



Operation Number: **TT0056**  
Year- PMR Cycle: **Second period Jan-Dec 2014**  
Last Update: **4/27/2015**  
PMR Validation Stage: **Validated by Representative**

Chief of Operations validation date: **05/06/2015**  
Division Chief validation date: **05/07/2015**  
Country Representative validation date: **05/09/2015**

Inter-American Development Bank - IDB  
Office of Strategic Planning and Development Effectiveness

Operation Profile

Basic Data

Operation name:	Electronic Government & Knowledge Brokering	Loan Number:	1808/OC-TT
Executing Agency (EA):	Ministry of Public Administration and In formation		
Team Leader:	King,Dana Michael	Sector/Subsector:	E-GOVERNMENT
Operation Type:	Loan Operation	Overall Stage:	Closed (All the loans are closed).
Lending Instrument:	Investment Loan	Country:	TRINIDAD AND TOBAGO
Borrower:	TRINIDAD AND TOBAGO	Convergence related Operation(s):	

Total Cost and Source

	Original IDB	Current Active IDB	Local Counterpart	Co-Financing/Country	Total operation cost - Original Estimate
TT0056	\$28,000,000.00	\$26,951,571.44	\$7,000,000.00	\$0.00	\$35,000,000.00

Available Funds (US\$)

	Current IDB	Disb. Amount to Date	% Disbursed	Undisbursed Balance
TT0056	\$26,951,571.44	\$9,325,339.36	34.60%	\$17,626,232.08

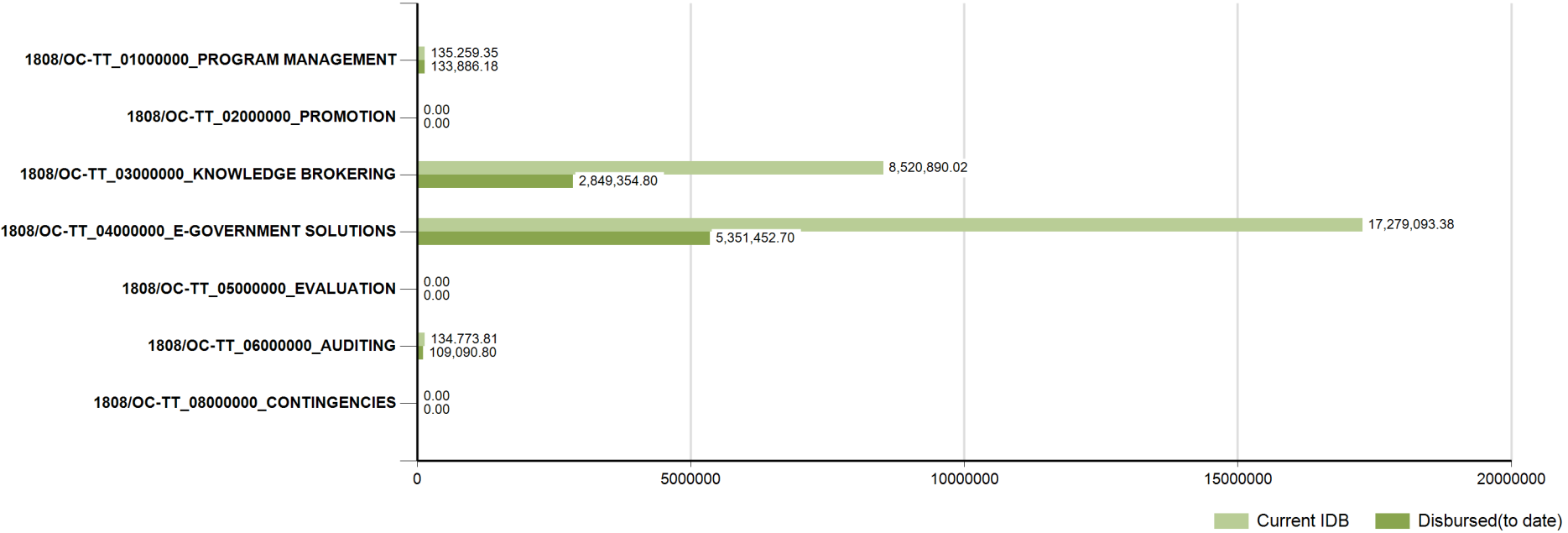
Environmental and Social Safeguards

Main Operation	
Impacts Category:	C(R)
Safeguard Performance Rating:	
Safeguard Performance Rating - Rationale:	

Reformulation Information

Main Operation	
Was/Were the objective(s) of this operation reformulated?	NO
Date of approval:	

