, sila na sa province.
	FGD Moderator	Pero with consultation ito dapat with DICT, hindi po ba?
	Participant 2	Meron naman kaming konting participation, kasi may mga sites na hindi bagay doon ilagay [ang VSAT]. Dapat doon sa interior, kasi kapag nilagay mo ang VSAT doon sa parang poblacion, hindi magamit kasi mahina ang signal. Mahina ang speed, 1mbps lang.
	FGD	Ngayon, gusto ko naman po makuha ang side ng iba;

	Moderator	have you participated early on sa Shangri-La or hindi kayo nakasama doon?
	Participant 3	Hindi po, but there was a zoom meeting or planning before the deployment. Napasama kami and a couple of LGUs from our province.
	FGD Moderator	Were you involved with the site selection?
	Participant 3	No, we were given a list.
	FGD Moderator	The list was prepared by whom, the contractor or UNDP?
	Participant 3	When UNDP contacted [us], I was under the impression that when UNDP contracted the province they already had a list.
	FGD Moderator	Ganoon din po ba ang inyong experience? Were you not involved in the site selection process, the province of Albay?
	Participant 1	Hindi po, binigay lang po ang list.
	FGD Moderator	Mukhang active po ang DICT sa Shangri-La [planning session], hindi masyado ang local government units, ano? Now ang question ko po sa mga taga-LGUs, the project and as well as the contractors, do they involve you in the monitoring of the project? Hindi po kayo nasasama sa site inspection or installation?
	Participant 1	Hindi po.
	Participant 3	Sa amin sa province, hindi talaga.
	FGD Moderator	Sa munisipyo, kilala niyo po ba ang mga contractor, bumisita sila sa inyo?
	Participant 4	Sa contractors sir, hindi masyadong kilala, pero as for the installation, doon na kami magkikita.

	FGD Moderator	Was there a time that you were able to meet the contractor/sub contractor?
	Participant 4	Wala po sir, deretso na po sa installation na.
	FGD Moderator	Deretso na sila sa installation? There was no presentation to the local government?
	Participant 4	Wala na po.
	FGD Moderator	In your experience, that's the case also?
	Participant 3	<p>Yes sir, ganun din po ang nangyari, we really did not know. Nalaman ko na lang, we were actually preparing for the deployment; we've been asking the LGUs to send us the contact numbers ng beneficiaries, ng schools, sinong administrator ng school, anong contact number niya, so we can provide it. We were assuming na i-escort namin, kailangan ng escort ng contractor kasi sa remote areas yung iba, and they were asking for security during the pre-deployment.</p> <p>Pero after nung pre-deployment meeting, wala ng nangyari. We were asked to issue a memorandum to the mayors, asking the LGUs to assist during the installations, to provide security to the contractors. But then again, hindi din sila pumunta sa province. We've actually learned na na-install na, when one of our LGUs called us and asked kasi meron daw isang school na nagtatanong bakit wala pa silang free Wi-fi, ang prinsipal ng isa pang school ay sabi meron na sa kanila. Doon namin nalaman na nag-install na pala sila.</p>
	Participant 1 via chatbox	"Sa Albay province, di na po kami kasama during the installation. as I said earlier during the time na nag coordinate pa lang sila, I assisted them on the first day to help them kung kanino sila makikiusap. Yong mga free Wi-fi na installed sa PGA facilities, direct na po sila nag coordinate sa mga persons incharge sa facility ex. hospital, dun sa din officer na sila

		nakiusap."
	FGD Moderator	Do you think that it was because of the pandemic na they shortcut, so to speak? Pandemic na po ba ng time na iyon [deployment and installation]?
	Participant 3	Yes, may lockdowns na. But not really, yung borders naman namin ay hindi ganoon ka-tight.
	Participant 1 via chatbox	"Yes. During the coordination wala pa lockdown. During the installation dun na yata nagsimula yong lockdown."
	FGD Moderator	Okay, so it's understandable. But at least, there had to be some form of communication. Unless of course, may hinahabol na deadline [private contractors may multa].
	Participant 2	<p>Yes sir. Bale, nalaman na lang namin na tapos na nila ang installation. I presume na between contractor and sa province, meron silang coordination. Kaya lang, sa akin lang, wala talaga akong kaalam-alam, during the installation. Hindi ko nasabi kung okay na ba yung installation nila.</p> <p>Although may listing kami sa Davao del Sur na 57 sites. May nag-feedback na lang sa akin na municipality [Sulop] na ang mga barangay daw na nalagyan ng free Wi-fi, nakapag-send ng mga chat pero mahina daw hindi pwede pang streaming, browsing, chat lang. Okay naman, nagamit nila yung free Wi-fi doon sa communication between LGU and barangays.</p>
EFFICIENCY Q1. How efficient is the implementation strategy and operations? Q2. To what extent are the monitoring tools being used by the project sufficient to	FGD Moderator	<p>Kung tutuusin talaga, ang VSAT technology ay mahina ang bandwidth. Hindi talaga gagamitin sa streaming, pero for communication: emails, sa chat, mga tinatawag na messaging and collaboration.</p> <p>Yung nabanggit na KAAGAPAY project, this is very appropriate sana, linking the farmers to the market. Sa palagay ninyo, ano ang ginagamit na kailangan ng malaking bandwidth?</p>

<p>provide the necessary information to determine project outputs and outcomes?</p> <p>Q3. Are they properly costed and implemented, participatory, inclusive and cost-effective?</p> <p>Q4. Do the actual or expected results justify the cost incurred?</p>	Participant 3	Hindi naman kailangan ng video, siguro kailangan lang ng sites na malapit sa farmers.
	FGD Moderator	Yes, ang VSAT ay talagang for remote areas lang. Alam niyo ba kung ang mga installations nakalagay sa remote areas ay solar-generated power.
	Participant 3	Tinanong naman kami kung ano yung mga sites na connected to power, at alin ang hindi connected to power. So malamang, nilagyan nila ng solar [ang hindi connected to power].
	FGD Moderator	Kailangan lang sa solar power ng solar batteries, otherwise nasasayang lang ang nagegenerate na power. In other words, for the utilization of the facility sa paggamit ng KAAGAPAY, hindi naman kailangan ng <i>rich media</i> ?
	Participant 3	No, hindi naman po.
	Participant 1 via chatbox	"Based sa pag interview ko sa aming mga provincial facilities na nalagyan ng free Wi-fi, hindi efficient yong free Wi-fi kasi masyado mahina ang signal. Kung nagagamit naman, more on FB lang. Pero di magamit sa pag upload or downloading of files lalo na sa emails. Limited time din po nagagamit yong free Wi-fi, one hour per day lang daw po."
<p>SUSTAINABILITY</p> <p>Q1. Are the project interventions sustainable in terms of project ownership, technological</p>	FGD Moderator	<p>Kaso email requires less bandwidth, even messaging, than something like social media. So baka most of the time, ginagamit sa FB, syempre limitado [ang bandwidth]. Hindi na nagagamit sa, let's say, exchange of reports.</p> <p>Ang isa pang area na kailangang pagusapan is sustainability.</p>
	Participant 4	Actually, there is a sense of ownership partially. Kasi in case of maintenance, dito din kasi sila [mag-ask ng help] for maintenance. Kapag na-down yung free Wi-fi natin, LGU ang mag-check, i-connect lang

appropriateness, and stakeholder capacities?		namin sa DICT. So in terms of ownership, parang partially na rin sa LGU na din.
<p>Q2. Are there any financial risks that may jeopardize the sustainability of project outputs?</p> <p>Q3. What are the institutional, social, political, and environmental risks to the sustainability of project results?</p> <p>Q4. Will stakeholder ownership be sufficient to allow for the project benefits to be sustained? To what extent do stakeholders support the project's long-term objectives?</p> <p>Q5. What could be done to strengthen exit strategies and sustainability?</p> <p>Q6. Are there adequate provisions for the management and monitoring of social and environmental impacts and risks?</p>	FGD Moderator	Pero your main problem is maintenance?
	Participant 4	Technical support.
	FGD Moderator	Pakinggan naman po natin sa provincial level, do you see yourself as part ng responsibility niyo is to provide technical support to installations? Within your province, is that part of your task?
	Participant 2	Yung sa operations sir, sa monitoring. Kasama naman yung maintenance sa contract na sila ang mag-maintain. So ang sa amin is more on monitoring kung gumagana, ganoon.
	FGD Moderator	Pero ang contractor, aalis at aalis din after 2 years or so, do you think DICT province is equipped to provide technical support to the 57 or so VSAT terminals that you have in your province?
	Participant 2	I think sa coordination with the contractor sir, kasi iilang tao lang sa province namin [dalawa]. So mahirap sa maintenance side, kung kami pa yung gagawa. Ang coordination at tsaka monitoring siguro ang role namin doon, para maging sustainable yung operation. Although technical pwede rin kami, kung kakayanin i-address ng province.
	FGD Moderator	Kahit na technical advice lang, ano? Sa [side] naman ng LGU? Do you think that in the future, the LGU will be able to assist the site owners in maintaining these installations?
	Participant 5	I think sir, makaka-assist talaga ang LGU, kasi coordinated sila sa taga-maintain ng facilities.
	FGD Moderator	Yes the contractors, kaso baka eventually hindi na natin maasahan ang contractor, unless ang kontrata is continuing. Pero hindi ba sa mga LGUs ngayon, may mga ICT officers na rin? Internet systems officers?

	Participant 5	Yes sir, may IT office kami.
	FGD Moderator	Ayun, sa palagay niyo ba kayang pangatawan ng IT office yung technical [problems], with the assistance of DICT of course, ng mga sites?
	Participant 5	I think kaya naman sir. They'll need all the help they get.
	Participant 1 via chatbox	"Di pa po transferred sa LGU kaya wala po sa maintenance. Saka yong sa security po ng facilities na nilagay, yon ang hiningi nila sa LGUs. That's why sa mga buildings mismo nilagay yong mga facilities. Not yet turned-over sa province yong mga facilities po."
	FGD Moderator	Pero may problema nga po kung nailagay sa kunwari old buildings, masasapawan [ang internet service].
	Participant 1 via chatbox	"Since government buildings naman po ang nilagyan, we can provide funds for the maintenance of the facilities in the future. Pero it depends on the approval of the LCE. Sa Albay, meron kami mga IT pero siguro pagdating sa technical side, wala sila capability to repair the facilities. More on sa mga programming lang siguro. Although sa building po nilagay, pero sa labas lang po so that the public may access the free Wi-fi."
	Participant 2 via chatbox	"Important siguro sir matransfer ang knowledge sa mga LGUs. I mean [technical] knowledge transfer."
	FGD Moderator	<p>And maybe we need capacity development, ano? As part of the project.</p> <p>Did you participate in any training for the project, the LGUs? Wala?</p> <p>Kunwari sa monitoring, kase merong pinaplanong monitoring dashboard. You would be able to monitor how the contractors are doing. But of course, kailangan naka-install muna ang equipments. Wala pa kayong training dito?</p>

	Participant 4	Wala sir.
	Participant 5	Wala po.
	FGD Moderator	Kahit po ang mga Phase I? Meron po bang trainings na na-organize?
	Participant 2	Sa maintenance sir, wala ata.
	Participant 1 via chatbox	"No trainings conducted for us. None po."
	FGD Moderator	<p>Okay this is definitely one of the weaknesses of the project. This is something that we need to recommend.</p> <p>Meron pa ba kayong gustong i-share sa amin?</p>

IV. Post-FGD:

PARTICIPANT	TRANSCRIPTION
Participant 2	Supposedly, yung mga sites, may site coordinator na sila yung contact ng contractor para doon sa maintenance, maliliit na troubleshooting ganoon. So by the time siguro sir that it will be transferred to LGU, dapat merong technical knowledge na dapat ma-ittransfer sa LGU. Kasama na rin ang DICT para mapagusapan kung ano ang mga role na mangyayari sa project.
FGD Moderator	I think the vision was may focal provincial DICT. Tapos pagdating sa site nga, meron din. What else would anyone like to say?
Participant 4	Siguro, sa amin po [LGUs], dagdagan ng tao ng DICT. Kasi wala po talagang connectivity from DICT, down to LGU. So wala po tayong makakausap, kagaya ng sinasabi na dalawang tao lang sila. Kadami naming LGU na may maraming concerns, so dagdagan nga ng tao.
Participant 1 via chatbox	"Much better po if the speed was higher so it can be used for more important things rather than for browsing only on FB. Need also to forge a MOA for the turn over and maintenance of the free Wi-fi facilities."
FGD Moderator	Yes, kailangan nga, recommendation nga po ito. Your contributions are very important to this. [farewell greetings]

ANNEX H2.
KEY INFORMANT INTERVIEW TRANSCRIPTIONS

Key Informant # 1

Designation: Procurement Specialist

I. Introductory explanation of the KII and consent of the informant:

Please refer to Annex G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	My question would focus on efficiency, particularly cost-efficiency of budgetary allotments in the project. Since I believe more than 90% of the project funds were allotted for purposes of the procurement of hardware and services for the installation, deployment, maintenance, subscription, and so on, that is under Output 1. I would like to request if it is available, and if it possible, to share with us for the purposes of the evaluation, the budgeted unit cost per access point installation, which would include the bundle of services, plus the VSAT equipment. Do you have this figure available both for Phase 1 and Phase 2?
Answer:	Just for clarification, the procurement process was just to buy service. And the service was being measured on service-level agreement, so we were not buying equipment or the installation. We were just buying, we call it, fully-managed Free Wi-fi services.
Question:	Has this model been adopted earlier by the client? Meaning DICT?
Answer:	<p>We did. Before we did the actual procurement process, we did a request for information which is kind of a market survey to understand what is available, what is the best technology, what is the best way to do it, what is the best model. This request for information was done even before we will do a fully-managed services procurement, and we will select the most remote locations. And we will do it through VSAT technology, these three-four major items were discussed and agreed with the client, the donor, and with the technical team that we had and other technical working group in the project-level. So we all were a part of this "market scoping" as we call it in the general language study, and with that, we designed this project document.</p> <p>The cost for the first phase, we did the old process of 6,000 sites were done in three phases. First phase was 3,000 which was conducted in early 2019 and the second</p>

	phase was also initiated in 2019 but awarded in 2020, it was for 2,000 sites. Same technology, same scope, same services. But for the third phase, there was a little change in the location and the technology also. This process was conducted in 2020, early 2021 finished. The unit cost, just for the record, the first phase resulted in \$400 per site, per month. The second phase resulted in \$245 per site, per month. The third phase is in pesos so I don't remember exactly, but approximately the same cost as of the second phase.
Question:	Let me run through this again: for first phase it's \$400 per site, per month. We multiply by 3,000 sites and this would be the budgetary ceiling.
Answer:	Three thousand [3,000] sites and 12 months. Because the services were for one year of service. So the first contract was approximately 14 million dollars.
Question:	We note that the cost for the second phase is actually half of the unit cost, compared to the first phase. Is there any particular reason for this?
Answer:	The same bidder won the second phase, so we assumed that they will be building on the economies of scale. So they would get the 5,000 sites which is a big number, they will save on the cost of bulk procurement, bandwidth, they could dynamically change many of the bandwidth amongst the 5,000 sites, so that is the reason. That's what we anticipated.
Question:	Thank you very much for this information. It's essentially what we really need at the moment. We've gotten figures for the budgetary ceilings for the DICT installations and also for NGOs who are also in the same type of projects. I was wondering, one of the most important criticisms on the project, is the low bandwidth provision. If we go through the fully-managed services procurement model, does this include the specification of bandwidth availability of 2mbps?
Answer:	Yes. Our specifications were very clear. That's how the evaluation was also done.
Question:	It specified that 10 megabytes per bandwidth?
Answer:	We followed the RA [10929] for the Free Wi-fi project. There are minimum specifications specified in there.
Question:	So, the specifications actually originated from the Republic Act. I suppose if anyone was taking potshots at the bandwidth that Phase 1 VSATS are providing, it would be misplaced if the project was blamed, no? This was part of the technical specifications.
Answer:	Few important things to note, we discussed this technical specifications and minimum requirements at length. Not only within UNDP, with DICT as well as with

	<p>prominent figures of the technical working group, which included USecs and ASecs at the time of the previous administration. And also as an international organization, we have so many country offices, so one of our office in Copenhagen who is the central office to manage all IT-related services for the UN, was also supporting us. We discussed that minimum requirements and everything, technical specifications, in detail with them also. [brief power failure]</p> <p>The more important point I wanted to make, I think when we initiated the process there was a consensus on the minimum. And another thing, this is a Free Wi-fi project by the Government of the Philippines. It is meant for providing connectivity to people, so their people can learn, talk, send emails, be connected with their families. Not for watching movies on Netflix. And this uses tax money, for all of the programs there has to be a judicious balance of basic standards. That's my point, it's a Free Wi-fi project, money is paid by the Government of the Philippines by taxpayer's money so we have to be vicious when we are selecting the minimum requirement, and that we did. The discussion of how many users, at what bandwidth, what they can do; it was all discussed and was part of our recommended technical specifications.</p>
Question:	<p>I absolutely agree. For rural and remote areas, 10 megabytes per second is actually a lot, particularly if the usage will be limited to file transfer protocols through email and through messaging. I think the very basic services will be enough, particularly for these areas that would only be able to case the internet services at the very beginning. Yes, we agree that most of these comments regarding the low bandwidth come from sectors that are used to smartphones with rich media streaming services and so on. But you see, there are parallel initiatives that offer different type of technology, not the Ku band but the Ka band which is much shorter and offers better bandwidth. I think DICT shipped it to this technology in recent years, but that's beyond the scope of our interview. Thank you very much for this interview, this was very enlightening.</p> <p>My last question would be with the fully-managed services procurement model, you mentioned four components or elements? You described the components or the attributes of a fully-managed services model?</p>
Answer:	<p>Yes, this was the services for a certain duration, which will be measured against service-level agreements. So service-level agreement was part of our bidding process, just as an example I don't know the technical details, the services are provided from 8am to 10pm. There may be some issues from 8am to 10am, so the services was still provided less than 2 hours. So in the SLA we had a calculator, a way to determine if the minimum services are being provided. This may be because of bad weather, services are not available, so out of 30 days, the minimum number of days should be there. And if the minimum SLA is not met, then there are penalties.</p>

	Our services are linked with the level agreements, and for payments we will be deducting the penalties if the full SLA are not met.
Question:	So there are penalties imposed. Just a little more clarification, this is an innovation, the fully-managed procurement model is an innovation for the Philippine government as far as UNDP is concerned, right? This is the first time that the Philippine government is implementing this?
Answer:	Yes. And you know, now DICT is also doing fully-managed services procurement.
Question:	Exactly. So it was an introduction by the project itself. I believe this was a very valuable contribution to the procurement process. Did you encounter difficulties with the budget cycle of the Philippine government?
Answer:	One of the major concerns of all the bidders, when we did the pre-bid meeting, was that we were only asking for only one year of services. This is a heavy investment equity, so the bidders would want to understand, and they actually requested if we could somehow claim or confirm that we will have these services for a minimum of three years, so that they can recuperate the cost of their investment. And if we would have agreed, we couldn't because the budget allocated to us was only for one year. If we somehow had the budget of 3 years, we could have these bandwidth services for 3 years and the cost would have been much less. And categorically we're sad that we cannot confirm because we don't have confirmation on the budget from the donor's part.
Question:	Do you think that there was flexibility on the part of the Philippine government, the DICT or the Department of Finance with regard to this? Or were they very strict on this one year budget cycle?
Answer:	I'm not sure about how the budgets are approved at the government level. I don't think there was any exception, we had not requested and no knowledge was provided. But that could have lowered the cost significantly.
Question:	Yes, that is very much noted.
Answer:	The cost is a heavy-front investment and if we can't commit for second year, of course they need to recuperate the cost from the first year. I personally visited one site in the more remote location, and I can see how much difference it makes.
Question:	Actually this is all that I need for the moment, thank you very much for assisting us. [farewell greetings]

Key Informant # 2

Designation: Focal Person of Free Wi-fi Program

I. Introductory explanation of the KII and consent of the informant:

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	What is your general impression of the project and its progress in Region III and Region IV area?
Answer:	We're in the Phase 1, 2 and 3.
Question:	Sa phase 1, ilan na yung nainstall?
Answer:	With the statistics, wala akong alam as of now pero I believe some of them are installed already as well as phase 2. Currently ongoing yung phase 3.
Question:	So there is progress in so far as phase 1 is concerned, installation, phase 2 may installation din and phase 3, survey, is currently ongoing. Pero what is your general impression regarding the progress?
Answer:	With the progress, I think, it's a little bit slow to be honest kasi we have meetings na rin po before, 2018 and 2019 with UNDP and I believe that's 2019 yung last meeting namin with them. They are gathering details on the site coordinates but since yun nga nagkapandemic ng 2020 kaya siguro nagbagal ng konti yung provider nila in the installation pero may mga sites naman nang na-activate po last year in the phase 1 and phase 2.
Question:	So it's a bit slow and it's because of the pandemic?
Answer:	I believe so, sir.
Question:	How about the installations that are not under UNDP, how is the progress?
Answer:	For other installations na hindi under ng UNDP, for example other sites na under ng cluster namin, medyo nadelay din pero most of them, I think, almost 90% ng mga nakabit namin last year ay already installed and accepted. However, yun nga I believe UNDP kasi has different contractors for different locations so baka yun din yung nag-cause ng delay for them.
Question:	Ang major contractor niyo is SpeedCast also?
Answer:	No, sir. We don't have awarded contracts under Speedcast. We have PLDT,

	HTech, iOne and some other companies like Converge. Depende sa site and also depende sa kung sino po yung nanalo sa bidding.
Question:	Pero hindi VSAT installations ito no?
Answer:	We have VSAT in Aurora and Quezon provinces. Yung mga mostly remote areas na wala pa talagang presence ng telco or fiber infrastructures.
Question:	Sino yung contractors niyo dun?
Answer:	For Quezon we have iOne Resources Incorporated.
Question:	iOne is a local?
Answer:	It's not a local po. Mostly VSAT po yung sinusupply nila.
Question:	What you're saying is that 90% of your targets have been installed already and is accepted? The acceptance is provincial, regional, or national level?
Answer:	Yes, sir. By province po yung acceptance.
Question:	Considering nga na ganun yung pace, di na natin maattribute sa lockdowns, sa difficulties in logistics, or sa travel restrictions?
Answer:	Yes, sir. If medyo malaki naman yung team nila within Luzon, I think kaya naman nila. Right now din kasi meron kaming mga awarded na for the sites na under different contractor naman pero nag-rereply sila ngayon. With the SpeedCast kasi, I think meron pa silang another contractors on ground, hindi lang ako familiar kung sino sino pero meron sila like PhilComSat for Region III and for Region IV-A di po ako sure kung sino po yung may handle. As of 2019 kasi nung wala pang pandemic may mga konting sites na na-dedeploy but as of last year, yung mga reports na nareceive ko from grounds, may mga nainstall na na VSAT pero di na nabalikan, di na siya naactivate until now. Yun lang naman po yung reports as of now pero with regards dun sa acceptance ng sites under UNDP, hindi kasi kami yung parang direct na pumipirma for that. Mostly ang kausap talaga ni UNDP is nasa provincial based na, provincial government ganyan po, or yung nasa locality na talaga.
Question:	So hindi masyado dun sa level niyo? But you heard these cases na completed pero walang follow through?
Answer:	Yes, sir. Especially in Quezon areas.
Question:	Do they use SpeedCast?
Answer:	I believe SpeedCast, sir. Last time na nagkaroon kami ng orientation, under

	na nila yung Quezon province.
Question:	Now, can you say something about the relevance of the project to the needs of mga marginalized groups, ethnic minorities, women? How about yung mga reporting, mga communication? Is there a communication protocol between UNDP and your cluster para maupdate ang isa't isa?
Answer:	As of now, meron pong contact person yung UNDP where may conversation kami via email regarding the implementation of the project, however, kapag bumaba na yun sa grounds, for example, contractor rin nila yung as I've mentioned before is PhilComSat so si PhilComSat lang yung nag-rerequest samina ng mga work endorsement form para makapunta sila on site. That's for PhilComSat alone pero dun sa other contractors nila, may time na di namin alam na nanggugulat na lang samina dun sa may cluster, na may na-install na sila. Like yun nga po for example sa Quezon, kasi wala namang reports on that.
Question:	So di kayo nainform?
Answer:	May mga cases na di kami nainform, may mga cases naman na dumadaan samina yung contractor which we highly encourage.
Question:	Do you think that this is up to the contractor?
Answer:	Siguro kasi as per experience din, hindi kasi na-rerelay on ground sa lahat ng level. Pagka bumaba na sa lower levels, nakakalimutan na yung mga dapat i-coordinate with us so I guess, both.
Question:	There are deficiencies in the process and also initiatives ng contractor. Do you have the figures for phase 2 and phase 3 kahit yung mga targets lang?
Answer:	For phase 1 and phase 2, we have I think 78 sites. Sa phase 3, we have 69 targets. We have reported na 104 installed sites under UNDP both phases 1 and 2.
Question:	Meron ka bang masasabi regarding project ownership from DICT personnel to UNDP project?
Answer:	Yes, sir. Kasi bale yung list kasi ng activated sites I think kina-coordinate nila sa Central office namin yung mga list ng integrated sites pero we make sure na sana may copy rin kami ng list ng monitoring system para alam namin kung naka-up ba yung sites or down yung sites. We can ensure lang na nagagamit ng tao.
Question:	You're not copied to the monitoring reports?

Answer:	With the monitoring reports, no sir. I'm not sure lang kung nakacopy si central office pero dun sa network monitoring system wala po.
Question:	Recently, nagmonitor sila last February and March pero mostly sa Bicol area.
Answer:	Maybe, nag-orient kasi sila samin before with the monitoring system. Magbababa na lang po sila ng access dun sa pinaka-MMS with a different platform pero naorient naman kami on how to use it.
Question:	So you still don't have access to that?
Answer:	Ngayon sir wala pa po.
Question:	Sa nakita ko na mga report, yung mga output report ay Excel. There are other plans for citizenship monitoring. You heard of this plan ano? Making use of DICT recommended platform and dashboard? Yung progress ng installation. I was oriented that the communities will be trained using it but maybe they're still not operational.
Answer:	Yes, sir. Nagkaroon na po ng orientation on that. Also, we invited yung mga barangay levels na meron nang installed na UNDP sites.
Question:	Pero it's not operational pa ano?
Answer:	As of now, di pa po siya ginagamit.
Question:	In short, the problem is the speed of the deployment, the lack of communication between the different stakeholders particularly the contractors and DICT. Could you say that it's the same with the contractors from your provincial local DICT officer?
Answer:	Yes, sir kasi mostly sakin po talaga dumadaan lahat ng communications so before meron silang communication with the provincial government naman po. Binibigay naman po samin yung information ni provincial government.
Question:	Do you still have anything that you would like to share with us with regards to this topic?
Answer:	I think wala naman na. I think nasummarize na rin naman natin yung mga tingin kong kulang sa implementation nila but when it comes to monitoring, siguro kaya pa naman habulin kung sakali.
Question:	Yung service in itself? Yung 2mbps.
Answer:	With the 2mbps sir, siguro masyado na pong mababa for this year kasi kung naplano to nung 2018, I believe acceptable siya nung 2018. Pero as of now

	with the current technology, we're already deploying at least mga 35mbps na VSAT on island municipalities. Masyado nang mababa yung technical requirement for now.
Question:	In the VSATs that you have deployed not under UNDP, umabot na ng 35mbps?
Answer:	Yung mga VSAT na compact style na mga nasa 300-350k per unit, nasa 35mbps download, 5 mbps upload.
Question:	Thank you very much for this info, kung sa palagay mo meron ka pang gustong i-share, just email us. [farewell greetings]

Key Informant # 3**Designation:** Free Wi-fi Focal Person for Designated Cluster**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	What is your general impression on the UNDP Free Wi-fi for All Project and the progress nung project as of now?
Answer:	My first impression is actually, when I heard the UNDP partnership for the implementation, of course masaya kasi mabibilisan yung pag roll out ng free Wi-fi and maraming far flung areas that can be reached by the free Wi-fi service. Unfortunately, parang nawala yun when up until now, UNDP is yet to deliver the services to our provinces. As early as 2018 we had coordinations with UNDP but up until now, hanggang coordination pa lang. There's no actual activity on site, on the provinces that were identified by UNDP and DICT.
Question:	You're a part of phase 2 ano?
Answer:	Actually we have phase 1 and phase 2 also.
Question:	How many installations were targeted for phase 1?
Answer:	For phase 1, if I'm not mistaken, it's around 135.
Question:	How many installations were actually completed during phase 1?
Answer:	Not even one, sir.
Question:	In phase 2, how many installations are targeted?
Answer:	Around 35.
Question:	So there are about 200 installations that are planned for cluster 2? What provinces are under this?
Answer:	These are the provinces of Agusan del Norte, Surigao del Norte, and Dinagat Island.
Question:	Medyo talagang kailangan na kailangan, ano?

Answer:	Yes. In fact, there was a coordination meeting between the LGUs and DICT, they were also excited about this kaya lang up until now, we've been following up na with DICT for the progress.
Question:	Not even one? Pati sa mga DepEd schools, wala?
Answer:	Yes, sir wala talaga kahit isa.
Question:	Can't this be attributed to the lockdown, the difficulties, the travel restrictions, logistics, what do you think?
Answer:	I believe hindi naman because we ourselves in the DICT, we've been rolling out our free Wi-fi with a different supplier. So far there are no logistical requirements of travelling from one place to another. They were able to deliver actually yung sa amin.
Question:	You mentioned your suppliers. This is part of the greater Wi-fi connect program, free Wi-fi for all program, ano? Tapos yung work orders, do they originate from your province, from your region? Not from central, diba?
Answer:	Actually there are a few sa central but most of the locations that were delivered from us is galing samin, galing dito sa province.
Question:	So mas efficient pa siguro kung galing sa province?
Answer:	Yes, sir. Correct.
Question:	It would be more efficient if the process is based sa province, no? Tapos, were you involved in the selection of the sites?
Answer:	They would just want to confirm with us whether it is okay with us or the LGU. Parang ganun lang. Basically, they provide us the list of the locations and then we concur with it if it is okay with us.
Question:	Yung listahan ba, was it okay to you or there were many reservations?
Answer:	There were a few, not many, na napalitan based na rin sa request ng LGU or based sa strategic location.
Question:	Coordination is still an issue between DICT, local government units, and the contractors?
Answer:	I would say, between 1 to 10, mas mga 4 or 3. 10 being the best, 1 being the lowest.
Question:	In so far as the contractor is concerned, is this PhilComSat or SpeedCast?

Answer:	SpeedCast daw yung sa amin. Actually, we have yet to talk with the contractor of UNDP about the particular implementation of the phases 1 and 2.
Question:	So hindi pa talaga nag-aappear? Di pa nakikipag-usap sainyo? Dun naman sa provincial-driven suppliers, VSATs rin ito ano?
Answer:	No, sir. Actually, it's already using fiber.
Question:	Do you have any observations regarding communication with the provincial government units?
Answer:	In terms of sa amin, coordination with the LGUs and DICT, I don't see any issues because actually we've been there not only for free Wi-fi, but also, for other projects. Basically, hindi siya issue ang coordination with the LGU.
Question:	Do you think that, for instance, the sites that are selected would address the needs of ethnic minorities in cluster 2?
Answer:	Yes, sir. I believe naman. The women in particular, especially the minority group, they benefit from this project because other than bridging the digital gap, malaking tulong yun sa kanila kasi they will be able to engage not only for additional learning from the internet, they can also get jobs from there.
Question:	'Yung sa implementation strategy, nabanggit na natin na medyo mabagal. Do you know anything about the cost? Could you say anything about the cost?
Answer:	Actually, because I don't have data on the cost for the UNDP versus the ones we're implementing in the province, I can't answer.
Question:	Dito sa sustainability, is there ownership among DICT personnel, local government units, dito sa project na ito?
Answer:	For our part, our cluster, what we do is actually during the installation, coordination, up until mabuhay yung site. We see to it that there is an intervention from our provincial team leaders hanggang sa makuha yung site. And then also, on the part of the LGU, the beneficiary, we see to it also. Sinasabi namin although DICT does not own this equipment because the supplier owns it pero they have to take responsibility of taking care of it kasi kung sakali magkakaproblema, masira yung equipment, most probably they will be the ones that will be affected considering especially in the remote areas mas mahirap yung installation, mas mahirap yung travel kaysa sa

	restoration in actual.
Question:	So I suppose there is a sense of ownership among your people?
Answer:	Yes.
Question:	Is there anything else you would like to say regarding the topic?
Answer:	Siguro, in relation na rin, I know you've heard that Malacanang has issued statements regarding the implementation of UNDP. Although at first I was happy kasi nakakatulong sila with the roll out, but because of the recent experience with them, why not we do it by ourselves since nadeliver naman namin on the province level, yung free Wi-fi to the beneficiary locations.
Question:	Yes, very well stated. So if there's anything else that you want to share, just send a short email. Thank you for your time. [farewell greetings]

Key Informant # 4**Designation:** Regional Director, DICT**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	What is your general impression of the Free Wi-fi for All Project, the UNDP component and its progress in your area?
Answer:	Okay, so we have very slow progress in our area. Actually, UNDP and 'yung project management office nila was supposed to start deployment in April. That was the schedule that was presented to us. So until now, nothing has been deployed yet.
Question:	You are part of the Phase 2, ano?
Answer:	Yes, Phase 2 kami.
Question:	'Nung phase 1, wala po bang involvement yung area niyo?
Answer:	Wala kaming involvement sa Phase 1, only Phase 2.
Question:	Would it be that this delay of deployment may have been caused by what we're experiencing at the moment, the lockdown and the difficulties in travel, as well as logistics that would assist the project in its deployment?
Answer:	Yeah. I think so kasi mahirap ngayon magdeploy sa area. In fact, our other contractors have also been delayed for a couple of weeks, some a few months. I have not heard from the project management office regarding the delays, ano ba ang status niya, bakit na-delay, kailan ba mag-uumpisa. So ganun, a little update will keep us informed about the status of the project so we can inform our stakeholders regarding the delays.
Question:	At the beginning of the project, did the PMO, DICT, as well as other stakeholders agree with an external communication protocol?
Answer:	I think meron naman. We have regular meetings before. Actually meron namang mga meetings to update us, to brief our other stakeholders particularly 'yung mga provinces, the local government unit so there has been meetings and briefings and orientations. The last one I think was

	early this year. They presented to us the timelines and the schedule, but after that wala na kaming narinig.
Question:	Apart from meetings, briefings, orientations, and so on, was there an electronic platform for updating one another?
Answer:	Wala, email lang. We don't have a chat group. Wala kaming ganun.
Question:	Actually, there is. Pero baka sa level na yun ng operations na, sa baba. That's actually no excuse. Dapat siguro kasama nga ang lahat. This has not been very actively used.
Answer:	Actually, I was supposed to email di lang ako nakapag-email. I had to ask about ano ba ang nangyayari, bakit wala pa.
Question:	At any time from the commencement to the soft launching, where there any coordination meetings with other stakeholders, such as contractors?
Answer:	Yes, kasama naman yung contractors with the project management team of UNDP. There were instances na kasama sila.
Question:	They were representatives of SpeedCast or PhilComSat?
Answer:	There was a foreigner so parang it was SpeedCast.
Question:	Pero siguro mas kakaonti yung mga instances na ganun, it would be more of the local.
Answer:	I think nung umpisa, one day we were discussing about the technologies that's going to be used, nandun yung SpeedCast. I remember nandun sila.
Question:	Do you have any opinion with regard to the technology?
Answer:	Yeah. Actually, in these areas, kasi mga geographically isolated talaga tong mga areas, tama naman na Vsat will be used. Ang concern lang din namin is napakababa, it's not UNDPs fault na mababa, 2mbps lang ang ibibigay. It was probably our Wi-fi PMO. I didn't see the terms of reference but we were just dismayed. I was dismayed that it was just going to be 2mbps per location. Instead of making people happy kasi maglalagay tayo dito ng Wi-fi, they will be frustrated kasi 2 lang. Kung hahatiin mo, 1 mbps per user o kaya 500kbps per user, so apat lang yung pwedeng gumamit dun, otherwise they will be frustrated. So sabi ko, maglalagay na lang tayo, bakit hindi natin ayusin? Kasi we're also currently using Vsat in our other deployments in Sulu, Basilan, Tawi Tawi kasi mahirap naman wala naman ditong service facility yung mga major telcor, we're also using VSAT. Mataas naman at ang minimum namin is 10mbps, we're actually going to

	35mbps sa VSAT. Siguro dahil napakatagal na rin nito, matagal na ring ginawa yung TOR, tapos matagal iimplement, matagal yung deployment, naano na ng technology kasi mas marami nang mabilis ngayon.
Question:	They have been overtaken by technology. Pero isipin niyo pa rin ma'am when we were talking VSAT, siguro mga 20 years ago, malaking bagay na yung 1mbps.
Answer:	Before. Pero ngayon internet hungry talaga yung mga tao. Yung nilalagay nga namin na 35, pag dumami yung users, nagrereklamo na sila kasi mabagal talaga.
Question:	<p>I suppose those that get frustrated are those that have bad experience with our current service providers. Ang isa pa, etong lockdown tayo. Nagkascramble na for bandwidth lalo na for remote learning and so on and baka rich media agad yung nasa isip ng iba, not usual basic internet services lang. At any rate, this is well noted. Ang finding na ito is not based on our provision for persons to local government units in particular. This could figure as a very important recommendation dun sa project.</p> <p>Ang gusto ko pong malaman sana, yung specifics niya in terms of relevance, ang assumption nga po natin ay it is in line with DICT's national, regional, and provincial targets and goals. Eto po yung mga questions that UNDP wants me to answer. We agree that based on design it proposes gender equality, women empowerment, minority groups. Is there anything that contradicts these concerns?</p>
Answer:	With the provision of internet in the area, talagang nakakatulong. For different sectors of the society especially yung mga marginalized sectors, sa ngayon a lot of these areas talagang walang access to Internet so this will be a lot of help to them.
Question:	Yes, but in your particular case, sa Zamboanga, there are really efforts to make this installations or select the appropriate installation site.
Answer:	Actually, we have very limited say on the identification of the site kasi these were pre-identified already so this was presented to us but we were consulted as to which ones na pwedeng palitan. We can request naman for changes in the identified locations. I think UNDP has their own criteria for selecting those sites kasi a lot of these are schools which they have assisted before in another project.
Question:	<p>So parang synergy between these two projects.</p> <p>So wala po kayong observation na nagcocontradict dun sa concern for</p>

	<p>inclusion, concern for ethnic minorities and women?</p> <p>I think yun nga lang, predetermined na nga yung sites.</p> <p>Wala naman po kayong reservations dun sa mga identified na sites?</p>
Answer:	<p>Okay naman din yun samin kasi these sites are among the priorities naman ng project. It was explained na medyo parang may alignment with the other projects before. Tsaka wala naman talaga itong mga connectivity pa, itong mga areas na to, itong mga schools so they fit naman in the criteria.</p>
Question:	<p>In so far as the alignment of this project to national initiative, national program ng DICT, wala namang problema ano? Kasi talagang free Wi-fi for all...</p>
Answer:	<p>Public places naman siya. Nakaalign talaga siya.</p>
Question:	<p>Next, dito po sa effectiveness ng implementation strategies tsaka operations, you mentioned some lapses in so far as communication is concerned, apart from these lapses in communication and coordination, do you have other observations that may help us make recommendations for the improvement of the project?</p>
Answer:	<p>Basically yun pa lang kasi we haven't started implementing. I mean deployment di pa talaga nag-umpisa so the early part of the project, okay naman. Mabilis naman ang communication saka wala namang problema in terms of communication with the project management office. Ito na lang huli na lang ang medyo nagkulang kasi we were in the dark as to kailan yung, ano yung schedule.</p>
Question:	<p>Bigla kasing nagkasurge. Biglang naglockdown ulit. Ang medyo disconcerting po maam is the behavior of the virus, the search would begin in the NCR plus and it would go to Cental Visayas tapos sa Mindanao. Habang nawawala dito samin, kasi dito narerreduce yung numbers, baka dyan naman.</p>
Answer:	<p>Rising yung cases talaga dito sa Region IX. Tumataas talaga. Tsaka very strict ngayon si mayor.</p>
Question:	<p>In so far as efficiency po naman, since Phase 2 pa lang kayo ang madaming observations na kami so far is in terms of efficiency, there may be some lapses with regard to informaing the local government units as well as the provincial focal DICT persons. Alam naman nating wala pa masyado dyan sa inyo.</p>

	My question is, is your provincial DICT offices willing to be in the position to devote the time and resources in this installation activity?
Answer:	Actually, one, it's part of our target. It's part of our commitment for the year. Talagang tatrabahuhin yan ng aming team without question. Once the deployment will start, our team will be involved until this is accepted and then we will continue to monitor also kasi we want to make sure that the facility that's installed will be made use tapos ilan ang users. We monitor things like that and including usage. I'm very particular about it kasi I'm always telling the team that the government is invested on this so we have to maximize the investments of government and the infrastructure that's installed should be maximized and used.
Question:	Is there a protocol in place that would ensure the participation of your provincial DICT officers and their coordination with the local government units? Baka pwedeng dumiretso na lang yung contractor dun sa site? Marami kasing kasong ganun.
Answer:	We have a policy for our contractors. Pero eto kasi sa central office so I don't know how that will go kasi for our contractors we have contracted on our level, talagang we have a work order, they have assigned work whether from us, they have to inform us in advance that they are going to the site so that we can also let our provincial engineer to go there and to be with the team so that they can inspect and do the acceptance so may may mga protocols kaming ganun.
Question:	Kasi baka naman yung contracting is sa UNDP. Baka naman din kasi dun because of the lockdowns at sa travel restrictions, just to make sure that the target is achieved on time, baka magka shortcuts.
Answer:	Siguro naman kasi inform din kami ng central office, our PMO at the central office, kasi ganun naman. Meron naman ding communication with the PMO.
Question:	Pero yung work order, hindi po sa inyo nanggagaling? Sa kanila?
Answer:	Baka po kasi sila yung nag sponsor.
Question:	Okay, for the specific targets niyo naman in your area. Is there anything else that you would like to share with us? Given your area, given that you're still on the Phase 2, do you have anything to say about the cost-effectiveness?

Answer:	I actually asked in one of the briefings that they had, tinanong ko rin sila tungkol sa cost. I think mas mababa naman kasi yun nga, mas maraming implementation all over the country kasi mas mababa yung nakuha nila, also dahil din siguro mababa ang bandwidth nila.
Question:	Is there anything that you would like to share to us that was not covered by the interview? Sa sustainability, wala pa po tayo masyado dito. Actually, concern rin po ito ng final elaboration. Pero what I wanted to say is if there is anything that you would like to share with us not covered in the interview, you could email. We would appreciate just a short message coming from you. We would agree to a follow up interview, if there are other things that need to be taken up. [farewell greetings]

Key Informant # 5

Designation: Public Wi-Fi Lead for Designated Cluster

I. Introductory explanation of the KII and consent of the informant:

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	First, in terms of relevance, what is your impression regarding the relevance of the Free Wi-fi for All Project in terms of the ethnic minorities, women, at saka, other marginalized groups in your area? Do you think that it is relevant to their needs?
Answer:	Actually, yes. Malaking impact kasi ito yung free public Wi-fi for all kasi during my implementation ng services, nakita namin yung importance nito kasi most of the people kailangan ng communication with the outside their areas so the free public Wi-fi is very useful in terms of giving communication to people outside their territory.
Question:	How many installations under phase 2 had been done?
Answer:	Wala pa, sir. Hinihintay pa namin yung mobilization ni contractor in terms kung kailan sila magdedeploy.
Question:	By contractor, you mean Philcomsat?
Answer:	Under kasi sa amin is yung SpeedCast.
Question:	Yung sa implementation strategies and operations, what can you say about the implementation strategies? What can you say about the effectiveness?
Answer:	In terms of general na po ba siya, kahit outside UNDP project?
Question:	UNDP lang. You may compare UNDP.
Answer:	In terms of UNDP, nakapag advise na po sila. Siguro I think 2019 pa yung about the project then 2020, nagkaroon po kami ng initial talks with the LGU regarding the implementation to be done. And then, parang may katagalan po yung project in terms of mobilization. In terms po sa communication, walang masyadong feedback yung contractor in terms po kung kailan idedeploy and what are the issues.
Question:	It was always understood that the contractor will be getting your guidance as well as assistance to the installation period kasi nga there are some areas

	there that are none really, peace and order is such a problem.
Answer:	Actually nagparamdam lang sila when we coordinated with the LGU on how can we get the assistance. Hanggang dun lang talaga siya. In terms sa mobilization, wala na silang masyadong feedback kung ano yung mga next steps namin. Pero meron na kaming coordination with the LGU, alam na nila kung ano yung implementation with the UNDP.
Question:	So in terms of the LGU, may links na talaga? Can you say that the recent lockdowns and the travel restrictions, problems in logistics, contributed to the effectiveness or the ineffectiveness of the implementation?
Answer:	Constant coordination lang talaga, sir kasi like with the other contractors namin aside from UNDP, they're always coordinating with us about the project and paano ba sila makakapasok sa boundaries and they try to coordinate with LGUs about the project. Marami kasing LGUs na concerned about the connectivity so yung sa part po nila, basta po merong certification from the DICT, pinapapasok naman po nila.
Question:	So hindi dapat problema yung travel restriction tsaka lockdown?
Answer:	Yes, sir. Basta meron tayong constant coordination with the LGU.
Question:	Has the UNDP been talking about monitoring tools to be used by the stakeholders, the community, kayo, tsaka local government units, kasi napakabagal nung implementation di ba dapat may participation yung stakeholders dun sa pagmomonitor? Has UNDP talked to you about it?
Answer:	Sabi nila they will coordinate directly with the provincial officers about the implementation pero nung tinanong ko yung provincial officers namin, the problem is wala rin silang feedback. Sadly, medyo may katagalan and there's no communication.
Question:	So the problem from your perspective boils down to three: no coordination, no communication, and the speed of mobilization.
Answer:	Meron silang coordination sa first, yung pag-inform ng mga LGU pero after that nawala na po siya.
Question:	Now, you don't know anything about the cost ano?
Answer:	Regarding the cost, wala po akong idea. Central office po yung nag-bibid.
Question:	Do you feel that you have ownership of the project?
Answer:	From my perspective, sir parang di siya 100% kasi parang most of the

	implementation nga po ay ginagawa ni contractor. Siguro in terms of implementation, di ko pa po masabi masyado kasi DICT is supposed to be directing them of the things that need to be done. Yung action yung manggagaling samin tapos kung ano yung pwede nila gawin for that project. As of now, di pa total 100% na DICT is the project owner.
Question:	Parang it's either too early to say kasi wala pa, or hindi pa nararamdaman.
Answer:	Kasi meron na kaming initial talks with the PMO kung ano yung progress regarding UNDP pero wala rin silang masyadong maisagot na status.
Question:	So sinasagot naman yung email?
Answer:	Yes po. Naeemail naman po pero not that clear.
Question:	Thank you very much for this information, it has been very useful. [farewell greetings]