Expense Categories by Loan Contract (cumulative values)



Results Matrix

Impacts

Impact:	1 Quality of governance improved, particulary with regard to government effectiveness								
Observation:	The logical framework of this project was retrofitted in 2008 to a results framework, as documented in an aide-memoir signed off between the Permanent Secretary and the Bank.								
Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	2010		EOP
1.1 Average time required to complete a public service transaction [for at least 3 prioritized public services, according to data availability]		Days	0.00	2010	Copies of consultant reports and evaluations in the Ministry of Public Administration	The three areas of prioritized public sector services to be measured are (i) education, (ii) health, and (iii) overall service delivery	P		0.00
							P(a)		0.00
							A		
1.1 World Economic Forum Global Competitiveness Index performance rating for the Basic Requirements sub-index		Score	4.70	2010	Within the WEF Global Competitiveness report, the sub-index for "Basic Requirements " is being used	The "Basic Requirements" sub-index groups those pillars most critical for countries in the factor-driven stage. It considers: (i) institutions, (ii) infrastructure, (iii) macroeconomic environment, (iv) health and primary education. Of these, (i) and (iv) are directly affected this Project and should contribute to movements in the overall "Basic Requirements" indicator.	P		
							P(a)		4.90
							A		

 RF - RF Indicator     SI - Sector Indicator     CI - Country Indicator     PG - Pro-Gender     PE - Pro-Ethnicity

Outcomes

Outcome:	1 Public perception of public services improved (efficiency).
Observation:	The loan proposal did not specify outcome indicators for the overall program. It is worth noting that the results matrix was 'retrofitted' in August 2008 following an indicators workshop agreed with the Executing Agency.

Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	2006		2007	2008	2009	2010	2011	2012	2013	2014
							P	A								
1.1 Users of public service (education) satisfied with the final outcome		%	70.00	2008	MORI surveys were conducted in 2008, 2009, and 2010 by MPA. A limited survey focusing on outcomes related to this indicator will be conducted at project closure to allow reporting and a copy of survey results and analysis provided to the Bank.		P			70.00	71.00	72.00	73.00	75.00		
	P(a)								70.00	71.00	72.00	73.00	75.00			
	A								70.00	71.00	73.00					0.00
1.2 Users of public services (health) satisfied with the quality of the service		%	34.00	2008	MORI surveys were conducted in 2008, 2009, and 2010 by MPA. A limited survey focusing on outcomes related to this indicator will be conducted at project closure to allow reporting and a copy of survey results and analysis provided to the Bank.		P			34.00	34.00	35.00	35.00	36.00		
	P(a)								34.00	34.00	35.00	35.00	36.00			
	A								34.00	22.00	23.00					0.00

EOP

75.00
75.00

36.00
36.00



30.00
30.00

1.09
1.09

0.36
0.36

9.00
9.00

1.6 Average cost per user		%	0.00	2008	No baseline data was collected and no EOP data provided. As such, this outcome indicator will not be monitored.		P												
							P(a)												
							A												0.00
1.7 Average time required to complete a public service transaction for prioritized public services		Days	0.00	2008	No baseline data was collected and no EOP data provided. As such, this outcome indicator will not be monitored.		P												
							P(a)												
							A												0.00
1.9 Transactional services delivered online.		Services	0.00	2008	No baseline data was collected and no EOP data provided. As such, this outcome indicator will not be monitored.		P												
							P(a)												
							A												0.00
1.10 Users of interactive services.		%	0.00	2008	No baseline data was collected and no EOP data provided. As such, this outcome indicator will not be monitored.		P												
							P(a)												
							A												0.00
1.11 Users completing online transactions.		Users	0.00	2008	No baseline data was collected and no EOP data provided. As such, this outcome indicator will not be monitored.		P												
							P(a)												
							A												0.00



[illegible]

## Outputs: Annual Physical and Financial Progress

DEMAND-DRIVEN PROJECTS for institutional strengthening implemented [original title before associating operations was only 'Knowledge Brokering']		Physical Progress			Financial Progress		
Outputs	Unit of Measure	2014		EOP	2014		EOP
Eligible projects approved and funded	Projects	P		5.00	P		2,918,000.00
		P(a)	4.00	6.00	P(a)	5,503,200.00	2,955,493.00
		A	4.00	6.00	A	2,485,493.00	2,955,493.00
DEMAND-DRIVEN PROJECTS for human and organizational capacity strengthening through e-government solutions designed and implemented [original title before associating operations was 'e-Government solutions']		Physical Progress			Financial Progress		
Outputs	Unit of Measure	2014		EOP	2014		EOP
Eligible projects approved and funded [ncludes interactive services online, and online transactional services]	Projects	P		2.00	P		17,435,000.00
		P(a)	10.00	4.00	P(a)	10,000,000.00	5,374,628.00
		A	3.00	4.00	A	4,767,860.00	5,374,628.00
Administrative Costs							
Promotion							
Evaluation							