Key Informant # 6**Designation:** Professor, Department of Aerospace Engineering and NGO Leader**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	What is your impression of the UNDP project and its progress?
Answer:	<p>With regards to the UNDP, the Free Wi-fi Program, I think the aim of the Free Wi-fi Program is quite good because we all know that connectivity is an issue here especially in the remote and isolated areas. Based on the study that we did last year, we saw that the bulk of the areas that are underserved in terms of Wi-fi connectivity or telecommunications connectivity is actually here in Mindanao. So given that COVID-19 pandemic has elevated the need for connectivity due to the restrictions in travel, at present, connectivity is no longer a luxury but is already a necessity.</p> <p>Having a Free Wi-fi Program that would connect public spaces in each municipality, in each barangay, is actually a good goal. However, based on what we have seen in the different areas that we have been to here in Mindanao in the past 6 months, we saw that in terms of the effectivity, it is not really that effective in terms of connectivity to the general public. And we looked into it, and one of the things that we saw is technology that is being employed or is utilized in the Free Wi-fi Program is in a way, a little bit outdated. The connectivity that they're giving out is only 10mbps per site. So depending now on the number of users for that site, that can significantly degrade into let's say 1mbps or even less. As far as I know, they are using KU band satellite. This was one of the things that we found out last year. I don't think back then DICT was aware of that situation, but we found out that company that they are contracting out with, Speedcast, has already filed for bankruptcy, I think May or April 2020. It was in the news again last month. I think September last year, we already knew that this is going to be a problem. And then we got to talk with a lot of stakeholders here because we have a program also, the ACCESS Mindanao Program.</p> <p>We do a similar thing in parallel with the Free Wi-fi Program, and we do it in schools. We got to talk with the end users, even so one installation of free Wi-fi in, I think the most notable is Tawi Tawi, and this was in the provincial capitol of Tawi Tawi. Two weeks after it was installed, we got to visit the capitol and we</p>

	asked for feedback with regards to how they are using the free Wi-fi that was installed in the provincial capitol building and they said that they can barely connect. It has a slow connectivity; I think they were only getting around 2mbps and then that has to be shared with all the employees who are there in the capitol. They couldn't actually use it. This story is not just in Tawi Tawi but even in other places. We don't see a lot of utilization in terms of the free Wi-fi and then there are also a lot of areas that are still underserved, still not connected which is... well, that's understandable given the difficulty of doing the operation but the root itself is that the technology that they employed or is employing for the free Wi-fi program is a little outdated. It could have used a much better and newer technology that would show that it is usable.
Question:	There are compact VSAT.
Answer:	Yes.
Question:	The compact VSAT ngayon is umaabot na ng 300-350k na nga ang cost.
Answer:	Yes, that true sir. In fact the one that we use is only 50k.
Question:	Talaga?
Answer:	The 350k, that is the budget for one year, budget for one site inclusive of subscription services at 35mbps. 1 year subscription, equipment, installation cost. If it is closer to Davao, it can go as low as 300k. Logistics lang actually yung nagbabago for the installation but for example the subscription cost that we use is only at 10k per month.
Question:	Do you do this through a supplier?
Answer:	Because Ateneo de Davao has ACCESS Mindanao Program and our goal is actually to connect different communities. We started this project only last year. Formally we started October, but we started installation started last December and the goal is actually to connect different sites all over Mindanao so it's in line with what the Free Wi-fi Program is doing but we focus mainly on schools.
Question:	Aside from that, yung strategy nga na you bundle all of the services together, you don't go through a contractor?
Answer:	Of course, we contract a service from a satellite. It's a much modern technology compared to what is being used in the Free Wi-fi. That's why each site gets 35mbps.
Question:	It's outdated in a sense that it offers less bandwidth?
Answer:	The one they're using before, if I remember correctly, is Uband which is a

	dominant technology. It transcends the old generation satellites. You can do broadband connectivity, but the throughput is as high. That's why usually malaki na ang 10mbps sa isang site. For us, under our program, we are using AABand technology. Shorter wavelength, that means you can compress more data that's why you can get a higher throughput. That's why each of our site, we get 35mpbs. Ang test namin is whenever we activate the site, we do a Zoom meeting so with our connectivity, we can do at least 5 simultaneous Zoom meetings.
Question:	Was this technology available as an option when Free Wi-fi was being conceptualized?
Answer:	Yes, it was already available. There were a few suppliers already who were doing the Ka band. When we started the project, it was my task to review all the options given na yun yung field ko talaga. I looked at all the different providers, I talked to all my friends in the satellite community and then from there based on our technical premise, we selected one and that's what we are using right now.
Question:	Iba to dun sa kay Elon Musk?
Answer:	Yes. So with Elon Musk kasi, technically, they're not yet allowed to operate in the Philippines. That's a legal issue.
Question:	Is there any scope for migrating to that?
Answer:	In the short term, for us, I don't recommend it yet. In terms of migration. One, wala pa yung infrastructure dito sa Philippines, they don't have the gateway for starling as of now.
Question:	From Ku to Ka?
Answer:	In terms of migrating, it's just a matter of receiving itself and the modem. The dish is almost the same size, it is smaller lang kaya in terms of migrating, it would be easy.
Question:	Would you recommend something like that? Kasi nasa mid-term e.
Answer:	I think I would recommend that because based on the experience that we had, it's much better compared to what the current infrastructure for the Free Wi-fi is getting.
Question:	Do you have any objections if I mentioned your name specifically?
Answer:	No, sir. It's fine.
SHARED SCREEN	

Answer:	<p>Basically sir this is what I've told you earlier, we also found 2 lacking in the Free Wi-fi Program, are these factors: social preparation and maintenance and monitoring. Before the installation, we do a social preparation so that we involve the community on what they will be getting or what we will be installing so that in a way they are also part owners of the sites. And this one, the maintenance and monitoring, because with the system that we have developed, even if we are based here in Davao, we can monitor all the sites so that we can know how many users are connected and how much throughput or how much data na utilized, what connections, and what apps are utilized. Importante yung maintenance and monitoring especially when there are issues, monitoring downtime and so on.</p> <p>We have 12 sites all over Mindanao. The ones with yellow are actually operational. So we have 3 sites left to install out of the 12. Dinagat Island, Mungkayo. We're doing Mungkayo this Friday in Davao de Oro, Compostela Valley.</p>
Question:	And you're travelling all over Mindanao?
Answer:	Yes. So these are all the sites that we have. We do it in different areas: Lake Sebu, in Maragusan, in Marayon, in Bukidnon, this was our first Madrasa Islamic School. We even have the minister for MOTC. This is all funded by Ateneo de Davao University. In 2 hours we can actually [install].
Question:	2 hours, huh? 2 hours installation?
Answer:	Usually, half a day lang ang installation. In two hours, it's connected so ayos ayos na lang. So this is part of our research and advocacy program. This was especially challenging, in Basilan, this was a place that even DICT couldn't go. And then ito yung isa naming nakita na kulang sa free Wi-fi program, wala yung capability to monitor. For us, we do this to essentially streamline our operations because we cannot afford to put a person there on each site to check/maintain lang. But with this, we can monitor all our different sites under the program. So mas maganda if the free Wi-fi program would actually have something like a monitoring capability.
Question:	May built-in monitoring utilizing dashboards recommended by DICT, but it's not as extensive as this. Hindi ka ba involved during the planning phases?
Answer:	No, sometimes DICT also asks us for help. We've showed them that this is the way kung paano mapaganda yung service, compared to what is currently being used. End to end ang [usage] nito. We hope that the free Wi-fi, sayang it's already an investment that's being put into different locations. Na-connect na namin ang Southern-most, Western-most, and Eastern-most provinces of Mindanao. We have one more left, the Northern-most sa Dinagat. We'll do that by the first week

	of June.
Question:	Malaki ang potential contribution nito. Thank you for this, we'll probably get back to you. [farewell greetings]

Key Informant # 7**Designation:** DICT Regional Project Team Leader**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	What is your sincere general impression of the UNDP project and its progress?
Answer:	In my area sir, the progress is 0% since wala pa talagang nangyari except for meetings, endorsement to LGUs, PGUs, and then time to time updates pero overall, wala pang nangyayari, walang action na nangyari dito sa area namin.
Question:	Ilan ba ang target sa inyong cluster?
Answer:	I think 500 plus.
Question:	Yung 500 plus, lahat VSAT? And this makes use of the KUBand
Answer:	Yes, sir. Lahat VSAT and makes use of the KUBand.
Question:	When was the last consultation meeting that you had?
Answer:	It was last year, around October, via Zoom. All stakeholders were involved.
Question:	So the consultative meeting included site coordinators and local government units, DICT? Were the contractors involved?
Answer:	Yes, sir. They presented the timeline na hindi na-follow.
Question:	The contractors present, were they from SpeedCast?
Answer:	Yes, sir. They presented the timeline.
Question:	At the same time, you are doing your own deployment. Yung non-UNDP na free Wi-fi for public places.
Answer:	Sa free Wi-fi po pero under contractor rin po. Pero kung kami yung gumagalaw, kasi meron ding special cases like special concerns that we can actually do, ginagawa namin.
Question:	How do you compare the deployment from the non-UNDP to UNDP project?
Answer:	Dun sa non-UNDP, based po sa experience namin, localized yung contractor, mas

	mabilis... di naman sa mabilis, madali lang magfollow up. Parang na-mamanage agad, nakakausap namin directly. Sa contractors coming from Manila or outside our area that's difficult. Example if nainstall na, we are looking into maintenance. Since outside siya, ang response ay matagal especially during the pandemic, marami kaming sites na bumagsak. Under maintenance pa rin dahil wala talagang nag-maintain kasi wala dun ang tao, mahirap pumasok. Sa UNDP kasi VSAT yung technology, we're not looking into local ISPs so it's terminal to VSAT technology. Madali yung pag implement.
Question:	If you're DICT, you do not have the liberty to do your own maintenance?
Answer:	Yes. Without the consent of the contractors kasi service. Kami, usually coordination. Papasa-pasa lang namin.
Question:	Do you cover Cebu, Negros Oriental?
Answer:	Yes, sir. We have 10 provinces. The scope we have is too big and the manpower we have is too little. We have only 6 members in the free Wi-fi program. Ang katulong na namin is yung mga provincial officers which is di kami masyadong makapagdemand ng time kasi marami rin silang inaantay na projects. Kasi ang nangyayari, marami kasing project, and kasi sa baba provincial officers ang nag-aantay sa coordination ng project. Kaya yung sa amin, if kaya namin kami gagawa kasi we have limited people. Limited rin kami ng resources sa vehicles.
Question:	Apart from manpower, pati mga resources kulang?
Answer:	That's why yung program ng free Wi-fi is to outsource to contractors so they will complement kung ano yung kulang namin. The department is still a young department. We do extra effort. Apat ng team namin nasa Cebu, pero dahil kulang kami ng tao sa Siquijor, nilagyan muna namin ng tao So isa nandun. Dito tatlo. Sa Samar Island, merong isa. Yung isa namin engineer pero ang role niya naman kasi is documentation so di namin siya agad agad mahugot. Yung dalawa namin is training specialist. Technically, the team is capable of doing the project, medyo marami lang masyado. Ang pinaka problem is yung maintenance.
Question:	Pero you also have training responsibilities? Do you train the site owners? Or troubleshooting?
Answer:	Troubleshooting, sir usually pero it's more on the contact per site. We told people dun sa ground na sila yung unang responders. Sila yung gagalaw.
Question:	At the end of the project, kanino ituturn over yung installation? Sa DICT ba? Sa local government ba?

Answer:	Sa previous naming projects, di pa namin alam diskarte nun e. Sa project kasi namin, as far as I know, ang kwan namin ay service. Pag walang service, walang bayad. Yun yung samin. Pag walang internet, wala na samin. Pero, sir, maganda talaga kung merong internet kasi magagamit.
Question:	You have a target of 500 VSAT terminals to be deployed. Dun sa timeline na binigay ng contractor, how many [numbers]?
Answer:	So hindi siya 10 months, dapat by May tapos na yung installation. Nagstart ng survey by December. Di lang siya isang probinsya, merong sabay sabay. Dapat around May or June tapos na dapat lahat. As of this time wala pa. Naresched nang naresched. Naghihintay na lang kami sa update.
Question:	Supposing it started January and the target for it to be finished is after 6 months, which is June, do you think that your team will be able to monitor all of these sites at the same time?
Answer:	So ang mangyayari, sir, is parang sampling lang. Kasi yung samin trabaho namin ay di free Wi-fi lang. Pag sabihin na connectivity, pinapatuloy yun samin. Multi-tasking sir.
*LOSS OF INTERNET CONNECTION	

Key Informant # 8**Designation:** Project Officer**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	How would you assess the progress of the project?
Answer:	This is definitely a delayed project. There are a lot of factors that are involved in those delays that are unfortunately factors that we cannot control so to sum it all up, in one word, the project is delayed.
Question:	So these factors are beyond your control. So would you be able to enumerate these factors from your perspective?
Answer:	One factor would be COVID, that has greatly impacted the movement of our main contractor and also its subcontractors. It also affects how the equipment comes into the country so logistics wise, there were additional costs which we did not foresee when we planned the cost regarding the project. That had an impact on both our local contractors and international contractors. Majority of the equipment was from China.
Question:	Granting that the factors are beyond the control of the project, do you think that the design of the project adopted its procurement modality, did it contribute to the exacerbation of the delay?
Answer:	In terms of the procurement, I don't think so. The time when we initiated this, or at the planning stage, we never thought that COVID would affect everyone or would occur at a certain timeline. But certainly, there would be a re-strategizing of the coming activities from output 1 all the way to output 3.
Question:	At what level in the logical framework for the series of changes would these strategizing apply? Would it be sa activity level or will it be changing the output? Will you be modifying the output or would there be some changes in the outcome?
Answer:	The output that I am talking about could be in terms of the sites and our equipment which is VSAT, which is not really available here in the Philippines. One strategy will have to be that we have to check if there's local contractors and local suppliers that offers VSAT, that would be better. We can minus the time of the

	<p>delivery from China or whichever country.</p> <p>And the other thing is with the sites, though I am not saying that we will be doing it now, there has to be a prioritization. When we started the project, we thought all public places and also the computerization of schools but now since we are shifting to modular or online classes, we have shifted our priority to schools. So that's one strategy that we have actually initiated. And in terms of output 2 and output 3. Output 2 first, our initial plan was to go out and train them how the applications work and how they can use the internet fully, but now we can't do it so we have to do it online. And also, aside from doing online, we can also hire local individuals or local trainers in the area so that we don't need to travel. So those are some options that we plan.</p>
Question:	Do you have much say when it comes to output planning?
Answer:	Somehow, I would say that I have an oversight of the three components. But not as much.
Question:	<p>You mentioned about output 2 which is about participation, monitoring and evaluation. The platforms are ready and there were training activities done but this could not be undertaken especially for the sites where the installations are not yet available.</p> <p>How would you describe the social preparation for output 2?</p>
Answer:	Social preparation, aside from the coordination that we did prior to the actual deployment from the subcontractor, we did speak to all the governors, provincial administrators, 36 provinces, and also involving their municipal planning development office. So we are in constant communication, as well as me whenever there's training needs for output 2, I also get in touch with provincial focals and get them to participate.
Question:	Sa level ng owners, may social preparation ba?
Answer:	There was no social preparation. I think the social preparation maybe when we had the launch with the 5 provinces so I think the community were involved, barangay halls, schools were even involved at that time so they were able to get to know about the project and the benefits. Social preparation in terms of the DICT and the contractor going down to the site during the site survey. So the contractors are going down to visit the area which building they will install the equipment. So there is some way of a social preparation. Apart lang siguro sa installers, after they install, they couldn't say much to the beneficiaries after that.
Question:	Now let's go back to output 1. Yung sa total targets natin for phase 1, could you

	give us a percentage of deployment or the figures? The most recent figures.
Answer:	We had 882. Meron na na nadeploy sa phase 2 but we prioritized it under phase 1 in a way so 882 is a mix of phase 1 and phase 2 sites. There is a phase 3 and it involves SUCs, 113.
Question:	Apart from the pace of deployment, coordination, communication ay masyadong centralized. They do not have a sense of ownership, what can you say regarding that? They do not get copies of reports, coordination- they are unaware that the contractor is already installing in sites under their areas.
Answer:	<p>I get that concerns almost on a weekly basis. The thing is, we have partnership agreement with the provincial office and it is agreed upon that si province lang sana yung main namin na focal and then one of the assistance that we asked from them is to cascade the information to the LGU but, in my opinion, didn't happen. So dun na mismo. I cannot blame rin naman yung mga installers, they are just typical engineers, they don't have the say in face value let's say to meet up with the province and then time constrain also, they have a time to follow so they go straight to LGU or to the site, which is technically di talaga alam ni LGU unless there are some memo which some provinces had sent out to LGUs but until LGU lang. Di na bumababa ng up to barangay.</p> <p>But we have been constantly informing our subcontractor, regardless, if you go to the province, make sure to go to the ICT offices or the regional office kasi si DICT is working hand in hand with the province so even if di si province yung mag iinform dun sa site owner, at least si DICT can assist you. But there's always a trap in the communication line and I really cannot tell what is going on with how they coordinate. Some subcontractors do coordinate with the LGU. It could be that communication from the top didn't really went down or no training was provided. It's sad but we have to deal with it on a regular basis and I have to remind everyone to strictly coordinate with DICT.</p>
Question:	Were the options for Ka band considered?
Answer:	I believe so. I wasn't at the technical review but I've heard of those conversations and I think there are a lot of options that we're looked into. It's possible that the current equipment at the moment was pasok sa budget. That is just my assumption. And our budget is for 6000 not just for 3000 so the whole budget is not 3000 for phase 1 only. They had to look into 6000 sites so maybe that was the reason that they chose that.
Question:	So is there anything else that you would like to share with us regarding output 1? Kung tatanungin ka, ano talaga yung insight that you would like to share.
Answer:	For an initial project, for 6000, it's too much for us. For me, like I said, there are a

	lot of issues that caused the delay and a lot of factors. Sometimes, politics. Maybe there was a review on this but I think we haven't looked into the capacity of the local subcontractor because our international contractors, they can do it, they can do it in other parts of the world, why can't they do it in the Philippines?
Question:	What can you say about the press release of PhilComSat?
Answer:	There are a lot of issues that were brought up and we were aware of some of it and we have tried to meet up with them. Those are issues that we believed we could have solved after a quick meeting but we were not given the opportunity to meet with them.
Question:	Why weren't you able to meet with them? Was it their choosing?
Answer:	Maybe no schedule? There are a few times that we tried to ask them for a meeting but one party is not available.
Question:	The main contractor, hindi ba nila pwedeng brasuhin?
Answer:	<p>Even since last year, we don't know why they can't control their subcontractor. So personally, I felt that there was something wrong. Even a simple information that you should know, they don't have that. They have to go to the local contractor and wait for it and provide us the details.</p> <p>But to me, you are the project manager, you should know that basic information even number of sites and not just because you are the contractor but you are the project manager for that. So I already had the red flags last year and it's sad that it came up to this magnitude including press.</p>
Question:	Thank you very much for validating that information. Please be open for additional interviews. [farewell greetings]

Key Informant # 9**Designation:** Project Officer**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	What are your sincere general impressions of the project and its progress?
Answer:	<p>My general impression of the project, of course, in terms of the value adding that we're doing right now, I will say that we are a part successful in that regard because if you look at the sites where they are located, these are really our target. So, majority of the sites, we already activated the Free Wi-fi for All access points. Yes, it is a little bit delayed compared to our initial target but it is because of the remoteness of the sites coupled with the mobility In the locations under the pandemic.</p> <p>For the value adding, if you compare also the target areas of this project versus the regular access points or target areas of DICT, we are concentrating on the remote areas and they are of course, concentrating on the areas where they are already provided the backbone. Private sectors already have wide connections. I think that this is the narrative that I would like to highlight.</p>
Question:	<p>So far as the value-added dimension is concerned, you have successfully targeted the sites and the majority of the sites are located in class municipalities compared to the sites where these are installations that are deployed by DICT.</p> <p>In terms of decision-making in selecting sites, there were comments that it was centralized, there was not much participation from the local government units and the provincial focal points of DICT in so far as the site selection is concerned. What can we say about that po?</p>
Answer:	Well, we define the site selection as like this, so we have commitment to DICT to take care of the 6000 sites and for value adding purposes, we prioritize sites. That time we have ongoing partnership with the DepEd under the K to 12 Computerization Program where DepEd and UNDP already provided ICT equipment, laptops and PC to the schools so we prioritize those areas. We provide a complementation. Our focal areas for the first batch are the DCP schools. When we design the package, we were thinking of DCP schools as the focal and then we have two more sites that can be served by VSAT because in these areas we know

	<p>that, because under the DepEd Computerization Program, many of these areas were provided with solar panel, meaning wala talaga silang electricity. So what we did is that we made that the focal area that will be one access point and to maximize the VSAT, we designed plus two more public places at other access points. We said that out of the 3000 sites, minimum of 1000 VSATs plus 2000 access points that can be served with technology making use of the data signal. That's our IT. So in a way, when we requested the DICT and the provincial office for the phase 1, we requested them to prioritize the 2 more access points within 1 kilometer radius of the VSAT so that's the participation that we asked them to do but in determining the schools, it was already chosen because it was our existing schools that were provided with ICT equipment but they can't maximize the use of that.</p>
Question:	Which was read upon by both DICT and the local government? What does DCP stand for?
Answer:	Yeah. DepEd Computerization Program.
Question:	Sa site selection po ito ano? Pero yung in terms of other decision-making? Dun sa for instance, yung sa deployment, yung communication and coordination with the local government units and with the provincial DICT focal points, there were a number of observations regarding having no knowledge of an installation ongoing or are provided with the monitoring reports. Could we validate that?
Answer:	<p>We also have an agreement with the PLGU kasi we thought that it will be very difficult for the winning bidder or the contractor to go to the site for phase 1 alone without the assistance of the LGU but we cannot partner with all the municipal LGU, so we partnered with all the provincial LGUs. And this partnership is concretized through the exchange of letters like a contract of like a MOA with the PLGUs. It is stated there that they will facilitate the acquisition of the site by issuing ordinances, issuing orders to the municipal LGUs and of course we provided a copy of that to the contractor. For the contractor to make sure that if the certain province will be their target for the week or for the month, we should coordinate first with the PLGU. However, some reports were being submitted to us and they are saying that these contractors are not coordinating with them so we are always calling the attention of these contractors to follow our communication protocol. It was really a challenge because we are not the ones going to the sites, it's the contractors and their sub-contractors. Somehow even if we're having a weekly meeting and in that weekly meeting, our instructions for them is to share with us their deployment schedule for that week or for the next week so that we can share with the individual LGU. However, most of the schedule change even before. So yun yung mga difficulty, the communication also between the contractor and its subcontractor.</p>
Question:	We cannot really point the blame at the Project Management Office since these are guidelines that the contractors are supposed to follow. Wala po ba tayong

	mechanism for sanction sa contractor? So wala talagang station na pinupuntahan yung contractor?
Answer:	Meron po kasi once na nakapaginstall na, halimbawa naginstall na, meron silang site acceptance. Site installation and acceptance report. Pero yun ay to be signed by the site owner. Yung site owner normally is a public person. Kasi school so maybe school administrator or school principal or the ICT teacher. Pag ka naman po barangay, barangay kagawad o barangay chairman. So dahil public places naman po kasi yung pinagiinstallan.
Question:	So they are not obliged to report this immediately to the province?
Answer:	Hindi naman po.
Question:	Although the contractor is trying its best to follow the prescribed procedure, yung communication breakdown I think this occurs between the site owner and the provincial government. Pwedeng ganun yung nangyayari diba?
Answer:	Yun po at saka ano talaga po is ang kulang talaga dun. Why we requested for the full coordination with the PLGU, it's also to help the contractor in accessing the site.
Question:	At the regional level, how often are they provided with the reports as to the progress of deployment and the installation?
Answer:	We have an agreement that the contractor will coordinate with them. In some cases, we even ask for IDs, and during the pandemic, an exemption but because of the problem with the contractor and the subcontractor, we assisted the contractors in securing permits from the LGU and malalaman na lang namin na di pala sila nagreport doon sa nagbigay sa kanila ng ID so syempre magrereklamo po sila. And those are really difficult, beyond our control. And dun sila talaga nagrereklamo, and we have to as the PMO, we have to absorb all this. Of course we are calling the attention of the contractor. Dun sa mga cases na hindi nila nalalaman, majority nun e wala pa talagang deployment in those areas.
Question:	The changes in the schedule are usually initiated by the contractor, pwedeng difficulty in logistical preparations or pwede na rin yung travel restrictions and so on. Yung slack na yun should be accounted for by the current situation, the only thing is meron kasing parang parallel efforts na ginagawa ang DICT pero hindi nga masyadong nafactor in yung remoteness of the sites that you assume compared to the sites that are assigned to the provincial DICTs. Tsaka sa kanila, directly sa provincial level yung implementation. Sila yung nagchecheck ng mga contractor.
Answer:	Opo. Ito po yung bago nilang procurement. When they partnered with us, nasa central office level yung kanilang procurement but last year, late 2019, dun pa lang kami nagkita po ni Sec. Honasan. They had this regional and provincial

	procurement. So they have capacitated the local and provincial suppliers. Actually yan yung medyo nakapagbigay ng number sa kanila ngayon.
Question:	<p>The tendency is for them to compare nga the progress that they have to the progress of the project pero mahirap naman icompare yung ganun kasi yung procedures nga ng procurement.</p> <p>Is it too late to consider a shift to decentralizing procurement or do we need to stick to the current procurement procedures?</p>
Answer:	<p>Kung meron pang ibang phase, pwede naman nating maconsider yun. Bakit ba ganun kalaki yung package na ginawa natin? Bago po tayo magbid, we studied the current procurement ng DICT, ano yung mga challenges that they encountered. So ang isang challenge that time ay marami nang installed sites but they are awaiting internet connection. Ibig sabihin, there is dependency on the two telcos to provide them with the bandwidth. And the other one is the lack of absorptive capacity of the local contractors because if you look at their bidding, pare parehas lang yung pangalan ng contractor and they have this package 1, package 2, package 3. And they are yet to deliver package 1 then meron na agad silang package 3. So yun po yung mga nakita namin. And when we analyzed the cost that was allocated for the project with the 6000 sites, we cannot have the 6000 sites unless we have economy of scale. That's why nung una, ginawa muna naming 3000 to test the market.</p> <p>And of course we had to consider that because the money that was transferred to us was for one year. Any contractor that will have an interest to that one, masyado pong malaki yung unit cost, pang-one year lang so what we did is to advertise it for 3 years with the colleterial that for the next 2 years will be subject upon availability. This is to have some assurance that there is hope for another 2 years so that they will not be charged too expensive monthly charges. So yun po yung we have to balance the absorptive capacity at the local level, also the unit cost that we have. So if you look at the unit cost, approximately, it's 200k per site inclusive of the solar panels, etc. Although we are buying services not the equipment but you have to consider also how the system will be running. So for our deployment, we provided solar panels also.</p>
Question:	Yung sa solar panels, kasama na po yung solar batteries dun?
Answer:	Yes. Lahat na kasama.
Question:	Yung solar power, ilang percent po ng total 6000 yung magkakaroon?
Answer:	So we have the phase 1. Sa phase 1 po ay there are 50k sites, 60% and target natin per bidding. For phase 2, 2000 sites, 30% will be provided with solar panels. Bakit 30% lang? Kasi kasama na dito yung DCT and ang mga areas sa phase 2 ay ang mga

	PLGU so pinrioritize po talaga nila yung mga areas nila. Kasi masyadong konti na yung mga DCT. Pero again, when we define this, ganun pa rin yung iniisip namin, one VSAT and then two agnostic technology. Both phases, nung natapos na yung bidding, lahat po sila ay VSAT solution because masyado pong maliit yung time na binibigay natin for them to install. Sa both phases, let's say they have 10 months to install, only 10 months to install so syempre kasama na dun yung pagprocure nila ng equipment, pagvalidate nila ng sites dun sa 10 months na yun.
Question:	Hindi kaya yung time allotment ang isa sa mga weaknesses po natin? Do you think that the 10 months would be realistic considering the site?
Answer:	Actually, isa po yan sa considerations. Bakit namang 10 months e alam nyo namang mahirap puntahan yan? Actually, even during the bidding process, yan yung mga clarifications na nira ng mga bidders that 10 months is too tight tsaka 3000 yung sites considering the remoteness of the area. Bakit di namin inextend? Because that's also somehow our agreement with DICT. Kasi sa DICT, they have to deliver that within the week.
Question:	May plan talaga sila and they're accountable for the presentation of that plan. Siguro kasi tinitignan nila yung mga deadline.
Answer:	This fund is their 2018 fund so pagrereport po nila, maco-COA sila kapag hindi nila madeliver yun ng 2019. Ang sabi ko nga sa inyo this project is two types: on the schedule and on the budget side. So yung money na to is their allocation in 2018 for 5000 sites and when they started, the said amount is for 6000 sites and for delivery for the next 10 months. So yun po yung somehow the tall order. I cannot blame DICT at that time because kaya nga sila nakopagpartner, to help them roll out. So parang tall order rin po yun that's why we designed it so that we can have very big company that will have the absorptive capacity to handle this. Unfortunately, sa ngayon, nakasalalay din sila sa kanilang local partners. To translate, yung kanilang commercial agreement.
Question:	Pakiulit nga po yung balancing act na ginagawa natin. You said you're trying to balance the absorptive capacity of the local partners with the cost. Ganun ba?
Answer:	We're trying to balance the unit cost of access points versus the total target of the project vis a vis the total allocation. So because we have 6000 sites and we only have this amount of money. Dito po papasok yung economy of scale and also, we have to look into the absorptive capacity of the local partners/vendors in consideration of the status of DICT contacts.
Question:	Yung absorptive capacity na ito not referring to the subcontractors ano?
Answer:	Ng lahat po, ng lahat kasi nga before we design the packages, we study the existing market.

Question:	Kasi bale to achieve economies of scale edi one large contract na lang ito lahat. So the main contractor is SpeedCast? Tapos the subcontractors would be PhilComSat.
Answer:	PhilComSat lang po. Actually, ang kacontract lang po namin is SpeedCast has a teaming agreement with PhilComSat.
Question:	Tapos wala kayo nung contract sa PhilComSat?
Answer:	Wala po. Wala kaming direct relationship with PhilComSat.
Question:	Okay, so kung imonitor niyo sila sa kanilang personality as a representative of SpeedCast, ganun?
Answer:	Yes. So every time that we have a meeting. Nung earlier po, kasama pa yung PhilComSat sa aming regular meeting. Towards the last year, nung nagchange sila ng PMO, hindi na sila nagparticipate kasi nga lahat ng aming instructions, we're giving it to the main contractor.
Question:	Tapos SpeedCast na yung accountable?
Answer:	Yes, because mahirap rin kasi yung nandun sila tapos yun.
Question:	We all know that SpeedCast has filed for bankruptcy, was it before or after?
Answer:	After po. Actually, we received this notification from Speedcast that they applied for spreadsheet restructuring under chapter 11 of US bankruptcy law. They have a new ownership but they are maintaining their name.
Question:	Tapos this new ownership, parang they're bound by the contract?
Answer:	Yes po. They're bound by the contract.
Question:	When this contract was negotiated, did you consider other technology alternatives?
Answer:	That's a very good question. Nung phase 2 po actually and even on phase 1, we're not still bidding on VSAT only ang sinabi lang natin ay minimum of this number of VSATs because we're still hoping na somehow they will propose any other technology to supplement the VSAT pero yun po e. Maybe because of the topography, the site, because yung line of sight, etc., is really difficult.
Question:	Will Ka band be considered in the future or kasama na yun sa specifications nung contract so hindi na mapapalitan?
Answer:	Yung sa contract po, as it is now, hindi pa siya mapapalitan pero sa second year of service, pwede naman kasi as long as the data favors Ka naman. We can study that. Also, we have to consider the cost difference of the two bands.

Question:	Do you think there could be an alternative option in so far as the technology is concerned?
Answer:	When we bid no, It's part of the study that we conducted and I think that you can ask someone else about this one because he did the market research and analysis.
Question:	I want to determine the scope of accommodation, in the future, a change in the technology. Given the cost and the bandwidth, do you think that this is possible o hindi na talaga pwede dahil sa specializations?
Answer:	<p>Pwede naman yun as part of your recommendation but my only request is when you compare the costing that we have, with the DICT deployment in the areas. Also, you can look at the technical specifications and we'll see there.</p> <p>Narinig ko na po yan although I don't know the specifics.</p>
Question:	Maraming salamat po, marami tayong nakuha dito. [farewell greetings]

Key Informant # 10**Designation:** Project Officer**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	This interview will focus on the M&E process of the project, the M&E tools. Three observed constraints and issues, and I'm referring to decentralized implementation, coordination of the project, as well as communication internal and external. Yung M&E process, could you please describe it to us?
Answer:	Okay. Sir, basically po, nung nag-start ako, meron kaming bi-monthly na reporting. Nawala 'yun around end of 2019 then na-shift siya into monthly. Nagkaroon uli ng panibagong rules. Nakalimutan ko kung kelan nag-stop, pero last year 'yun. Parang first quarter of last year, tinigil na namin ng monthly na document talaga, pero nag-pepresent kami sa team sa program kina Miss Lui[sa] every month. Mga powerpoint presentation na lang instead na 'yung dati na merong excel file na talagang pinapasok numbers at nag-dodocument.
Question:	Miss Lui[sa] being?
Answer:	Siya po 'yung sa team leader po.
Question:	Team leader ng?
Answer:	Institutions and partnership po, which is under the UNDP project namin.
Question:	Ang na-meet ko dito, si Mark?
Answer:	Yes po. Siya po 'yung focal namin.
Question:	Ang complete name ni Miss Lui[sa] is?
Answer:	Maria Luisa Isabel Jolongbayan.
Question:	Okay. 'Yung procedures natin sa M&E, dati may bi-monthly meeting tapos naging monthly, parehong with the appropriate documentation, data in Excel files. This eventually became presentations only with the team leader.
Answer:	Aside po from dun, meron po kaming quarterly na progress report na sinu-submit and then 'yung annual progress report. Then nagp-prepare din po kami ng annual work plan for the targets namin dapat for the year.
Question:	The annual work plan is not really under your leadership.
Answer:	Yes po. Pero basically buong team po talaga 'yung gumagawa nun.
Question:	Sa M&E naman, the monitoring reports that you supplied me last time, is this directly under your supervision o part 'yun ng Outcome 1 activities? 'Yung pagmo-monitor ng installation and deployment?
Answer:	'Yung sa installation and deployment po, nag-aassist lang ako sa Output 1. Nag-uusap lang kami parang, "Okay. Pano ba natin mae-ensure na name-measure

	<p>‘yung dapat i-measure?" Assistance lang po ‘yung pino-provide ko dun. Basically, ‘yung Output 1 po talaga ‘yung nakatutok dun.</p> <p>Most of the time, magtatanong ako sa kanila ng parang ilan na ‘yung for this week ‘yung na-install. Nung start po, siyempre nung nag planning kami, nag-uusap kami na parang kailangan ba natin ng kausapin ‘yung contractor na makapag-submit sila sa'tin ng monthly target nila? Eventually, di nag-work out with the contractor. Based dun sa nature ng contract, at least ‘yun ‘yung argument nila sa amin, hindi feasible ‘yung monthly targeting.</p>
Question:	Merong ba silang alternative na pinropose?
Answer:	‘Yung alternative po nila na pinropose sa amin is nag-try silang mag come up ng monthly din naman na installations, pero ang sabi nila sa amin hindi ‘yun set in stone, ‘yung mga numbers. Approximation lang ng ta-targetin nila.
Question:	Process-wise, impractical nga ‘yung submission of monthly, quarterly, or annual monitoring reports or forms from the contractor given the fact na the deployment is determined more by ‘yung conditions on the ground rather than scheduling. Hindi ba kasama sa proseso? Let's say they submit reports every time a deployment is done or at any point in the process, kailangang meron silang i-submit not only to you, but copy furnished to local government unit for instance and DICT or the clusters. Wala dun sa prosesong ‘yun mismo ‘yung ganun?
Answer:	‘Yung samin, meron silang sinu-submit. Before, ni-require namin silang mag-submit ng RAB report. ‘Yung sa amin, red, green, ‘yun po ‘yung mga code. Di po nila sinu-submit ‘yun. Major limitation lang siguro ay internal ‘yun nilang sinu-submit sa amin. Pero ‘yun, hindi namin ‘yun pino-provide sa DICT nor do we provide it dun sa PLGUs. Ang tinry po naming i-grant for access ng DICT is ‘yung dashboard kung saan masisilip nila kung ilan na po ‘yung nai-install.
Question:	Pero hindi pa operational ngayon kasi wala pa yung mga installations?
Answer:	Merong po kaming isang dashboard na working. Actually pinag-usapan namin kung kailangan namin kayong bigyan ng access. Ang problema lang kasi dun, pwede siyang magalaw. Sabi namin may security feature na problem kaya di namin ma-share sa inyo. May isa pa pong system. ‘yung sa GWN. Tatlo po kasi ‘yung system na meron.
Question:	GWM, meaning?
Answer:	Grand stream po. Isa po ‘yung Data studio.
Question:	Hindi, teka. ‘Yung GWM?
Answer:	Grand stream.
Question:	Bakit GWM ‘yung acronym?
Answer:	Hindi ko rin po natanong.
Question:	‘Yung isa?
Answer:	‘Yung isa ‘yung sa Google Studio po, data studio po ng Google.
Question:	Bale in place na ‘yung DICT dashboard. Who among the stakeholders have access to this?
Answer:	Cluster head lang po.

Question:	Cluster head ‘yung kunyari sa Luzon?
Answer:	Yes po. Kung naalala niyo po, Luzon cluster 1, cluster 2.
Question:	You mean sila lang ‘yung may user account saka password?
Answer:	Yes po.
Question:	Okay, sige. May mga feedback din from some of them na lack of information regarding the progress of the deployment and ‘yung transfer ng installation. Baka hindi lang nila masyado nasusubaybayan kumbaga.
Answer:	Siguro i-admit ko sir, parang medyo may void talaga particularly sa Phase II. ‘Yung nangyari kasi dun, after nung October namin an meeting, medyo bumagal ‘yung update. Lagi sila nagtatanong kung kelan talaga bababa ‘yung contractor. Pagdating dun sa aspect na ‘yun, limited ‘yung mabigay namin sa kanilang information. Proactive nga sila. ‘Yung nangyari dun, hindi kami nag-cascade ng information sa kanila. Sila ‘yung proactive na nag-look sa amin ng information.
Question:	Kailangan pa ba sila mag-request or they could go directly to the dashboard and monitor the developments?
Answer:	‘Yung problema nila sa dashboard, ang naka-reflect kasi don is ‘yung provinces na may installations na. If ever, ‘yung tanong nila ay kung may schedule ba ng team na bababa sa amin. Hindi pa nila makikita ‘yun. Even may access sila dun. Talagang ‘yung information na ‘yun, wala po dun. Limitation po namin.
Question:	You were referring to the October 2020 kick-off meeting where Speedcase briefed all the stakeholders with the schedule of activities, the Zoom meeting nung October?
Answer:	Yes po. Dalawa po siya, so morning is ‘yung nasa Luzon and then ‘yung sa afternoon.
Question:	Visayas, Mindanao. Attended by the regional directors at saka ‘yung mga cluster heads.
Answer:	Province and then ‘yung mga provincial officers din ng DICT.
Question:	The engineers, oo. Tama.
Answer:	Actually po, may MLGUs pa na umattend. Hindi po lahat, pero may iba pong PLGUs na nagpaalam samina...
Question:	I understand their concern kasi kahit dun sa mga FGDs namin, invited namin ay PLGU pero nagsama sila ng mga MLGUs kasi mas knowledgeable sila dun sa nangyayari sa deployment sa PLGU. Kaya siguro nagsama para may additional information na ma-share. In terms of the M&E process, did you conduct a baseline?
Answer:	Hindi ako mismo ‘yung gumawa. Nauna kasi ‘yung papel kumpara sa akin. 2018, natapos na nila. Sa kanila po ‘yung pag-conduct ng baseline dun sa mga nauna sa amin.
Question:	You're referring to the design team. Ganun ba?
Answer:	Yes po.
Question:	Sa UNDP, ano ngang tawag dito sa kanila?
Answer:	Involved po sa project initiation.
Question:	Hindi pa ‘yun ‘yung team niyo?

Answer:	Hindi pa po.
Question:	‘Yung sa baseline, meron ba tayong data nun?
Answer:	Actually, may data pero ang karamihan pong makikita niyo dun is nakalagay zero, zero. Wala daw talagang data na makuha.
Question:	In terms of the targets of the project, ganun talaga.
Answer:	Start from scratch.
Question:	Although it would have been ideal kung kunyari province-wise. The UNDP project is being conducted parallel to the existing DICT project kaya lang magbibilang din naman ‘yun kung ganun ‘yung output.
Answer:	Honestly, nag-request kami niyan na if possible ba na ‘yung mga targets nun, i-establish na lang. Mag data gathering kami nung around mga August ng 2019 kasi July ako dumating pero since in full swing na ‘yung project, ang sabi mahihirapan na.
Question:	Medyo late na din. Di na talaga baseline figure makukuha. Understandable naman ‘yung sa Output 1. Sa Outputs 2 and 3, kunyari training leads, mga ganun, wala tayong data nun?
Answer:	Wala rin sir.
Question:	Specifically ‘yung sa DICT for instance, ‘yung procurement process. Alam mo naman ‘yung mga news reports na lumalabas ngayon. Ang tingin ko talaga dun, it's a problem of optics, perception. Kino-compare ‘yung performance ng UNDP outputs sa Free Wi-fi at public places nga na project na isinasagawa. Actually, ‘yung mga provinces na mismo ganun ka-decentralized. The numbers, parang a distorted view of what's happening kung numbers lang ‘yung pinagbabatayan. Parang ang dami dami nilang progress tapos ‘yung UNDP ay malaki ‘yung slippage. ‘Yung statement ni Harry Roque ganun. Parang meron pa siyang, "Sa totoo lang..." ganun. We need to sana compare. ‘Yung sa DICT for instance, isa dun sa mga outputs ay ‘yung capacity building ng DICT sa procurement. If it appears that their procurement is much more efficient than what we're doing in the project, then it's really going to be a problem of optics. Meron bang training needs analysis na nagawa regarding the procurement process, etc.?
Answer:	Yes, sir. ‘Yun pong training needs analysis, ginawa po siya ni Pam. Siya po ‘yung in-charge ng Output 2 and 3. Ginawa siya ni Pam nung January last year.
Question:	Medyo late na din ‘yun diba? That is January of 2020.
Answer:	Hindi ko lang pala alam kung na-inform kayo na nung nagkaroon kami ng controversy with DICT nung August 2019, ang naging directive kasi is most likely mahirapan kaming ipunin ‘yung mga tao nila for baseline information. Kaya po nadiskaril siya. Namove siya ng January 2020. During that time, ‘yun naman, nagkaproblema naman kami. Parang pagdating nung January, ang naisip ng DICT, gusto na naman nila na ngayon, lahat na ng staff ng DICT isama namin.
Question:	Hindi naman pwede ‘yun. Targeted lang dapat ‘yung capacity building.
Answer:	Ngayon ang plano naman nila is buo. Nag-usap na naman uli kung how to do it and then inabot na kami ng pandemic.

Question:	'Yung cause ng controversy with DICT in August of 2019, are you at liberty to divulge that to us?
Answer:	<p>'Yung nangyari kasi, based dun sa COA report nung 2018, medyo adverse kasi talaga 'yung take ng COA with the relationship na pinasok ng DICT with UNDP. Nung pagdating na pagdating nung team nila Secretary Honasan, 'yun yung COA report na nakita nila. Siyempre puro red flag. Although hindi ako privy, second hand information, nung nag-usap daw sa COA head office, 'yun yung sinabi ni Secretary Honasan na nag-panic siya dahil dun sa adverse report talaga ng COA. Kasi pag tiningnan talaga sir, sobrang walang legal basis, against procurement laws, ganun. Siyempre sa kanya, if tinuloy niya at hindi clear sa kanya kung ano 'yung legal basis talaga nung project, mai-impute na parang tinolerate niya 'yung ganung klaseng contract.</p> <p>Kaya nag-decide sila agad na based on the COA report na termination. Na-explain naman ng COA eventually na, "Wala naman dun sa report namin to terminate, i-explain niyo lang na maayos paano nag-come up 'yung ganitong klase ng partnership and then ano 'yung basis niya if not the procurement law."</p>
Question:	Okay. Basically, the COA observation, it was questioning the precedence. Dati dati UNDP ang nag fund ng project. Ngayon ang UNDP ang finu-fund ng Philippine government. Parang ganun siguro. Optics na naman. May mga precedence naman. Diba 'yung sa K-12 ganun din ang arrangement, 'yung DepEd computerization program.
Answer:	Yes po. K-12, DSWD.
Question:	Eventually this was resolved, ano?
Answer:	Yes po. Dun lang po kami nakabalik uli. Parang October kami naka-resume talaga 2019.
Question:	Malaking kinain na din na oras.
Answer:	Two months na din 'yung nawala sa amin. During that time talaga, 'yung August, September na 'yun, kung wala 'yung support ng leadership ng DICT, mahirap gumalaw. Mahirap makipag-communicate. For example, kung gusto namin makipag-meeting even with PLGUs, syempre gusto namin may support 'yung DICT din or informed 'yung mga provincial offices nila if pupunta kami dun. Parang ang hirap mag-communicate dun sa mga tao nila sa ground kung may messaging na na parang terminated. Parang ang question, bakit pa kami nandun to communicate with the PLGU? On what authority kami nag work pa, given na may message na from the central office na terminated 'yung partnership?
Question:	Pero it was made clear na walang termination?
Answer:	Yes po. Sabi naman ng COA na hindi sila nag-recommend ng termination. Sabi ni Secretary, talagang na-ano lang sila. Kasi pag tinignan 'yung mga allegation na the fund was donated to UNDP, kung ganun 'yung mga tono, syempre kung ikaw nga naman Secretary, matatakot ka talaga.
Question:	Bale 'yung ano ng auditor, kung paano sinulat 'yung report.
Answer:	Yes, sir. Madami kasi talaga.

Question:	Ano 'yun, COA ng DICT o sa Office of the President?
Answer:	'Yung COA po na inassign ng COA head office sa DICT.
Question:	Hindi 'yung internal auditor?
Answer:	Hindi po. 'Yung mismong from COA po.
Question:	Bale talagang hindi siya pamilyar sa ganoong klaseng arrangement. As you said, this as eventually resolved. At that time, 'yung mga contractors, parang halt din sila.
Answer:	Yes, sir. Actually, hindi namin natuloy 'yung bidding. Nag-evaluate, pero syempre hindi kami maka-award agad kasi nga dahil dun sa nangyari na parang maku-kwestiyon kami. Then syempre naalala din namin baka mamaya nga sabihin ng DICT na kukuhanin nila uli 'yung pera tapos nag-look kami ng isang contractor tapos ma-breach. Kami naman ngayon 'yung mabreach kasi may ganitong issue tapos hinire namin sila.
Question:	Eventually, kelan na-consummate 'yung bidding?
Answer:	October 10, 2019 'yung for Phase I.
Question:	Okay. Lahat ng mga deployments, nagsimula lang sa third quarter of 2019.
Answer:	Actually, nasa fourth quarter na. Syempre, may domino effect na. Syempre nakipag-usap din kami dun sa contractor ano 'yung possible effect. Sabi nila samin 'yung una is 'yung pagpasok ng shipments kasi sabi nila tatamaan na 'yung November, December. Sabi nila kasabay na namin ngayon 'yung mga nagpapadala sa pasko, mga OFW. Sabi nila instead na dun sa unang plano nila na if natuloy ng August, parang isang buwan lang mashi-ship. Ngayon, dahil mahaba 'yung pila sa customs, lahat 'yun affected. Up to two months pa 'yung mga equipment
Question:	Lahat nga na ito nag-exacerbate. Lalo na pagdating ng COVID, ng first quarter ng 2020.
Answer:	Actually, kaya po nag-try na kami, particularly nung nagka-COVID, na maging twice a month 'yung meetings namin with contractor para mamonitor nga talaga and malaman agad namin 'yung problem. Nung mapansin namin na mabagal pa rin itong 2021, minove na namin na maging weekly na talaga 'yung meetings. As much as possible, ayaw sana namin mag-micromanage pero syempre kailangan talaga sundan kung ano na po 'yung nangyayari dahil mabagal.
Question:	Ganito na nga ang picture natin. 'Yung learning dimension or part of the M&E process, what mechanisms do we have in place for institutional or organizational learning? For instance, 'yung mga reporting forms natin. Nafi-feedback ba ito sa mga kinauukulan para may mga changes sa implementation strategies? 'Yung adoptive management nga na tinatawag. For instance, 'yung bagyo nung November last year.
Answer:	Honestly sir, hindi kami masyado nag-feedback sa DICT. Syempre every time na nag-uusap kami, ang kina-consider namin is kaya sila nag-turnover ng budget samin, kasi ang ineexpect nila kami 'yung magtatrabaho. Kaya pagdating dun, yes, may updating kami sa DICT. As much as possible, gusto namin monthly. Eventually, na-move na siya ng quarterly. Within sa team, 'yun po. May meeting

	kami every monday. Pinag-uusapan namin kung ano na 'yung mga nangyari ng previous weeks or previous months. Tina-try po namin na parang mag-come up ng solutions na doon sa mga concerns an na-encounter. Before din po mag-start 'yung year, nung 2020 and then itong 2021, nagt-try din po kami i-distill kung ano 'yung mga naging major hiccups namin for the year. Para sabi namin, as much as possible, hindi na ulitin.
Question:	Kahapon, someone made mention of re-strategizing efforts ng project. Eto na nga 'yun.
Answer:	Sobrang dami na po 'yung re-strategizing. Sobrang dami na po.
Question:	Sa palagay mo, 'yung difficulties na na-encounter nitong project, apart from 'yung COA observation tapos the pandemic tapos recently naging issue nga 'yung restructuring, apart from these, may cause ba? Is it the nature mismo nung project na ito na parang ang UNDP was engaged to provide services? Is it the model itself that is problematic?
Answer:	Honestly sir, sa tingin ko, hindi. Actually, pag tinitignan ko 'yung service contractor namin, feeling ko if 'yung nakuha niyang sub-contractor is performing well, hindi po kami magkaka problema ng ganito. Siguro po 'yung parang naging effect lang ng pandemic is if ever na walang pandemic, parang pwede namin talagang physically i-meet agad at pag-usapan 'yung mga concern. Feeling ko po mas umusad kumpara ngayon na since distant lahat. Di ako sure, pero feeling ko parang pwedeng magtago 'yung subcon sa idea ng hindi available for meeting ngayon, walang connectivity ngayon.
Question:	'Yun ba ang sinasabi ng sub-contractor? Do you feel there has been an avoidance of accountabilities na nagagamit 'yung current situation as an excuse?
Answer:	Hindi nila directly sinasabi, pero na-observe namin. Kaya actually lagi namin kina-clarify 'yun with our contractor. For example, sasabihin ng contractor namin na parang on their end, 'yung parts ng equipment na kailangan sila 'yung magbigay, nandyan na. 'Yung parts ng equipment that would be coming from the subcon, 'yun 'yung lagi nilang hinihingan ng information na parang ang tagal tagal bago ibigay. Minsan, parang inaabot na ng a month or two. For example, inventory of equipment lang. Sabi namin, "Okay. Ano 'yung equipment na meron na ang SpeedCast na pwede na naming tingnan?" Syempre, 'yung equipment na 'yun, ano 'yung dapat component coming from PCS para masabi na mag-work na talaga 'yung equipment? 'Yun po 'yung hindi ma-account.
Question:	You have no direct dealings with the sub-contractor diba?
Answer:	Yes po. 'Yun po 'yung isang focus namin.
Question:	Ano naman ang explanation ng contractor sa ganoong klaseng performance ng kanilang partner?
Answer:	'Yung lagi nilang sinasabi during meetings ay, "Nagt-try kaming to go in contact with them" or kaya nagkaroon ng shifting sa warehouse and then 'yung mga parts, hindi nila na-acount ng maayos nung nilipat lipat sa warehouses. Ngayon, hindi nila ngayon ma-account lahat na parang itong components for A equipment

	na dumating is nandoon talaga sa warehouse na 'yun. Basta naghalo-halo na po 'yung nandun.
Question:	Kaninong responsibility 'yun?
Answer:	Dapat po sa subcon na. Kasi nung before po ito mag-start, pinakita nila sa amin 'yung style nila ng warehouse then 'yung parang assembly line na dadaanan ng equipment components. Before mag-install, nasiguro muno nila na nandun na sa isang box, kumpleto 'yung laman and parts. Tiningnan namin 'yung assembly line. Maganda po kasi per station, nakalagay dun na parang ito 'yung unit, ito 'yung kailangan niya and then move, move, move hanggang sa dulo. Okay siya, pero nung nag-move na siya, may iba po kasing drop off points, Palawan, Davao, dun po nagkagulo sa mga drop-off points.
Question:	Bale responsibility na ng sub-contractor 'yun no?
Answer:	'Yung subcon na may sub-con din sila. Actually, isa 'yun sa mga pinag-uusapan namin ngayon na parang baka siguro mas maganda kung ang nakalagay dun sa unang ITD ay 'yung subcon ng contractor namin or mismong 'yung contractor is may commitment na they will have engagement sa provinces. Kasi ang nangyari ngayon, isang central office din lang ang PhilComSat. Wala din silang provincial offices. 'Yung extent ng partnerships na ginawa nila sa province, hindi namin alam. Medyo centralized.
Question:	Bale hindi sila directly accountable sa inyo kasi ang kontrata nila is with SpeedCast. 'Yung SpeedCast naman, 'yung enforcement ng contract na 'yun, may deficiency din sila.
Answer:	Yes po. Actually, lagi namin sila sinasabi dun. Kasi sabi namin, "Hindi kami privy kung anong klase ng contract ang pinasok niyo, ano ba 'yung sanctions, ano ba 'yung legal damages."
Question:	Ano 'yung response nila?
Answer:	Hindi sila clear diyan sir kasi hindi namin nakita 'yung kanilang [process]. Sabi naman nila, nasa shouting match daw sila if nasa meeting. Ganun 'yung sinasabi nila. Nakikipag-usap na din 'yung legal office nila with the legal office of PhilComSat about liquidated damages. Pero kung anuman po 'yung details dun, hindi kami.
Question:	Oo nga. Dapat nga hindi panghimasukan 'yun if only for the fact na talagang nadedelay 'yung deployment nung budget.
Answer:	Yes sir. Actually, ayaw sana namin i-monitor na 'yung mga part na 'yun.
Question:	You're forced to. Could we shift to another item sa sustainability naman? This pertains to the costing. Are you privy to the costing? 'Yung unit cost ng mga VSAT terminals, 'yung complete installation kasama na 'yung solar panels pati subscription.
Answer:	'Yung estimate namin for Phase I is around \$400. Per unit na po 'yun. Nakalimutan ko lang po kung \$225 or \$215 'yung sa Phase II.
Question:	Mas nag-mura nung Phase II?
Answer:	Actually, nagmura po siya kasi diba nag-bid din ang SpeedCast sa Phase I. Mas mahal kasi 'yung CAPEX na kailangan nila kasi kailangan nila mag-create ng hub.

	Since may hub na dun sa Phase I, so nung nag-bid sila uli sa Phase II, kaya bumaba 'yung cost kasi marami ng CAPEX. Parang nawala 'yung CAPEX for Phase II. Mababawasan na siya since meron na sa Phase I. Nung tiningnan din namin 'yung mga quotation dun sa Phase II nung other bidders, umaabot dun sa quotation ng SpeedCast ng Phase I kasi mag-eestablish ng hub.
Question:	If this is \$400, that's PhP 20,000 per unit. Ang laki nung diperensya sa DICT, PhP 35,000. Sigurado kang ito 'yung unit cost ha?
Answer:	Hindi ko pa sir nakikita 'yung sa VSAT ng DICT, but 'yung sa iba kasi nila, syempre fiber.
Question:	VSAT cost ito. Ano to ha, 'yung medyo bagong modelo na. Mag-iinstall sila sa UPOU.
Answer:	Hindi ko rin kasi sir alam kung ilang mbps. Syempre depende din sa bandwidth.
Question:	Itong unit cost na ito, kasama ba ang?
Answer:	Maintenance, bandwidth, lahat po yan.
Question:	'Yung subscription andun na din?
Answer:	Yes sir. Opo.
Question:	Bale ano to, monthly? Hindi ba monthly basis 'yung subscription?
Answer:	Yes sir. Kami po 'yung magbabayad sa kanila per month.
Question:	All in na dun sa \$400 per unit?
Answer:	Yes sir.
Question:	I hope you're open to other sessions in the future, should we find it necessary. Thank you very much for all the information that you shared. [farewell greetings]

Key Informant # 11**Designation:** Regional Director, DICT**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Answer:	<p>In my area, what resonates to me actually is the UNDP in ____ I actually gave my attention to ____ when I requested UNDP to prioritize it. It should not be a part of the rollout initially, but because of the request also in response to the provincial government to power up with VSAT connectivity to the selected rural health units, it was accommodated. I was happy for that, that a lot of rural health units were provided by UNDP with a VSAT. That came in handy, especially now at this time where RHUs would play a pivotal role for the vaccination initiatives in the country.</p> <p>Secondly, what also would really come into my mind when we talk about UNDP is the one in ____ because I think we are given a great lot of sites to be powered up in _____. I personally attended the national launch of the UNDP. I was in ____ and I was equally delighted to be there. The stakeholders are happy that ____ finally has also been considered, given that it is geographically detached, being in the archipelagic set-up of the country. They were given due consideration and attention.</p>
Question:	This launch in Palawan, when did it occur? Just an estimate.
Answer:	I can't exactly remember the date, but it was at a time when USec. Rio is still our DICT secretary.
Question:	That would be around August maybe or June of 2020?
Answer:	Yeah, more or less. Around June nga, parang ganoon. It was actually a nationwide simultaneous launch.
Question:	Yes. This was done via Zoom, right?
Answer:	Yeah. I can't recall exactly the platform, but it was broadcasted. I was in Palawan while we also have another one in Legazpi as part of my cluster. I think other regions participated while Secretary Rio then was in the central office in Quezon City.
Question:	Okay. Now Sorsogon, Palawan, Albay, this is part of Phase I as well as Phase II, correct?
Answer:	From my understanding, Sorsogon is not supposed to be part of Phase I, but it was accommodated. We manifested that request and it was endorsed by Secretary Rio and it was accommodated.
Question:	How about Palawan and Albay? Are they part of Phase II or Phase I?
Answer:	Albay is Phase I. I think Palawan is Phase I also. I don't know if the whole would encompass Phase II or it's really all-inclusive in Phase I. I think Palawan is one of the initial beneficiaries of UNDP.

Question:	Okay. You mentioned that in terms of the site selection, your suggestion for the inclusion of Sorsogon was accommodated. Other than Sorsogon, do you have any observation regarding the selection of sites?
Answer:	In the first workshop that we had, we were quite clueless with regards to the selection. It was addressed when finally the LGUs or the end user or the actual beneficiaries of the sites converged in a workshop. In that workshop, we actually agreed to revisit the sites and it was finalized to make it more meaningful and encompassing so to speak. We were able to provide suggestion as to what else can be included or what should not be included because the Free Wi-fi for all would already be present in that particular area that was initially considered.
Question:	Were you referring to the Shangri-La workshop?
Answer:	Yes.
Question:	You mentioned that parallel to the UNDP initiative, DICT is also deploying its own infrastructure at provincial level. Could you compare the progress of both initiatives in terms of deployment?
Answer:	If I am to use Sorsogon as an example, I would say it was relatively fast. When it was targeted that the sites were Sorsogon to be installed, it was so sweeping that I think almost 50 sites were actually put in place.
Question:	Were you able to coordinate with the contractor when the deployment was ongoing?
Answer:	Yeah. I think the one success factor towards the successful or harmonious and smooth installation is that there was actually due consultation and collaboration not only between the contractor and DICT, but even with the provincial government, so much so that even during the time of pandemic, necessary arrangements were provided to ensure that the entry of the contractors, the mobility, will not be hampered.
Question:	Thank you very much for that observation. I must say that it is not the common observation among interviews.
Answer:	If I am to look at Sorsogon, I am satisfied in so far as the rollout is concerned. For one, it's not supposed to be part of Phase I. By our request, it was accommodated and it was done swiftly. The constituents are enjoying [the rollout]. I think this is common to all. What is relatively an area for improvement is the bandwidth. It's very limited at 2mbps. It's good that this is something for RHU. The potential users would not be as many as compared when the site would have been intended for a school.
Question:	Yes, correct. I would imagine that during the planning stage, the functionalities that they had in mind did not include streaming, learning management systems for online learning. Perhaps they were just thinking in terms of messaging, collaboration, file transfers, and so on, the usual functionalities that would not require so much bandwidth. Speaking about bandwidth, were you aware that the specifications of the technology attendant to the VSAT model would be the Ku-band na medyo limited ang bandwidth? Were you given these?
Answer:	Yeah. 'Yun nga 'yung initial reaction namin during that Shangri-La workshop, that the bandwidth was so limited. We were actually wondering how it would come in useful, particularly if the intended site would be the school.
Question:	May reservations by then, ano?

Answer:	Yeah. Parang unique lang 'yung sa Sorsogon because majority of the sites selected because it was really meant to support the universal telehealth program of the province. This came in as a redundant technology because the province will invest in the fiber optic or wired technology and the VSAT would be there as redundant, especially during disaster.
Question:	How is the telemedicine service in Sorsogon at present? Is there actually any telemedicine practice going on?
Answer:	Actually, it has not been put to use as originally intended. For one, because of the arrangement that it cannot be made exclusive for the use of RHU. That being Wi-Fi for public use is also open for the public, so much so that the RHU has to compete, so to speak, with the other users. It cannot get the desired bandwidth for it to be able to use it for the operations for the RHU's use.
Question:	Exactly. Kasi streaming nga 'yung kailangan.
Answer:	Yeah. Pero at least for communication and I think nowadays where they have to use it as a communication relay for vaccination where DICT also is the lead agency for data management.
Question:	That's good. It is now being used for this so-called emergencies. Parang part ito ng tinatawag na adaptive management project kasi nobody really anticipated this health emergency to transpire within the project lifespan. I was just wondering. Dito po sa telemedicine natin, may mga involvement po ba our colleagues from PGH, from the College of Medicine sa UP?
Answer:	I'm not actually privy as to the kind of application that we use. When the request was made, if DICT can provide connectivity to support their desire, to be the pilot province, to be able to implement the universal healthcare program, it so happened that UNDP Wi-fi is here, so we proposed that UNDP be the one to be tapped to support the bid of the provincial government of Sorsogon relative to their intent for universal program. Relative to the application, unfortunately, I'm not privy to that. I think the current UNDP bandwidth cannot support that, but at least it is complementary to the program.
Question:	Okay, very well noted 'yung complementary nature niya. If not the actual telemedicine, 'yung mga support services definitely in terms of vaccination, kahit na messaging and collaboration.
Answer:	Collaboration at least na nagagamit. In fact, we have a pending request to the project management office. It was endorsed actually to UNDP if the RHUs can be given a dedicated bandwidth or slot for them to effectively use the connectivity. The nature of the contract entered into that it cannot be given as a dedicated bandwidth to a particular user, primarily because it's supposed to be a shared public access. It didn't materialize.
Question:	Pero siguro in terms of time of scheduling, this may be possible.
Answer:	Yeah, maybe. That is one strategy that can be done. 'Yung isang complain nga sa amin, sabi nila before, they can log in. They can't get into kasi naunahan na daw sila ng mga public. While it's installed within the premises or exactly indoor the RHU facility, it can

	be grasped by the public outside of the building or facility. Often than not, nauunahan sila. Sabi nika hindi na nakaka log-in.
Question:	Oo. 'Yung time nga, it's very busy.
Answer:	Past office hours kung hindi peak time.
Question:	Yes, correct. Did you compare it to the deployment that DICT is doing outside of the UNDP project? Do you have any observations with regard to the cost?
Answer:	The cost of UNDP? Unfortunately, I'm not aware of the cost.
Question:	'Yung sa DICT? I was asking sana kung may observations kayo, if you could compare the costing. If not, 'yung sa DICT, how much would be the unit cost of VSAT terminals?
Answer:	In so far as DICT is concerned, when we started deploying Free Wi-Fi, everything was done centrally and they do the budget. Noticeably, the cost is rather high. When it was decentralized, for example when the regional offices were given the liberty to to the public bidding, we found out that we can actually get the same or better service at a lesser price. That is what we are doing right now. We are able to procure VSAT at a very reasonable price and even at a better bandwidth. We were able to do a good market research and we have that advantage kumbaga, persuasive advantage to discuss with the supplier that we can actually buy something, this kind of service at this cost. They also agreed and they build that out.
Question:	From your perspective, the procurement arrangement of choice should be decentralized instead of centralized?
Answer:	Yeah. Kasi being on the ground, we are in a better position where the service should be deployed. That's one. Being on the ground, we can deal with local service providers. We are also at a liberty to do proper market research and we can compare. We use that as a benchmark and as a basis to establish, for example, our approved budget ceiling for it to work to our advantage.
Question:	Okay. Yes. Correct me if I'm wrong. In so far as the procurement of the infra, the budget that is being utilized is of earlier years, hindi 'yung 2021 or 2020.
Answer:	Yeah, earlier years kasi parang nandoon lahat. Siyempre hindi naman namin alam kung ano 'yung basis ng budgeting. All we do at the region is just implement when we're given the go signal, "Okay. This number of sites will be activated in our area, so we just need the necessary support services to ensure that the installations are up to the specifications prescribed. It was only recently when the procurement was decentralized.
Question:	Kasi may budget na dun sa central tapos dinecentralize na 'yung procurement. As long as it is within the budget and it's reasonable and based on market research nga, 'di maco-consummate 'yung bidding process.
Answer:	The advantage kasi, even the small local players can participate.
Question:	Yes. I suppose that is a very clear advantage of this decentralized. 'Yun namang centralized, kasi sa UNDP it's centralized, I think they wanted to tapo so-called economies of scale. 'Yung disadvantage nun, 'yung tinatawag naman nating economies of networking, medyo nawala. 'Yung dinescribe niyo na being on the ground, you had operational units na are active in the installation areas niya, which is

	<p>not available to a big contractor kung centralized 'yung arrangement. It's the economies of scale versus the economies of networking.</p> <p>Nabanggit niyo kanina na you observed that once success factor is the consultation and collaboration between the contractor, DICT, and PLGU. This observation is on the UNDP project, specifically sa Sorsogon. Were there any observations made, in your experience, on the contrary na parang wala masyadong coordination, wala masyadong communication from the contractor, from the PMO.</p>
Answer:	'Yung initial, 'yung sa Shangri-La. It appeared that the LGU representatives were better off knowing why we are there and what are the sites to be installed with UNDP Wi-Fi kasi we were not consulted. It was resolved when our ideas or inputs were also considered. 'Yung nasa rollout na, on board na talaga 'yung DICT. The cluster or the regional offices were really on board and there is a mutual cooperation and collaboration not only between DICT and UNDP, but even the provincial stakeholders.
Question:	Thank you very much for that observation.
Answer:	If I may add lang, medyo naiparating din namin to sa UNDP, although I don't know. Wala na yata kami doon. 'Yung contractor, parang nag-subcontract. They had local subcontractors. It appeared doon medyo may gap.
Question:	Are you referring to PhilComSat? Kasi they are the subcontractors of SpeedCast.
Answer:	No. I don't know sino 'yung exact contractor.
Question:	Yeah. They would also have subcontractors in Palawan for instance, kasi central din 'yung PhilComSat. Manila lang 'yung kanilang office. Siguro 'yung pag-deploy na sa, let's say Palawan, they have another group subcontracted. A subcontractor of the subcontractor.
Answer:	Doon parang nagkaroon ng gap. There was a time na 'yung mga local laborers or hired personnel, they were promised for example to be compensated this much, to be provided with this, but actually they cannot. Parang ganun.
Question:	Mahirap bang pakialaman na 'yun kasi it's internal na.
Answer:	Right. Although pinarating na rin lang namin.
Question:	That's fine na na-abiso 'yung PMO. I've practically covered the questions that I wanted to ask you. Do you feel that you have project ownership, 'yung Cluster 3? Do you feel that you also own the UNDP project?
Answer:	In so far as that there is a DICT branding to it, then we own it. Ang ano lang, medyo parang may gap ng konti when we report. For example, in an event when the president would go to a province to turn over Free Wi-fi in geographically isolated disadvantaged areas, what automatically come to our mind for a project to be turned over would be the usual Free Wi-fi for All through the managed Internet service or the VSAT from GDA. Later on, it dawned on us, "Oh, we have UNDP pala." I still have to ask, "Should we include UNDP?" Parang may gap kasi. UNDP, parang more of an observer third party lang kami unlike kasi sa Free Wi-Fi where we are actually involved. We don't even do the inspection and acceptance for UNDP, unlike in free Wi-Fi. Our team will do the on-site inspection and acceptance. Talagang may key role. Sa amin, more of

	knowing and monitoring lang where the sites are. Maybe we'll also serve as the interface between the beneficiary and PMO.
Question:	Do you think that you would have appreciated that role na kayo na rin ang sa inspection at sa acceptance nung sa Free Wi-Fi or do you feel that you have your hands full already, that you have limited manpower and resources?
Answer:	Yeah. Limited manpower is definitely a major problem that we're facing.
Question:	If a service has been subcontracted, there's really no reason why you would have to.
Answer:	Although maganda rin 'yun kung involved din sana kami sa inspection and acceptance kasi at the end of the day, kami ang pinupuntahan ng mga LGUs if they find problems.
Question:	At saka there is some form of accountability also, kahit na sabihin natin na subcontractor.
Answer:	They don't go to UNDP, but they go to DICT.
Question:	Maraming salamat po sa tulong niyo. Madami kayong insights na na-share sa atin. If I may be frank, this is one of the rare instances when parang success story 'yung naging in play sa atin, lalo na dito sa Sorsogon.
Answer:	Naiiba kasi it's a special case, I would say. Kaya nga I really give focus to Sorsogon. So far naman, 'yung mga request kasi namin sa UNDP, like for example I saw in social media that a particular student in UP has to go to a mountaintop for him or for her to be able to get a signal. I asked my provincial officer, "Where is this place?" "It's an island." "Ah, mahirap sa Free Wi-fi for all natin." I asked Sec. Rio also, "Sir, can we serve by UNDP and provide a VSAT?" Na-approve din n Usec. Rio. May mga ganung cases na 'yung hindi pwede, fortunate for me. Siguro din dahil sa geographical structure ng cluster ko na buckets of islands na talagang VSAT is the technology of choice, UNDP comes in handy. Pag nirerequest naman namin, mapagbibigyan naman. Kaya siguro medyo masaya ako in so far as that context.
Question:	Maraming marami pong salamat sa information that you provided to us. [farewell greetings]

Key Informant # 12**Designation:** Technical Adviser**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	You mentioned that you were involved in the design, but you came into the project in November of 2019?
Answer:	That's 2018.
Question:	2018, yes. Okay. The Shangri-La conference or meeting, wasn't it October or September of 2018?
Answer:	I don't know what the Shangri-La Conference is.
Question:	So you weren't involved in that. The actual soft launching of the project, March of 2018, you were not yet involved then. When you came in, was the log frame or the theories of change were already in place?
Answer:	Yeah. A lot of the agreements were already in place when I came in. I first met the UNDP team at the launch of a report by the Asia Foundation. The launch was held in Ortigas and that's where I first met the team. I think that was October of 2018. By that time, yeah. I remember seeing photos of [Tito]. They had signed the documents in somebody's office. I think maybe he was in acting Secretary Rio's office or something like that by that time.
Question:	Your input was not solicited in the TOC itself or even the log frame?
Answer:	Not in the original agreements at all. After that period and after I came on board, that's when I started to also provide input into some of the earlier project documentation.
Question:	Okay, yes. I understand the process. The project design is agreed upon by both DICT executing agency, and UNDP. It would be very difficult to change this afterwards right? If you came in later and you worked on design, I would imagine that this would be more on the implementation level, the strategies and so on. In so far as outcomes are concerned, they stay as is. What is your honest opinion regarding the outputs that were enumerated for the project, particularly Output 1.
Answer:	Output 1 is where my background is in, Output 1, being the number of sites. Yeah, thanks for jogging my memory. My honest opinion is that some of the outputs that were listed at the top-line level were developed and agreed upon without necessarily doing a comprehensive feasibility calculation on the validity and the ability to reach the X number of sites with the given level of budget for a certain level of quality of services requested or demanded.

	<p>Frankly, I think that was and it has been a bit of a challenge for UNDP to fulfill a full set of criteria completely. What I mean by that is that the overall agreement that was established by UNDP and DICT had a number of masters. I don't mean individuals, but things to fulfill. One of the masters was the number of sites to be deployed as rapidly as possible. The second was for a certain level of budget. The third is for a certain level of quality of service. It's very difficult to serve all three, at least in this case. In all three of those criteria or those masters, one of them gets sacrificed and so that was a very difficult decision. The people who came into the project, particularly at the project management level, had to figure out, "Okay. Well, how do we accomplish as much as possible and where are there some sacrifices?"</p>
Question:	<p>Exactly. Of course, you're referring specifically to the output indicators that had to be fulfilled. Okay. You were involved in the procurement process. Was this not put forward by the winning contractor, the difficulties or the challenges of doing this?</p>
Answer:	<p>Yeah, it was put forward by the winning contractor. I think the question of underperformance by the winning contractor includes a few other issues that have emerged, external shocks for example, that could not have been predicted. At least with regard to some of the concerns, it did seem that the winning contractor was in a position to address things like the speed of deployment. That's fine. What I'm talking about is, what do you sacrifice when you're focused very much on speed of deployment? What do you sacrifice? You sacrifice the ability to build very robust network infrastructure. If the problem that you're trying to achieve is the lack of a robust network infrastructure, what you would focus on is building out strong middle-mile infrastructure. Part of the free Wi-fi program is doing that. You're building out microwave links. You're building out fiber links. You're building out terrestrial network infrastructure.</p> <p>One of the things that was stressed upon onto UNDP by DICT and one of the things that UNDP agreed to was saying, "Okay. You know what? We're going to get your sites lit up as fast as possible." If you agree to that and that's one of your primary drivers, then you would tend to move towards network deployments that are very quick and satellite VSAT installations are quick. That's one of the things that was really stressed upon UNDP. The second was a certain amount of cost per site. The budget has to fulfill a certain amount of sites deployed. In that case, if you only have a certain amount of budget, then you've already agreed to satellite or quick deployments, then what gets sacrificed is bandwidth capacity per site because satellite is more expensive.</p> <p>If you were to say, "You know what? We have more time. We don't have to get these sites lit up in X number of months and we want to really make sure that we are building as much capacity to this as possible," then you would focus on terrestrial network deployments and you'd build out those terrestrial links with backhaul and with last mile. You'd be able to get more capacity into the sites, but that would take longer. You'd have to deal with rights of way issues. You'd have to work very closely with the LGUs and build civil work installations, not just dropping a VSAT terminal.</p>

	Just towers and wires. That would take a lot longer. Since you agreed to speed up deployment, you can't go that route.
Question:	<p>Understood. These are very valid points. On the other hand, DICT was also pressed with deadlines on the budget side. They had to release this money. If I understand correctly, they're using the 2018 budget for the UNDP procurement.</p> <p>Very good points with regard to the last-mile link. They need to work on links instead of sites. You must have known Michael Calvano. At the time when Dennis was holding office here in IRRI, if I'm not mistaken, the Head of that tech group in IRRI was Michael Calvano. I think that was in early 2000s. He joined ITU, the regional office in Bangkok. This is where I got to meet up with him. I was doing some work with ADB then on rural and remote installations or ICTUs. He was the person who actually introduced the last-mile hypothesis in the literature. His hypothesis really is that you could only reach the periphery from the backbone by working on the links instead of sites, instead of nodes. There should be enough government intervention to provide basic services using ICTs that would prime the market. Otherwise, whatever installations that you would put there in rural and remote areas, other than the lack of project ownership, it will not prosper. It will probably become like elephants. That's one. I was wondering why this was not really considered in the design of the project, but the way I understand is that you weren't there yet and that DICT had this marching orders to fulfill these targets. It was really on a best-effort basis kind of thing, right?</p>
Answer:	Yeah. I think there is a recognition by DICT that the binding constraint to the market in the Philippines is a real dearth of robust middle-mile infrastructure, getting fiber out to Tier III municipalities and towns. There is work that's being done with that with the national broadband plan and all these capacity that's coming in from other cables. The component that was agreed to where the UNDP got involved was in lighting up sites to fulfill the mandate of RA [10929]. I think that's where they said, "Okay." At the beginning of the conversation, we were talking about, "Okay. What can we do about building out middle-mile infrastructure?" With [Titon], the resident representative, we had a number of early conversations about, "Okay. Well, maybe we can do something about some of the fiber issues." That conversation got parked to the side when it was very clear that the marching orders of UNDP were to get as many sites lit up as fast as possible.
Question:	Yeah. The response of the contractors, I would imagine when they prepared their proposal, was the path of least resistance also which means VSATs. Regarding the technology, I understand that the specifications in so far as bandwidth is concerned is the use of Ku-band. When compared to other options like just Ka-band, I mean with shorter wave, would enable a better bandwidth. Was this not considered?
Answer:	Just specifying Ku and not Ka? It was. I mean what we wanted to do was to not limit the market. Just by specifying Ku or Ka, we felt, would have limited the number of potential participants. What we also knew from the RFI was that there were a number of entities in the region that used both depending on their uplink versus their downlink. We were already being quite prescriptive by making this essential a

	VSAT-only procurement in the first and second one. We were trying to walk a very tight line between being overly prescriptive versus making sure we didn't limit the market too much or favoring one entity or another.
Question:	Yeah, but this eventually had certain consequences when, as you mentioned, there were external shocks like the lockdowns, the pandemic, the shift to remote learning which brought about this demand or this appetite for bandwidth, particularly when DepEd schools were thinking of applications that needed more bandwidth.
Answer:	Maybe you know more than me, but I don't see that tradeoff between Ku and Ka. I mean the biggest Ka supplier now entered the market after the second procurement was done. That's Kacific. Kacific wasn't in the market at the time. I like to say Kacific. While Kacific wasn't really in the market, Kacific is cheaper on a throughput level based on their price. They're also slightly more susceptible to rain-fade issues, to weather-related issues. I think the biggest issue is between Ku, Ka versus C-band suppliers because you really need a lot of power and massive antennas compared to Ku, Ka. I'll send you the paper, but one of the things we launched a couple weeks ago with ADB was a paper on Starlink and low-earth orbit satellite constellations. That's something we're really excited about. Hopefully we'll see it in the Philippines.
Question:	I hope that the infrastructure will be available. My god. That's going to increase Elon Musk's market value. Anyway, the reason why I'm asking this is because of the optics that these things have generated. I'm sure that you're familiar with the bad press that's coming out of the project. There is a tendency to compare DICT progress deployment to UNDP progress and deployment without, of course specifying that, first of all, there's really a big difference between the remoteness and the accessibility of the DICT areas and UNDP areas. It's a matter of optics. Harry Roque would say that, "Sa totoo lang, the targets were not reached." Also, a problem of optics would be this appetite for bandwidth which cannot be satisfied with the existing Ku technology. Of course, we could forward the justifications. I intend to just put together problematique maps, problem type of maps and identify the so-called subordinate influential factors or the symptoms and the superordinate, the root causes. To give this thing a clearer picture among those who are commenting on the project. Go ahead, please.
Answer:	<p>If I could just speak candidly, I mean I think one of the issues that I'm sure maybe the project management team or the procurement team have already raised, one of the issues that was quite insurmountable, once we were already in this box of outputs that we needed to achieve, one of the issues that was very difficult to surmount was how the budget was allocated in that it was essentially one-year of money.</p> <p>Through the RFI process and through the RTD processes, the reason why then we were limited in the number of participants in the procurements was the fact that the major players and the major international players needed reassurance that this was a multi-year project with guaranteed funding. The fact that we could not guarantee that there was second-year money meant that they needed to fully absorb the CapEx costs within the first year and also lead a number of those entities to just say, "You know, this is too risky. We're either going to charge a certain level that's quite high</p>

	and it won't be competitive or we would be taking a risk to amortize over the supposed 36-month length of this project, but only be guaranteed one-year of money." I think at the end of the day, that's scared off a lot of market participation and then we were left with only a few players.
Question:	Yeah. At the same time, we cannot fault DICT for this particular parameter because of GOP procurement laws also and the budgeting. The budgets need to be approved by congress. You would know that procedure. The bottomline is, I don't think it's anybody's fault really. To a certain extent, maybe the contractor. It's part of its attribute being a contractor, then you would think of costs primarily. If I may share with you the preliminary findings, the current problems in perception or in optics, they revolve around coordination, centralization, communication, these three from Output 1 to Output 3. These have been volunteered by stakeholders at the provincial level. Looking at the preliminary survey results, that would be the case, no communication between the contractor and the local government unit. Many of the decisions, it was decentralized, so there's no coordination on the installation. All of these, we could identify actors, really, that are responsible for this. There was no bad intent, no hidden agenda, nothing of that sort, which is being implied in some of the press releases that are coming out. Unfortunately, one of the sources is the local contractor.
Answer:	Just as an aside, I'm just curious. Has the local contractor been identified as a source in media in public?
Question:	Well, if you haven't read the press release, quotations from the President of the local contractor, it was all about her pronouncements and identifying UNDP as the one who was at fault. You could Google this press release from Philcomsat. I don't know if it's really a press release, but it was based on an interview.
Answer:	<p>I mean, I'll leave you to think about that, the communication. From my perspective, what is an interesting thought experiment for us is if we were to rewind the clock and we could start again from the beginning of the process. If we were in the room where it happened, where the conversation was, "Look. We have the challenge of trying to get these number of sites. Can you help us?,"</p> <p>I would say, "You know, let's take a look at some of the parameters of this agreement. How many sites? What's the budget? Let's try and figure out what's the prevailing market pricing for some of this stuff, even if it's just back of the envelope, and agree to certain things such as this point about, "Okay. This budget, let's make sure this budget is covering three years at a lower number of sites versus one year at a larger number of sites." Even from a sustainability perspective, I think an agreement saying that this budget just covers one year of sites is highly problematic. In development work, if something is only covering 12 months, if it's only intended to cover 12 months, then that's fine.</p> <p>That's a different decision than saying, "You know what? This is supposed to last for three to five years" or "The infrastructure's supposed to last for three to five years. The subsidy's supposed to last for three to five years, but we only have one year</p>

	money." I think that, at the beginning, is a real red flag. I was concerned about the potential egg on UNDP's face by lighting up 5,000 sites and then after 12 months saying, "Uh-oh, there's no more money." I thought that was going to be a bigger concern than what we're seeing now. I realized maybe that was a little naive.
Question:	Actually, it would have worked without the pandemic. I could've. Nobody could have anticipated the financial status of the major contractor at that time. Of course, I personally think that they're financial problems must have led to accommodations, even unrealistic accommodations with regard to the project specifications because they're really intent on getting this contract on hindsight.
Answer:	That's a really good question to think about. Were they in a financial position in advance to the extent that they over-committed or were there liquidity concerns and constraints afterwards that then reduced their ability to deploy? I don't know the answers to the questions. Looking at the other satellite entities that went through restructuring last year, you had Intelsat. You have OneWeb. Those entities are in strong positions. OneWeb has gotten over \$2.7 billion of investment since going through restructuring, and so I would be hesitant to agree to Speedcast saying, "Oh, it's because of these restructuring issues that we weren't able to fulfill this." That's precisely why you went through restructuring, to access fresh capital.
Question:	Many thanks for bringing that up. Again, as a matter of optics, this is one of the things that is being drumbeat in a couple of press releases that had been issued, unfortunately. This is one argument that has not been put to light that there were other major players that went through the same problems for the past year. Thank you, I guess I've covered all of the issues that I wanted to bring up with you. The picture is much, much clearer. There may be a possibility that we would call on you again, for validation purposes of the presentation of preliminary results that's scheduled at the end of the month, May 31. I'm given two months to refine the actual write-up and so on. This might be a time when I would be needing more of your input. Usually, at that time when I would be soliciting expert opinion, then I would be quoting the informant much liberally with their permission of course. Are you familiar with what's happening with Mindanao right now? ACCESS Mindanao, are you familiar with their work?
Answer:	No.
Question:	ACCESS Mindanao is being run by the Jesuits, Ateneo de Davao University. They're doing a lot of good work also with VSATs, but the technology that they're employing is Ka band. In so far as cost is concerned, when you compare that to DICT cost, it's really way below. I think I'll be getting some of their expert opinion also for purposes of the report.
Answer:	Yeah. I suspect then that they are probably working through a local supplier for Kacific because the pricing for Kacific is quite competitive.
Question:	Yeah, right. I'm not sure about Kacific, but even the subscription cost is quite low. Probably if it's a local contractor, then that would be the case.
Answer:	Kacific is in the market with a few different local contractors, you could see their different pricing. But essentially, they charge by gigabyte, like three dollars per GB.

	<p>They have a service offering that they say is 75mbps, but that's a peak and it's contended to, I think, 20:1. It's a lot lower. It's in the few mbps range that's actually committed of that rate. It's very attractive. I was looking at it last year in the middle of the pandemic because they had special offerings that they were trying to go to market with. Also thinking about them in comparison to LEO and Starlink is quite interesting.</p>
Question:	<p>Okay, so that's it. I hope that you would be open to additional interviews in the future. Thank you very much. [farewell greetings]</p>

Key Informant # 13**Designation:** Project Officer**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	My first question, when were you absorbed or taken in by the project?
Answer:	January 2020.
Question:	January 2020 and primarily in Output 1. Any particular aspect in Output 1 that you are responsible of?
Answer:	More on managing and databasing the sites.
Question:	Okay, managing and databasing the sites. Do you have any frank or open opinion regarding the current state of the deployment of these installations that are under Output 1?
Answer:	As you know, actually, I find it really, really slow, the installation process. Actually, it is not what is expected kasi supposedly, makaka-finish na kami by this year now doon sa 6,000 sites. We're very, very far from our targets. 'Yun talaga. It's really disappointing, but in terms of 'dun sa team, sa UNDP PMO, I think ginawa namin lahat ng pagpukpok or lahat ng pwedeng gawin para matulungan din 'yung contractor. I guess talagang it's beyond our control na.
Question:	Okay. Can you articulate further? What would be the main cause of this delay in deployment?
Answer:	<p>I think kasi for one, 'yung contractor namin, wala silang sariling manpower dito sa Philippines. The project is country-wide 'yung implementation, but then they only have, I think, three persons na operating dito sa Philippines. Talagang hindi nila kayang i-install lahat or i-check lahat ng installations.</p> <p>Also, hindi nila kayang i-monitor lahat ng nangyayari on the ground kasi 'yun nga, there's only three of them and we have 5,000 sites na assigned dun sa contractor na 'yun. I think 'yun nga. Siguro nagkaroon din ng hindi magandang relationship behind dun sa aming contractor and then dun sa napili nilang sub-contractor. I don't know kung saan nag-start or anong reason behind, pero nung mga first few months nung deployment, okay naman. Siguro before mag-start 'yung pandemic, ayun. Doon na lumabas 'yung mga problema and talagang nag-slow down 'yung mga installations.</p> <p>At first, inisip namin na baka nga dahil kailangan nilang mag-adjust dahil siyempre nagkaroon ng pandemic at lahat ng movements talagang nahirapan. Kahit 'yung mga shipments ng equipment and kahit 'yung mga locals mismo dun</p>

	sa kanya-kanyang regions na may mga teams, kahit sila nahihirapan din sa movement. After a while, after ilang months, parang ganun pa rin 'yung problema. Parang hindi na talaga siya naka-get over dun sa parang pandemic issue and then parang there comes a time na we think hindi na talaga dahil sa pandemic.
Question:	Okay. When did you realize that it wasn't really because of the lockdowns or the logistical challenges caused by the pandemic? Kelan niyo na-realize ito?
Answer:	Siguro mga June or July last year kasi diba naka-hard lockdown tayo. We're on ECQ ng until May or early June yata. Nag-umpisa na lang ulit ang movement ng mga July, ganun. Parang dun namin napansin na kahit na nag-ease out na 'yung movement, hindi pa rin dumadami 'yung sites. Wala pa ring pinagbago dun sa number of installations, ganun. It's not improving, so baka nga it's not about the lockdown 'yung dahilan or 'yung talagang main issue.
Question:	Oo, right. I understand that there was a Zoom meeting that occurred in October of 2020. This would be three months after July where the contractor disclosed to DICT, as well as to project stakeholders, PLGUs na, "Ito 'yung schedule namin, tapos [1PM] kami pupunta sa inyo. Tapos matatapos natin by this month." What happened afterwards na hindi nasunod 'yun?
Answer:	Yeah. Actually, lahat ng plans hindi nasunod. Lahat nung timelines na binigay nung contractor, hindi nasunod. Tapos parang for a variety of reasons. Ang sinasabi nila lagi, 'yun nga. Nahihirapan silang pumasok sa ganitong lugar because of strict quarantine protocols. The PMO naman is ready to help. Kinausap namin 'yung PLGU and also DICT na if we can provide exemption letters or whatever para makapasok sila, ganun. Wala pa rin. I think nag-boil down dun sa kulang sila sa manpower talaga. 'Yun. Hindi na nila natutukan 'yung movement on the ground.
Question:	Okay. When you came in, the contractor was already been engaged, no?
Answer:	Yes, sir.
Question:	Sa palagay mo ba, 'yung mga issues na ganito, kung tatatlo lang 'yung tao nila sa Pilipinas tapos i-import pa 'yung gamit, tapos pagdating sa Pilipinas may mga drop-off points na kinakailangan ang presence nila, weren't these taken up during the contracting process itself? Were there negotiations on how this would be done to address the challenges?
Answer:	I don't know dun sa mga napag-usapan before 2020 kasi 'yun nga. Pagdating ko po, andun na 'yung contractor, so settled na lahat. Settled na halos lahat at mag-start na talaga ng deployment. I think meron kasing maganda sana silang monitoring scheme pagdating sa equipment kasi naka-tag lahat nung equipment na darating. May nangyari ata. Hindi ko na maalala 'yung details. Parang nagkagulo-gulo 'yung tagging nila and ngayon, hindi na nila ma-monitor kung nasaan 'yung mga equipment, kung saang part na ng Pilipinas. Also, hindi na nila kontrolado. For example, meron sanang added manpower na pinadala 'yung contractor namin, I think from Singapore or galing sa out of country office nila. Hindi din sila makapag-install kasi wala sa kanila 'yung equipment. Sabi nila

	nandun daw sa sub-contractor, sa PhilComSat and hindi hina-hand sa kanila. Ayun. Nagkaroon na ng mga ganong issues.
Question:	Do you have any insider information on the relationship between SpeedCast and PhilComSat?
Answer:	Yeah. I think wala. It's gone sour na talaga 'yung relationship nila.
Question:	Ngayon, they cannot go together? Is that a fact?
Answer:	I think so. Actually last week, nakapag-install pa sila ng, I think, mga 11 sites. Parang hindi na sila nakakapag-work together. Actually, dun sa sites namin, sobrang daming installations dun sa mga sites na wala pang concurrence. Ibig sabihin, hindi pa siya approved ni DICT and ni UNDP. It seems like si PhilComSat or 'yung subcontractor is kumikilos na lang on its own, hindi na dun sa napag-usapan nila or based dun sa agreement nila sa SpeedCast.
Question:	Oo. You do not have any direct relation to the sub-contractor, meaning that you do not supervise their operations?
Answer:	No, we cannot supervise them.
Question:	Oo nga. Okay. 'Yung mga recently installed or deployed stations, this was under Phase I pa din or Phase II na?
Answer:	Actually, meron na po silang na-install under Phase II na supposedly hindi muna, kasi ang gusto sana namin ay siyempre i-populate muna nila 'yung Phase I. I don't know. It seems like si PhilComSat ay may mga tao dun sa site na nandun 'yung Phase II, so nag-iinstall na lang sila dun. What we did is binilisan na lang namin 'yung approval and concurrence nung sites for Phase II. Sila na nga 'yung namili at ano ba 'yung pinaka-accessible or pinakamabilis ma-installan tapos pina-approve na namin para lang to boost the numbers.
Question:	This was under the initiative na of PhilComSat? Parang ginawan na lang nila ng paraan?
Answer:	Yes. Kasi po kung talagang mag-follow sila dun sa plan ng SpeedCast, supposedly dun muna tayo sa mga previously approved sites.
Question:	Oo. It could also be possible that they are currently installing similar infrastructure under the bigger Free Wi-fi for all program under DICT na isinabay na lang nila para mas efficient.
Answer:	Possible, sir.
Question:	Kahit hindi pa talaga scheduled.
Answer:	Oo, actually. 'Yun nga din 'yung mga kasama sa mga speculations namin. Hindi din namin sure.
Question:	Is there a light at the end of the tunnel, ika nga? Do you think that this can still be remedied or solved in the near future? Itong contractor-subcontractor debacle, do you think that there is something that could be done by the PMO, a recalibration of strategies, let's say procurement so that this can be solved?
Answer:	Nag-initiate 'yung PMO na makapag-tripartite meeting. 'Yung stand kasi ng PMO dati ay wag makialam dun sa relationship ng SpeedCast and PhilComSat kasi 'yung contract lang namin is between SpeedCast, so sila lang talaga 'yung kinakausap namin. Nag-letter si PhilComSat and then ang dami nilang issues na

	nilatag dun sa letter. Nagsabi na, "Okay, sige. Mag-conduct tayo ng tripartite meeting." Again, PhilComSat 'yung not available or parang ayaw makipag-meet. I think between doon sa dalawa, parang hindi na po maaayos 'yung relationship nila.
Question:	PhilComSat wrote UNDP a letter enumerating the constraints or the issues or the challenges working with SpeedCast, pero they were the ones who also decided not to participate in the tripartite meeting?
Answer:	Yes. It was rescheduled maybe more than three times kasi laging si PhilComSat, hindi pwede.
Question:	Hindi pa natutuloy hanggang ngayon?
Answer:	Yes.
Question:	Na-reschedule ba ngayon? May bagong schedule?
Answer:	I think hindi na kasi 'yung management ng UNDP, parang sumuko na din kasi mukhang ayaw din talaga ni PhilComSat.
Question:	It was postponed indefinitely, no? Siguro they're also trying to cover their backs kasi nga 'yung legal implications nun, na wala silang direct contract sa UNDP. Baka mamaya magkaroon ng commitment of some sorts na not covered by the contract. I don't know. It's just speculation. Okay. You are not very hopeful that there will be some form of [reconciliation] or intervention that could be done by the PMO to remedy the situation?
Answer:	I think wala na lalo na ngayon na nasa news na 'yung project.
Question:	Tapos yung news galing sa kanila, ano? Tapos medyo may mga accusations pa.
Answer:	May mga accusations na parang malabo na ma-mend.
Question:	Regarding the project, kunwari things would improve pandemic-wise. Do you have high hopes that the targets will still be achieved? Let's say magkaroon ng slippage man. Nagkaroon din naman ng low-cost extension. What do you think?
Answer:	Siguro kapag may bagong contractor.
Question:	Meaning main contractor or sub-contractor?
Answer:	Pag may main contractor na hindi na SpeedCast.
Question:	Kung tutuusin, walang masyadong choices sa subcontractors eh, 'di ba? In terms of experience, technical capability, logistics, PhilComSat pa rin lalo na kung VSAT. Kung fiber yan or ano, pwedeng PLDT.
Answer:	Oo. Yes. Actually, sa Phase III namin PLDT na.
Question:	Oo. Kung SCUs, hindi ba VSAT din 'yung karamihan dun?
Answer:	Actually, nag[sabi] 'yung PLDT na parang dun sa Phase III namin na fiber na siya. Hindi na siya VSAT.
Question:	Sabagay. May mga main campuses. Also because of the pandemic, there's a shift to remote learning. Even state colleges and universities, they are in the middle of this migration to remote learning which definitely requires higher bandwidths than what VSAT can offer. The best VSAT installations can only provide something like [3mbps-5mbps]. Kung ginagamit na yan ng daang daang estudyante, wala na yan. Streaming pa 'yung learning management system. May streaming video pa. State colleges and universities, they have different

	campuses. Some campuses are nearer the backbone rather than ‘yung nandun talaga sa periphery. This may be a good option to shift to fiber for Phase III kasi kailangan talaga ng rich media, so to speak, for remote learning. Lalo na ngayon, mahihilig ‘yung mga professors na ‘yung lecture nila, live, synchronous. ‘Yung internal purposes, messaging and collaboration, chat, mga ganun, email, file transfer protocols, but not rich media, not video, not Zoom. Kailan lang ba sumikat ‘yung Zoom? Nung nag-pandemic lang.
Answer:	Nitong pandemic lang. Yes, sir.
Question:	<p>Tapos meron pang Netflix. Ibig kong sabihin, ‘yung ibang users, sanay sa Netflix tapos bibigyan sila ng bandwidth na ganun kaikli, na limited. Siyempre once your time has been vetted for large bandwidths, medyo parating nagcocomplain.</p> <p>Thank you for sharing this information with us. [farewell greetings]</p>

Key Informant # 14**Designation:** Senior Technical Officer**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Answer:	I was hired by UNDP at November 25, 2019.
Question:	This [November 25, 2019] was after the preliminary phase of the project where the stakeholders were mobilized and by November the contractors were already engaged, yes? Your focus on this project is primarily Output I? Do you recall the indicators for Output I?
Answer:	Indicators for Output I were the number of sites installed and activated; number of beneficiaries na malalagyan/maaapektuhan ng free Wi-fi.
Question:	In your recollection, do we have updated figures on the number of sites installed and activated?
Answer:	Currently we are on the number of 882 sites [includes phase I and II].
Question:	Plus some sites which have been originally classified as phase III? State colleges and universities?
Answer:	We just have identified phase III sites but we still don't have any installations.
Question:	Some other informants volunteered the observation that recently some sites from phase III had been installed by sub-contractors for some reason or another.
Answer:	Phase III, ano lang sila, surveys. There is still no official reporting.
Question:	The number of beneficiaries, were you able to estimate the numbers?
Answer:	Estimate, 350 thousand.
Question:	Meron ba tayong figure officially targeted under Output I based on the project document?
Answer:	Yes sir. Phase I - 3 thousand sites Phase II - 2 thousand sites

	Phase III - 1 thousand sites. For the beneficiaries, 5 hundred thousand (half a million) by the end of 2021.
Question:	Was the project slated to end by December 2021?
Answer:	Hindi pa po, 2022 pa po.
Question:	Pero sa output, the number of beneficiaries was pegged on December 2021?
Answer:	Yes po.
Question:	The 5 hundred thousand, this is not bad. The 350 thousand is not bad for midterm.
Answer:	And we expect more Sir, kung sakaling matutuloy pa yung mga installations kasi malaki na agad yung number of beneficiaries. Medyo nagulat din kami dun sa biglang pagtaas.
Question:	The number of beneficiaries was estimated or computed using what?
Answer:	Eto po yung unique number of users, meaning number din ng devices na connected dun sa beneficiaries.
Question:	So it is pegged by users and by devices, pero hindi kaya meron tayong tinatawag na multiple users in one device? Hindi ba na-factor in 'yon?
Answer:	Hindi po. In our system, network management system, there's no way to answer it.
Question:	That's really difficult, ano? Once you identify output indicators, so this is best effort basis.
Answer:	Yes sir, pinag-isipan din namin kung paano susukatin. Kasi aside from the unique users, meron din syempreng uulit na users.
Question:	And the reality is, lalo na sa device sa rural and remote areas. On the other hand, preliminary results reveal that pegging it on a device has a certain influence on actually the level of satisfaction. Most of these devices make use of media, mga streaming na ganon, tapos ang technology na ino-offer natin is based on earlier estimates of level of satisfaction. Kung tutuusin, yung basic internet services like transfer of protocols, messaging and collaboration, emails, hindi naman kailangan ng bandwidth, pero ngayon biglang smartphone ang gamit ng nag-streaming, bitin sila.
Answer:	Lagi sir. Aside from the speed, meron ding data cap.
Question:	I wanted to ask you about this, being the senior technical officer, the data cap was estimated, but how did you arrive to the data cap?

Answer:	Of course there were previous consultations before me, to decide doon sa 50 MB tsaka 100 MB na data cap. Pero I believe ang kanilang mga justifications is, it's just for the use of government services. Talagang parang transient lang, tapos supposedly, it is also employed to control the number of users.
Question:	Para hindi maabuso? Ibig sabihin mas equitable yung services, ano?
Answer:	Especialy yung VSAT, yung technology natin na inilalagay ay medyo mababa talaga yung bandwidth.
Question:	That's another question, kasi there may have been alternatives during the procurement period so far, pagtaluhin natin, as the wavelength. Di ba Ka band---
Answer:	Ku po, sir.
Question:	Oo, pero yung Ka, shorter in wavelength so more bandwidth ang accommodation. And I don't think there's really a difference in cost, ano sa palagay mo? What is your professional opinion?
Answer:	Mas marami, mas common yung Ku. Kaya in terms of 'pag mas marami yung supply [marketing]...pero sa ngayon naman marami na din ang nagde-deploy ng Ka, sir.
Question:	There is a possibility, that in future installations Ka ang gamitin?
Answer:	Yes sir.
Question:	Kahit na hindi naman talagang fixed doon sa contract, sa specifications?
Answer:	Wala naman, sir. Not necessarily VSAT nga rin po yung...
Question:	<p>Sabi nga, initially parang isang VSAT lang sa area tapos dalawang supporting infra. Kaya lang when it comes to the bidding process, ganoon nga ang nagiging tendency na the least cost, the most practical. These things, there's barely we can do about it.</p> <p>It's not na pinangungunahan ko, pero we're actually at a point of saturation na of data in terms of what we're getting from our key informants, pare-pareho na 'yung sinasabi; validation na lang. Pero it appears the problem really is a matter of optics, 'yung perceptions ng mga tao. Plus the complications ng lockdowns. With that, in hindsight, given your technical background, what would you recommend insofar as implementation strategy is concerned? Pwedeng site selection, procurement, ano sa palagay mo? The way the project was implemented, insofar as technical specs are concerned?</p>
Answer:	Before I was employed by UNDP, I'm a supporter of the community network [independent, community-owned]. It's one of the things na tingin ko kung

	magkakaroon ng way forward na makakaisip pa yung UNDP ng another project, pwedeng ganon yung i-model.
Question:	What you're saying is that, instead of top-down, bottom-up? Manggagaling sa communities yung mga specifications, decisions?
Answer:	Yes sir. Pero eto nga, given na nandito kami, somehow during the course of the project, syempre meron kaming frustrations na binababa sa communities ang mga projects na naiisip. As project officers, parang medyo little yung power namin.
Question:	Very understandable, given your training, kaya pala bottom-up approach. Iyon na nga mga realities sa field.
Answer:	Kasi sir yung model na manage service, parang ayun nga, walang na-invest. Walang na-invest yung...government project po ito di ba? Kung sakaling hindi man siya community project, wala pa ring na-invest yung government for the top-down. Pagkatapos ng one year, or two years na masuportahan tayo ng gobyerno, mawawala din talaga yung service.
Question:	Right, project ownership is one of the problems.
Answer:	'Yun sir, ito yung pinaka-feeling ko na isa sa, bukod sa iba pang nangyari na pwedeng mas maganda, nag-political pa tayo sa implementation. Pero iyon sana yung, in terms of sustainability given the structure, 'yun talaga yung feeling ko it's one way na makakatulong.
Question:	It's good na I'm hearing this from somebody na sa Output I.
Answer:	Tapos whenever we have meeting with DICT sir, they are all about the number, kaya talaga naman kami, lagi kami nanghihina. Kaya ayon nga, kung kanino po nanggaling yung pera, di ba yung installation?
Question:	Oo, these are the realities. These are very important insights. I'm really glad that I was able to talk to you. [farewell greetings]

Key Informant # 15**Designation:** Engineer, DICT Technical Operations Division**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	Which provinces do you cover?
Answer:	Total of 15 provinces; these are provinces under Region I, Cordillera, and Region II.
Question:	What is your overall opinion on the DICT-UNDP Free Wi-fi for All project in terms of deployment, installations, etc.?
Answer:	Particular for the UNDP partnership, the Free Wi-fi partnership with DICT, I believe this was delayed na. Pero I see some challenges naman like the sites being in geographically isolated areas, and then meron tayong pandemic, kaya ang daming na-experience na challenges talaga by DICT and UNDP. But unfortunately, service must really be provided na since it's very essential na talaga especially this time of pandemic. So, we've received a lot of negative impact already from our stakeholders kasi they've been waiting for this na. We have keep-up meetings for the case of last year, and then until now, wala pang signed na exchange of letters, parang Memorandum of Agreement po sir. So until now, parang hindi pa na-finalize iyon, so parang nag-woworry na yung mga governors, provincial government units, baka hindi na raw dumating sa kanila. That's my initial assessment and opinion on the project, pero sayang kasi maganda pa sana ito.
Question:	The negative feedback, as you stated, comes from the governors, provincial government officials, PPDOs?
Answer:	Yes sir.
Question:	Yung exchange of letters, this is initiated by UNDP di ba?
Answer:	Yes sir, correct.
Question:	And you're referring to the presentation that was made in October 2020, ganoon ba?
Answer:	Yes sir, for the Phase II ito.
Question:	Cluster I has both Phase I, Phase II, and Phase III; ilan nga yung Phase I niyo?

Answer:	We have 3 provinces under Phase I; these are Cagayan, Benguet, and Isabela. For Benguet, we have a total of 46 sites [target] and out of 46, meron naman na na-activate.
Question:	May figure tayo?
Answer:	Yes sir, for Benguet we have a total activated po na 30.
Question:	Sa Cagayan?
Answer:	For Cagayan, the total activated is 32 out of 185. And then for Isabela, out of the 75 sites, ang na-activate ni UNDP ay 26 [sites].
Question:	For Phase II, ano yung mga targets natin?
Answer:	In Region II, we have Batanes. For Cordillera, we have Apayao, Ifugao, and Abra. For Abra, we have a total programmed sites of 61. For Apayao, we have 61 din. For Ifugao, we have 21.
Question:	Pero wala pang naka-connect?
Answer:	Wala pa sir. In Batanes, 20 [sites].
Question:	Tapos for Phase III, meron ba tayong figures?
Answer:	For Phase III, wala pa po kaming official information. And isa po naming nakitang challenge din, some of these sites ay provinces. Merong mga requests from governors na replacement or kaya naman ay additional site. Until now, we already forwarded these requests; may template po kasi si UNDP for change of sites. Na-forward na po namin sa UNDP through our central office, but unfortunately, wala pa po kaming feedback kung approved or kino-consider ni UNDP yung mga additional sites. Kaya isa rin po iyon sa inaantay na masagot ng provincial government unit, kung ano na ang stand ni DICT.
Question:	These requests for replacement and additional sites, kailan sila na-forward sa UNDP?
Answer:	If I'm not mistaken, January siguro sir, yung latest recollection ko. Kasabay nito yung mga exchange of letters, kasi may template and then sabay-sabay po iyon na-forward. Hard copies po yung forwarded, through our program management office, DICT.
Question:	So this is January 2021?
Answer:	Yes sir. Na-consolidate namin by November na po.
Question:	In other words, the draft exchange of letters were already circulated pero hindi pa

	finalized?
Answer:	Opo. Actually, signed na po sila ng mga governors, pero yung sa DICT-side na lang po ang hindi pumipirma. And from our information po, wala pa yatang signatory for DICT. Dati po kasi si Former USec Rio, pero wala pa po atang pumalit.
Question:	Bale, the delay is with DICT, not really with the UNDP?
Answer:	Doon sa exchange of letters, yes.
Question:	Yung exchange of letters, hindi ba initiated by UNDP iyon?
Answer:	Yes sir, this is their template. Finorward sa amin, through the cluster office. Finorward namin kay governor na, sa office of the governor. With attachment of replacement or additional for that cluster, and then finorward namin the hard copies na po kay DICT central office.
Question:	So, ang signatory noon is DICT tapos saka pa lang ipapadala sa UNDP for implementation, parang ganoon ba iyon?
Answer:	I'm not sure about it. Pero technically, I think kailangan finalized na ang exchange of letters bago mag-apply ulit.
Question:	Kung exchange of letter, that would be the UNDP procedure; kung sa DICT lang, if it's internal, usually ang ginagamit natin ay memorandum. So wala pang feedback?
Answer:	Yes sir, kaya wala pang pinanghahawakan din ang mga provincial government units. Before this exchange of letters, nagkaroon din ng mga parang SP resolutions [Sangguniang Panlalawigan resolutions]. If we track yung mga SPs nila, as early as October until now, wala pa po yung finalized kaya very agitated na po sila.
Question:	Yung Sangguniang Panlalawigan resolutions were put together after the mobilization workshop?
Answer:	Correct sir.
Question:	Parang that signaled the start, ano?
Answer:	Yes sir, we called it 'kick-off' at the time. UNDP kick-off meetings. Parang we had 2-hour virtual meetings po per province. Tapos nag-present si UNDP, overview of the project. Then na-flash na doon yung mga proposed sites, iyon pa yung template ng exchange of letters.
Question:	You have not heard from them [UNDP] since then?
Answer:	Meron naman sir, we have Viber or emails. Kaso ang talagang sinasabi nila is, yung pandemic ang [cause of] difficulty in delivery. Ang wala naman po akong narinig na

	dependency ng deployment, is the exchange of letters. Pero ayon lang kasi ang nakikita ko, iyon sana ang mag-deddefine ng final list of sites. Kasi meron silang mga requests for replacements, additional, para alam din sana namin kung ano na talaga ang final list of sites for the province. Nagpapa-schedule na sila sir, sinasabi nila mag-deddeploy na sila, may commitment si UNDP. We had planned catch-up meetings nung first quarter, January, kaso na-ECQ ang NCR, so na-delay.
Question:	Pwede ba kayong tanungin regarding sa cost nung infra? Kasi you also supervise the deployment or the installations of the VSATs, which is not under UNDP, under the bigger Wi-fi for public service.
Answer:	Outside UNDP, you mean sir? Yes sir, recently meron kami sa Batanes.
Question:	Yung cost ng deployment sa Batanes, would that be equivalent to the cost of deployment in, let's say, Abra or Apayao?
Answer:	No sir, iba-iba. Yung logistics ng Batanes, medyo mahirap [i-compare].
Question:	Pero in terms of the VSAT, yung cost per unit and yung subscription cost, are they equivalent?
Answer:	I believe sir, mas mahal yung UNDP. Wala kaming exact figures, pero ang sabi ni USec Rio noon, to give you an estimate on how much--kasi marami ding nagtatanong ng mga figures during committee meetings sa mga provinces--yung total na 3.2 billion or 3.1 billion, divide that to 6000 sites.
Question:	Hindi ito ang UNDP, ano?
Answer:	Ito yung UNDP sir, sa amin kasi ang na-deploy namin for 1-year subscription--outside of UNDP--we have 616,000 pesos for 1-year. And this has four access points na. Divide pa natin to quarter ito, parang 154,000 [per site]. Pero parang maling comparison ata ito, kasi yung isang VSAT terminal will have four access sites. Unlike with UNDP, one VSAT terminal is one access point lang. So for safe comparison, yung Php 616,000 for 1-year na po ito. Ito po ang approved budget, pero depende pa, pwedeng mas mababa yung bid ng provider.
Question:	This is the unit cost?
Answer:	Subscription cost siya actually sir, including everything na; equipment, service-level agreement, in terms of troubleshooting, maintenance. Inclusive na po lahat ng iyon sa 616,000. All-in na sir. One VSAT terminal with four access points. Flexible na kasi ang requirements namin dito since it is VSAT na, ang ginagawa namin ay up to 50mbps ang requirement.
Question:	But you divide this 50mbps per access point or hindi?

Answer:	Hindi na sir, the VSAT terminal will provide for the four [access points]. Paghahatian na nung apat [yung 50mbps]. Parang ang setup, to give you a picture sir let's say yung provincial capitol, mag-iinstall ng isang VSAT terminal. Yung isang access point nasa lobby, yung isa na ganitong office, yung isa nasa labas within close proximity.
Question:	You don't have any specifications with regard to the band use, whether Ka or Ku?
Answer:	None sir.
Question:	Bahala yung contractor?
Answer:	Yes sir, basta they have VAS license. Pero sa ibang detail, wala na po. Basta to provide up to 50mbps, ayun na po.
Question:	Who would be your major contractors, sa mga DICT?
Answer:	One is Globe, marami kaming in mind. Yung binabanggit ko pala sir, that was procurement dito po sa cluster, so HTech Corporation po ang aming provider. I believe maram rin silang projects with other DICT clusters.
Question:	Is it a local contractor?
Answer:	Yes sir, based in Alabang, I think.
Question:	<p>Okay, I am just soliciting this to get an idea. One of the things I need to do is look into the cost efficiency of the VSAT technology being deployed under UNDP.</p> <p>Just to summarize, you are aware of the challenges that the project are encountering at the moment, particularly the delays. You're saying that the challenges are caused by the remoteness of the sites, as well as the circumstances that emerged from this pandemic: difficulty in logistics, and the procurement of equipment, But as you say, services must be provided. Kasi ang tingin nga natin sa bandwidth ngayon is a human right na rin. With the pandemic, we migrated to online learning.</p>
Answer:	Sana po kung na-deploy earlier, or on time.
Question:	Mas napunta sa consciousness ng mga tao, the need and the demand.
Answer:	Kung pwede ko lang i-share sir, sa mga geographically-isolated areas talaga particularly for Batanes, very appreciative sila. Alam rin nila yung limitations ng technology ng VSAT, still they are very appreciative na kahit malayo sila, nabigyan sila ng internet through the technology. Alam nila na mahal, may limitations, may dependency sa weather conditions. But still, hindi sila mareklamo. Unlike kapag dito ka sa may city, 'nako napakabagal ng free Wi-fi na iyan'.

Question:	That's a good insight. Thank you for sharing this with me.
Answer:	Dumadami ang demand talaga, especially nung nakita nila na 'possible pala na mag-roll out dito sa lugar namin'. Sunud-sunod na po yung mga requests namin for connectivity and sana, kasi Batanes is awarded to UNDP, kung naging synchronized yung timeline baka mas malaki pa yung scale ng project sa Batanes. Again, may comparison kung bakit si HTech nakapag-deploy, si UNDP ang tagal, mga ganoon.
Question:	We will try to explain that in the report. I think this is a matter of optics, pero hindi na natin nakikita ang procedures and all. But the point of midterm review and evaluation is to recalibrate and fine tune hanggang makakaya. With that, thank you. [farewell greetings]

Key Informant # 16**Designation:** Institutional Development Officer**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Answer:	Basically, I am assisting the project in establishing partnership with our stakeholders: our host PLGUs, provinces where the Wi-fi will be activated. And writing MOA and partnership agreement with other national government agencies. Ito po ang primary function ko. Secondly, I am the focal [person] for the capacity building of beneficiaries: internet users, residents, LGUs staff, who are using/benefitting from the activated free Wi-fi, and of course, DICT staff.
Question:	This includes partnership agreements with state colleges and universities?
Answer:	Yes, pero sa ngayon ay hindi pa. Because SUCs are under Phase III.
Question:	Although I understand na may na-install na, ahead of schedule for some reason or another. For establishing partnerships, you've identified the state colleges and universities also?
Answer:	We initially communicated with CHED, pero hindi pa po sila nag-rereply. Pero for DICT, hindi nila kami inadvised to directly communicate with the SUCs kasi mahihirapan daw kami kapag ganoon, so nag-direct kami sa CHED.
Question:	That would be the appropriate response. Pero yung mga SUCs, hindi naman sila kasama sa DepEd computerization project, ano?
Answer:	Hindi po.
Question:	But you have a template for this agreement na with SCUs or SUCs?
Answer:	Depende po sa kanila kung papaano ang formatting nila, or kung ano ang mga kailangang content. Like for instance sa provincial, hindi siya MOA kasi UNDP is not using the format of the MOA na ginagamit ng mga government. [Bale] exchange of letters [ang ginagamit]. Tapos attachment na lang yung partnership agreement

	detailing the roles and responsibilities of each stakeholder.
Question:	Now, you also serve as point person for the beneficiaries?
Answer:	Yes, Output II and III.
Question:	Output III is capacity building for DICT staff, yes? When were you engaged by the project?
Answer:	June 2019.
Question:	You were relatively engaged earlier than your other colleagues, no?
Answer:	Yes po, kaya nung mga earlier phase of the project, ako din yung nag-focal for Output I.
Question:	Do you recall the output indicators for Output II?
Answer:	<p>Different po yung indicators from the annual work plan. So nagkaroon po kami ng revised annual work plan last October 2020. Kasi nung dumating kami sa project, andyan na yung mga indicators. Naisip namin masyado siyang general, and baka hindi namin makuha yung mga targets. Kaya nag-revise na lang po kami. Sa revised po, number of institutions trained and number of individuals trained [are the output indicators]. Sineparate namin yung indicator kasi before, ganoon lang ang pagkaka-state niya: number of institutions and individuals trained.</p> <p>So nung nag-revise kami, sineparate namin into number of institutions trained in DevLiVE, yung citizen monitoring platform. Tapos the second is, number of individuals trained in the citizen monitoring platform [which is DevLIVE nga]. The other two indicators, same statement pero iba lang yung ite-train namin, which is the other training modules: like internet media and information literacy, sectoral uses of free Wi-fi.</p>
Question:	Ano yung sources natin nito [the other training modules]?
Answer:	Yung IMIL [internet media and information literacy] po, meron nang existing ang DICT niyan. Meron na silang training program, training modules; pero naka-fit iyan sa mga LGU staff. So ang value-adding sana ng UNDP is to engage ang mga CSOs, and then ipakita itong IMIL module ng DICT. Mag-gawa sila ng needs assessment with the communities, tapos assist us [UNDP] to adjust/revise the existing IMIL module para ma-keep sa community-level training.
Question:	Usually yung mga output indicators may number 'yan na stated. So in the revised annual work plan, meron ba tayong ganoon [the target]?
Answer:	Meron po. Number of institutions using citizens platform: 40

Question:	These institutions would comprise of LGUs, civil society organizations, schools, local organizations, ano? And yung mga constituents nila, itong individuals?
Answer:	Yes, sa individuals naman six thousand [6,000] ang aming target.
Question:	Hindi ba meron tayo sa output indicators natin, yung sa DICT personnel trained on procurement? Is that part of Output III?
Answer:	<p>Yes, sa Output III naman po number of DICT staff provided with planning procurement and project management training for the project.</p> <p>50 staff [for the entire project] kasi dito sa first indicator, planning procurement and project management. Actually ang staff members lang ng PMO nila ay 50 or less, kaya 50 lang ang aming tinarget. And hindi naman lahat sila mag-training ng planning procurement and project management kasi meron ding iba na focusing on other areas of the project.</p>
Question:	So yung mga provincial DICT staff hindi talaga kasama sa training, sa central lang?
Answer:	Yes po. Initially talaga, project management team ito. Siyempre, sa government hindi din natin maiiwasan na mag-invite ng regional and provincial staff.
Question:	Hindi ba capacity building ng DICT per se ito, in encountering problems in procurement. The bigger free Wi-fi for all project is the Wi-fi in public places. So this is the first indicator?
Answer:	Yes, the first indicator. Another story sa 50 staff, during our interviews with DICT managers and staff, results ng training needs assessment namin, usually ang pinapa-attend talaga daw ng mga DICT ay yung permanent or regular staff nila. So yung job orders, hindi nakaka-attend kasi kailangan pa ng justification. Nag-target na lang kami ng medyo safe number of participants.
Question:	So what you're saying is that yung project management team natin is also comprised of COS? Mga contractuals?
Answer:	Yes po. Actually last year, dalawa lang talaga yung permanent na staff. Yung project manager nila, tsaka yung deputy. Pero ngayon po, hindi ko na alam kasi nag-reorg na sila, andaming changes within their management.
Question:	Tsaka if it's a new ministry or department, na wala pang mga items.
Answer:	'Yun din ang naging problem nila during our training needs assessment na sila [mga JO] talaga yung nagtatrabaho. Technical expertise nila yung kailangan, pero hindi naman sila mabigyan ng training. Most of them daw talagang new grad din, nag-youtube na nga lang din daw sila ng mga technical training para lang matutunan nila kung ano ang kailangang i-submit na deliverables.

Question:	The second indicator of Output III?
Answer:	<p>Number of DICT staff provided with technical training naman, on ICT infra and systems through the project.</p> <p>So yung isa planning ang project management level, tapos eto naman po yung pwede sa mga engineers and other technical staff members ng DICT.</p>
Question:	Provincial focal points, I would imagine it. Yung procurement, nasa first indicator?
Answer:	Yes po.
Question:	Yung number na binigay?
Answer:	200.
Question:	Kung sabihin na nasa midterm tayo, may slippage ba dun sa target natin? For both Output II and Output III, sa institutions trained na 40, ilan yung actual institutions reached?
Answer:	<p>Actually, kaunti pa lang talaga yung progress as of today. Kasi nga po, kaka-engage pa lang namin sa mga CSOs na mag-tetraining or mag-cacapacitate, even the individuals and institutions. Sa first indicator ng output, we have 6000 individuals; we have 22. Bakit nagkaroon ng 22 individuals? Kasi meron na kaming mga na-pretest. Yung DevLIVE [citizen monitoring], nag-conduct na kami ng pretesting last year, parang orientation training na din po ito sa mga provincial local government units and DICT cluster officers.</p>
Question:	Sa Output III naman, training on planning procurement and project management?
Answer:	<p>Seven [staff on the training of planning procurement], and doon naman sa technical ay 90.</p> <p>Seven lang [ang sa planning procurement] kasi last year po nung nag-start ang lockdown, hindi pa masyadong prepared to conduct online training.</p>
Question:	So most of these are online training?
Answer:	Opo, kasi nag-start lang itong Output III ng roll-out natin last year, second to third quarter.
Question:	And you subcontracted the training to training service providers?
Answer:	Yes po, Asian Institute of Management (AIM).
Question:	This is understandable, hindi naman talaga slippage yung 8 out of 40 [institutions];

	<p>22 out of 6000 [individuals]; 7 out of 50 [planning procurement]; and 90 over 200 [ICT infra and systems].</p> <p>We cannot consider this as slippage because of the consequential nature of the project. Before we could really begin in earnest for Output II, kailangan may installations na rin, di ba? Kung medyo naantala yung installations, which has really happened, hindi naman tayo makakapag-train ng individuals on DevLIVE. So you're covering Outputs II and III, and the progress was quite understandable.</p> <p>Ngayon yung overall impression doon sa project natin, since Output I is not really your responsibility, I'm just going to get your take on the preliminary findings of this MTRE, for purposes of validation. So far ang lumilitaw is 4 Cs: the project is too centralized, lack of coordination, lack of communication, and then an issue with costing. Do you agree with these preliminary findings?</p>
Answer:	Gusto ko lang i-clarify ano yung ibig sabihin nila sa 'centralized'?
Question:	Well compared to the DICT FWFA, Wi-fi in public places, nasa provincial level yung procurement so ang implementation is nagkakaalamanan sila--this is connected also with coordination and communication--sa mga installations, deployment, need for technical support, maintenance and so on. Pero the implementation is at the central level, na minsan dumederetso ang mga contractors sa site, site owners. Minsan parang na-overtake ang mga provincial [LGUs] at tsaka yung DICT na rin. So, do you agree to that observation?
Answer:	Mas okay naman for me, personally. Mas okay rin na decentralized yung implementation ng program. Kasi nga na-bypass na yung ibang levels. Dito pa naman sa Philippines dapat lahat alam, kasi wala naman talaga tayong communication plan. Hindi tayo marunong mag-devise ng communication plan, so kapag central office ang nag-implement ng project, dere-deretso talaga iyan sa kung nasaan ang infrastructure. Pero they will not inform ang mga susunod na region, province, munisipyo, barangay. Lahat ng mga levels na iyan, hindi sila informed about the project.
Question:	Akala ko nga nung una, yung internal and external communication is part ng work of the institutional development officer? Hindi ba?
Answer:	Yes po. Kung dito naman sa UNDP, we coordinated with provincial LGUs. Pero hanggang provincial LGUs lang po yung kakayanin namin, kasi ang nakalagay sa ating partnership agreement for the provincial governors to inform yung mga host and LGUs ng mga target sites natin. So parang tayo na yung nagbigay ng responsibility or nag-request sa kanila to inform itong mga barangay-level.
Question:	Pero yung comment kanina [too centralized], it referred to the UNDP project itself.

	<p>Compared to the FWFA program na isinasagawa ng DICT, mas centralized ang UNDP in terms of procurement and some decisions like site selection. So the [4Cs] are referring to the UNDP project, comparing it to the DICT operations or mechanisms.</p> <p>Now I understand that there are causes for this, the economies of scale, kung centralized nga ang procurement, and minsan kung sa contractor na yung responsibility to deploy or install, the intention to meet deadlines, nababago na ang usual protocols na kailangan sa field. Kasi yung mga provincial LGUs mismo nagsasabi na hindi nila alam yung deployment, mostly ang comment na iyan galing sa DICT provincial focal persons. But they would be very willing to provide technical advice or maintenance kung kinakailangan. Pero ang primary responsibility would rest on the contractor, but they are willing to assist.</p>
Answer:	<p>Siguro [ang nangyari parang] nag-evolve din. Kasi before, ang idea ng project is manage services na lang po parang isa na lang ang kakontra ni UNDP, isa lang ang kausap. So ang ineexpect siguro ng mga nag-conceptualize ng project na since ito ay manage services, yung contractor na rin ang mag-mamanage ng kanilang mga implementation.</p> <p>Pero napansin ko rin naman na nagkaroon ng adjustment, kasi before ang mga activated sites, for example, nangagaling talaga sa central office ng DICT and UNDP. So nag uusap lang po kami kung ano ang mga areas na dapat lagyan, ano ang mag-cocomplement sa mga existing plans ng DICT. Pero sa initial phase, hindi ko rin nakita na na-coconsult yung ibang levels ng DICT.</p> <p>For us, ang kino-consult namin ay yung province, dere-deretso kami sa province. 'Meron ba kayong pipeline', 'meron ba kayong mga ICT projects dito', 'dito ang mga sites namin, so meron ba kayong comment or feedback. Tell us para masabi namin sa DICT.' Ganoon yung loop, parang medyo magkakahiwalay. Sa initial phase iyon. Siguro, nakikita nila na medyo may disconnect sa feedback loop. Ang nangyayari na po, si PLGU and DICT province, sila muna mag-uusap. Ano yung mga sites na gusto nilang ipa-install sa UNDP? Ipapa-approve muna nila iyon sa DICT central office, tsaka i-susubmit sa UNDP.</p>
Question:	<p>But the reality is, in terms of site selection meron na tayong list of areas, a preferred list. Of course they were consulted with this list, pero the comment [coordination and communication] was [directed] sa deployment. There was a presentation involving the provincial LGUs, and the DICT presented the schedule for deployment. I don't think that was followed, there were deployments done pero at the same time, some of them [FGD participants] were expecting close coordination in this regard. Minsan nalalaman na lang nila na naka-install na, siguro because of the difficulty of actually deploying or installing under the current</p>

	conditions.
Answer:	Actually expected din namin sana na yung mga contractors, mag-courtesy man lang sila sa provincial level. Malinaw naman yung instruction namin na ganoon ang maging protocol.
Question:	Although mechanics-wise, wala talagang mechanism because they don't need to sign off or the LGU on certain things, ano? Parang expected lang na mag-meet sila, kasi baka mamaya hindi available yung governor gawa ng pandemic.
Answer:	Siguro nung mga initial phase kasi napag-uusapan din iyan, na i-require yung mga ka-meeting na mag-sign, usual evidence and means of identification natin. Kaso siyempre yung mga managers, they see that process na mag-cacause of delay.
Question:	Mga managers ng contractors iyon or bale ng project?
Answer:	Managers ng project, ng contractor. Siyempre nagkaroon sila ng initial discussion about [this].
Question:	Talagang intention na lang is facilitation, ano?
Answer:	Actually kahit before, nung kino-conceptualize yung project naging problem din talaga ng DICT ay makipag-coordinate sa mga close LGUs. Doon din daw sila natatagalan kaya ang ginawa na lang nila nagkaroon sila ng MOA. Kapag sinasabi namin na we should communicate first with the LGU and PLGU, okay na rin naman iyon na i-honor na lang ng PLGU and LGU yung MOA nila with DICT, kasi UNDP's project is part of the bigger program.
Question:	Could you say anything about the costing? Are you knowledgeable about the costing? They're asking about the observation that the DICT costing, eto yung costing ng infrastructure, ng mga installations. May observations ka bang ganoon?
Answer:	Yung sa finance na lang po.
Question:	Okay, is there anything else you would like to tell us? Is there any information you would like to volunteer for this interview, particularly with regards to Output II and III?
Answer:	<p>Siguro first, yung priorities. Siyempre ang goal talaga ng project is to facilitate, accelerate dapat yung deployment ni DICT. Talagang all our energy and efforts are focused sa Output I. Itong capacity-building, usually lumalabas lang for presentations sa higher-ups na we have value-adding activities, at ito nga ang Output II and III. Pero most of our work, kahit ako na focal ng II and III, talagang lahat kami focused sa activities ng Output I.</p> <p>Second, hindi ko alam kung bakit ganoon ang priority--siguro dahil iyon ang</p>

	<p>kinikilala na mandate ng DICT, because they are the ICT ministry of the Philippines iyon ang kailangan nilang ma-produce. Pero meron naman din silang capacity-building component, and lumabas sa needs assessment namin na actually hindi rin naman sila ganoon ka-focused doon sa component na iyon. Sa project namin, 1% lang ang budget for capacity-building. Actually even sa ASEC level, ganoon din yung tone, na hindi naman ito ang priority. Ang priority is to deploy, or provide, internet service.</p> <p>Siguro meron lang sana na clear na document or law or mandate, para ma-realize lang sana nitong DICT na hindi lang enough na makakapag-provide tayo ng infrastructure, but also yung meaningful connection doon sa ating mga beneficiaries.</p>
Question:	But if the project will assume the nature of the UNDP, talagang ang focus should be on capacity-building, di ba? Although as you described it, it could be the primary thrust. Kung SDGs ang pinag uusapan. But the budget itself is telling that capdev is only 1% of the total project cost, tama ba iyon?
Answer:	Yes po, correct. One percent ang Output II, and one percent ang Output III.
Question:	Hindi ba na-bring up ito, sa design?
Answer:	Kasi hindi naman na kami kasama sa project design, ibang team na ang gumawa noon. Na-onboard na lang kami nung implementation na po.
Question:	Maraming maraming salamat. Thank you for this information. [farewell greetings]

Key Informant # 17**Designation:** Finance and Administrative Officer**I. Introductory explanation of the KII and consent of the informant:**

Please refer to Appendix G.2.

II. Key Informant Interview:

	TRANSCRIPTION
Question:	What is your frank, honest, and general impression on how the funds are being utilized by the project?
Answer:	Mostly naman po ng funds is on the installation of the sites, which is Output 1.
Question:	Tapos yung Output 20, parang 1% percent lang, ano?
Answer:	Yes sir, and it's the capacity building for the citizens' monitoring as well as DICT. So far naman sir, wala pa naman pong masyadong expenses on Output 2 and 3.
Question:	Okay lang ba ang utilization [ng funds] sa Output 1?
Answer:	Yes sir, kasi mostly po ng expenses ay doon lang po napunta sa deployment. And of course yung mga operational expenses na recurring lang ay sa support, like the PMO and other cause related to the deployment ng Output 1.
Question:	So walang slippage?
Answer:	Wala naman sir.
Question:	Would you please remind me on the total project budget?
Answer:	Total project budget is 25, 485, 535. This is the received, but this may not be what was written in the ProDoc since peso po iyon. Nung na-receive namin sa system is dollars, so meron na pong onting difference due to foreign exchange loss.
Question:	Could you share with me the total project cost sa ProDoc?
Answer:	Sa ProDoc it's in peso, 1 billion. Pero if converted during that time, it's 25, 000, 606.
Question:	Is it 1 billion flat?
Answer:	It's 1.3 billion pesos, sir.
Question:	Utilization-wise, wala namang slippage, okay lang? [These are] that are being experienced in the deployment or the installation, ano?

Answer:	Opo sir. Pero committed na po ito, kaya lang, hindi pa-naexpend lahat. But most of it was committed already.
Question:	<p>One particular advantage of this arrangement is that, kung sa Philippine government ang mga expenditures na ito, may certain project cycles na kung na-commit na sa UNDP mas may flexibility. This being the case, wala naman tayong problema financially. So in terms of deficiency iyon, ano?</p> <p>Sa effectiveness naman, do you have any opinion on how effectively the funds for output 1 were utilized? Di ba may output indicators tayo, sa output 1 we have output indicators and outcome indicators. Based on your observation as the financial assistant, the expenditures in output 1, are they effectively generating the desired outcome?</p>
Answer:	Yung mga indicators po kasi per output, more on technical.
Question:	Agree tayo diyan, kasi output indicators iyon. Pero meron din tayong outcome sa ProDoc, there could be some change. Pwede nating pagbasehan ang efficiency ng utilization dun sa actual figures, di ba?
Answer:	Yes po. Tama po ba pagkakaintindi ko, based doon sa na-budget, versus doon sa na-expend is [efficient]?
Question:	Based doon sa nagastos, sa palagay mo ba, we are well on our way to achieving the outcome indicators for output 1?
Answer:	I think on track naman po. Ang mga expenditures po natin ay leaning toward to the goals natin na output. On the budget side, hindi ko po kasi masasagot ang sa technical.
Question:	Sa procurement, meron ka bang ma-volunteer na information sa amin?
Answer:	What exactly do you want to know po?
Question:	Una, kailan ka pumasok sa project?
Answer:	October 2019, sir.
Question:	In that case, parang na-decide na sino ang mga contractors.
Answer:	For the phase 1 at least, awarded na siya. Sa phase 2 and 3, pwede siguro.
Question:	Okay, for phase 2 and 3 do you have any observations regarding the procurement?
Answer:	Sa phase 2 sir, although same contractor, dumaan pa din naman siya sa bidding and actually hanggang bureau pa, hindi lang sa CO dito sa Philippines, ang approval

	<p>ay hanggang bureau pa. Kasi nga po, it's a high value amount. I think fair naman po ang process ng pag-procure, dumaan sa bidding, meron po kasi kaming mga proposals na natanggap. Although siyempre, hindi naman po na-divulge sa lahat kung sino ang mga nag-tender ng proposals. Tapos meron pang mga discussions where we invited several contractors, tapos magtatanong po sila about sa bidding.</p> <p>So before they submit their bids or proposals, nagtanong muna sila about the project and may mga discussions. Actually hindi po naman sila chosen, we posted that and nag-signify sila na gusto nilang umattend. Hindi po kami namimili, specifically the contractors. Yung mga nag-signify po na aattend sila ng discussion, sila yung mga pumunta and after that, may background knowledge na sila about the possible procurement, and then nag-bid na sila. Yung bidding po, ayun nga, ang mga proposals nila ay dumaan hanggang sa bureau po ata, hindi lang sa Philippines.</p>
Question:	Okay, all as per UNDP procedures, ano?
Answer:	Yes sir, all under UNDP procedures po.
Question:	Ang region office ng UNDP is in Bangkok?
Answer:	Opo, I think po. Ang headquarters naman ay sa New York.
Question:	So when you say hanggang bureau, hanggang New York?
Answer:	Hindi ako sure sir, kasi depende sa amount. Pero definitely, hindi lang siya approval up to the Philippines.
Question:	This is for phases 2 and 3. Siguro may strategic advantage na yung contractor sa phase 1.
Answer:	Yes sir, kasi they have the equipments na.
Question:	Tsaka they are in the position to offer lower [prices], figuring in the economies of scale.
Answer:	Yes sir, that's exactly po ata kung bakit mababa ang base nila.
Question:	Right, which is lower than the budget ng DICT.
Answer:	Yes sir, even lower po doon sa first contract nila.
Question:	I need to ask you this, because of your position sa project. Alam naman natin na may batikos na lumalabas ngayon sa press, could you enlighten me on the possible causes of these criticisms?

Answer:	Mostly po iyan ay the delays in the implementation. For me sir, and I think lately may lumabas about the customs issues.
Question:	Pero outside naman kayo doon di ba?
Answer:	Yes sir, pero I think that's the decision point po ng Palace. I think so sir, kasi dati naman po even with the DICT lang, na-COA na on the day of implementation. And we are answering naman diyan. I think nung lumabas ang customs issue, doon na po pumasok ang Palace.
Question:	May desisyon na ba ang Palace?
Answer:	Based sa pronouncement nila, ni Harry Roque, is to return daw po. I think nabanggit din po ng DICT sa Congress hearing na sinasabi nga daw po na ibalik na. Hindi ko naman po sure kung final na po iyon.
Question:	Oo, kasi wala namang pronouncement ang Diliman mismo. Yung kay Harry Roque it was what? An update of the situation? Did he quote the president? I don't think so.
Answer:	Hindi naman po ata sir. Besides yung sa Congress hearing, nakinig po kami since naka-live po iyon, may mga congressman na nagsasabi na if ever ibabalik, edi lalo pang ma-dedelay. Delayed na nga po yung project, and if kukunin pa the funds, lalong ma-dedelay ang implementation.
Question:	Exactly. Madaming nakikinabang, kung mapakinggan lang nila ang opinion sa bill.
Answer:	Actually sir, kung mapapakinggan lang nila ang mga beneficiaries.
Question:	It's highly positive.
Answer:	Yes sir, exactly. Kasi sa remote po talaga sila. Kahit po mababa ang bandwidth, they are really appreciative po talaga, kasi at least they have the connection kaysa none at all.
Question:	Ang isa pa, kahit na may mga congress na nagsasabi na kailangan isauli, hindi pwedeng gawin iyon unilaterally diba? May agreement, dapat may procedure na dadaan diyan. Wala pa talagang desisyon, so to speak.
Answer:	Sir I think at least for the phase 2, in my opinion lang. I'm not necessarily saying that this is my position, anything connected na po sa SpeedCast [contractor], because sila yung mga issues sa customs, ayaw na po sana nila dahil baka sila naman ang balikan ng Palace. At least ang phase 2 po may agreement.
Question:	May moratorium in place, pero it can be withdrawn. I think it's temporary and mediated by cost, hindi ko alam kung may finality na iyon. Kung may finality man,

	dapat nagkaroon na ng proseso na na-withdraw or na-modify yung contract. Meron na bang ganoon?
Answer:	Sir, sa level ko lang po, nakita ko na kasi na yung PO. I think sir na-terminate na po yung contract.
Question:	For phase 2?
Answer:	Phase 1 and 2. Yung phase 1, parang lately lang iyan. Ang phase 2 is terminated na. And I think the money is in communication na po with DICT to transfer na talaga, kasi they have provided already the bank account sa treasury.
Question:	So it's going to be transferred back to treasury. Yung unspent balance?
Answer:	To give you an idea, yung phase 2 po kasi, since wala pang nagagastos doon, the whole contract amount will be returned to them. Ito po yung malinaw. Ang phase 1 is ongoing I think, pinapa-account pa po sa amin kung ano na talaga yung balance.
Question:	Ito yung purchase order ng contractor?
Answer:	Yes po.
Question:	Pero yung sa UNDP, operations ay tuloy pa rin?
Answer:	Yes sir, wala naman po silang sinabi about other funds, specifically doon na po sa contractor na po iyon.
Question:	So in all probability ma-rerebid ito?
Answer:	Hindi ko po alam sa DICT, but the fund will not be with UNDP anymore sir. So sa amin po walang mangyayaring re-bidding kasi wala na po sa amin yung pera.
Question:	Any news about phase 3?
Answer:	Wala naman po, so ongoing naman po. Continuous pa rin.
Question:	Sa phase 3, still the same contractor?
Answer:	Local na po iyon.
Question:	So this is PhilComSat na?
Answer:	Actually PLDT po.
Question:	Pero under DICT pa rin?
Answer:	Actually sinabi po naman na 'paano yung mga na-install na, under that contract, paano kung ii-stop'? The contractor itself is wala na, it's fair to them na stop na

	yung service. So kung i-stop iyon ng contractor, we raise the issue po sa DICT na how about yung mga beneficiaries ng mga installed na. Nag-signify naman po sila ng interest na sila ang magtutuloy.
Question:	Yung DICT, ang kanilang mga provincial [officers]?
Answer:	Opo, sila na daw po.
Question:	<p>Okay, eto na ang mga bagong developments. But it makes sense na kung ang mga state colleges and universities na hindi ganoong ka-remote, fiber na lang nga.</p> <p>Is there anything else that you would like to share with us? Meron ka bang strong opinion tungkol sa project, admin and finance, na gustong i-share?</p>
Answer:	<p>Tingin ko sir kung finance side, kung budget versus the expenditure, kasi ito naman po talaga ang i-check, okay pa naman po. On track kami, wala pong slippage. And I think wala naman pong unnecessary expenditures or charging sa project. All expenses na recorded ay true, and para po talaga dito sa project na ito.</p> <p>Kung sa finance po, ang budget po namin is originally may installation and capacity building ang output 2 and 3. 'Pag capacity building , may mga trainings and all, so ang budget po ay may mga travels, trainings on the venue face to face. Sila ay parang naka-freeze, or un-disbursed due to the pandemic. Meron na po kasi kaming capacity building sa output 3 last year, so we conducted several trainings for DICT personnel and management. Yung cost po doon, medyo mas maliit sa budget kasi online lang siya.</p>
Question:	Oo, kasi na-achieve naman yung output, so savings na rin. Which is good news.
Answer:	Kung titignan mo sir, parang nag overbudget kami, di ba? Hindi ka efficient sa planning, kasi overbudget ka, eto lang ang expense mo. This could have been budgeted to other activities. Tingin ko naman, hindi kami inefficient doon kasi unexpected ang [pandemic].
Question:	By all reports, you actually did very well. Thank you very much for your time, for these information. [farewell greetings]