Other Cost		2014	Cost
Program Management - including project implementation unit staff	P		\$3,038.00
	P(a)		\$397,849.00
	A	\$51,129.00	\$397,849.00
Develop a comprehensive promotion campaign and mechanisms to disseminate the results of the program	P		\$200.00
	P(a)		\$0.00
	A	\$0.00	\$0.00
Evaluation of the complementarity criteria	P		\$435.00
	P(a)		\$0.00
	A	\$0.00	\$0.00
Total Cost		2014	Total Cost
	P		\$20,356,673.00
	P(a)	\$15,503,200.00	\$16,926,688.00
	A	\$7,304,482.00	\$8,727,970.00

## Changes to the Matrix

Section	Name	Type of Change	Reasons	Entered in the System	Agreed with Executing Agency
Output	Eligible projects approved and funded	Modify Financial P(a) value	The Semi-Annual Report was re-submitted and the figure for 2014 revised to make consistent with WLMS	4/27/2015	4/27/2015
Output	Eligible projects approved and funded [includes interactive services online, and online transactional services]	Modify Financial P(a) value	The Semi-Annual Report was re-submitted and the figure for 2014 revised to make consistent with WLMS	3/23/2015	2/23/2015
Output	Eligible projects approved and funded [includes interactive services online, and online transactional services]	Modify Physical P(a) value	The Semi-Annual Report was resubmitted and the figure for 2014 revised to make consistent with WLMS	3/23/2015	2/23/2015

Outcome	Interactive services. provided	Modify Unit of Measure	This indicator was rewritten to make it a SMART indicator	3/3/2015	2/13/2015
Outcome	Interactive services. provided	Modify Indicator name	This indicator was rewritten to make it a SMART indicator.	3/3/2015	2/13/2015
Impact	World Economic Forum Global Competitiveness Index performance rating for the Basic Requirements sub-index	Modify Means of Verification	At the request of Government, this impact indicator was added.	3/3/2015	2/13/2015
Impact	World Economic Forum Global Competitiveness Index performance rating for the Basic Requirements sub-index	Modify Indicator name	At the request of Government, this impact indicator was added.	3/3/2015	2/13/2015
Impact	World Economic Forum Global Competitiveness Index performance rating for the Basic Requirements sub-index	Create Impact Indicator	At the request of Government, this impact indicator was added.	3/3/2015	2/13/2015
Outcome	Users completing online transactions.	Modify Means of Verification	No baseline data was collected and no EOP target data provided. As such, the Government requested, and the Bank agreed, that this outcome indicator would not be monitored.	3/3/2015	2/13/2015
Outcome	Users of interactive services.	Modify Means of Verification	No baseline data was collected and no EOP target data provided. As such, the Government requested, and the Bank agreed, that this outcome indicator would not be monitored.	3/3/2015	2/13/2015
Outcome	Transactional services delivered online.	Modify Means of Verification	No baseline data was collected and no EOP target data provided. As such, the Government requested, and the Bank agreed, that this outcome indicator would not be monitored.	3/3/2015	2/13/2015
Outcome	Average time required to complete a public service transaction for prioritized public services	Modify Means of Verification	No baseline data was collected and no EOP target data provided. As such, the Government requested, and the Bank agreed, that this outcome indicator would not be monitored.	3/3/2015	2/13/2015
Outcome	Average cost per user	Modify Means of Verification	No baseline data was collected and no EOP target data provided. As such, the Government requested, and the Bank agreed, that this outcome indicator would not be monitored.	3/3/2015	2/13/2015
Outcome	Interactive services.	Modify Means of Verification	No baseline data was collected and no EOP target data provided. As such, the Government requested, and the Bank agreed, that this outcome indicator would not be monitored.	3/3/2015	2/13/2015
Outcome	Scoring of the World Economic Forum indicators for "government usage of ICT".	Modify Means of Verification	The WEF Global Information Technology Reports have changed formats somewhat since this indicator was agreed. However, the respective index (Usage subindex under the Networked Readiness index) aligns exactly with the index originally approved. For clarity, the means of verification section for this indicator has been updated to indicate this.	3/3/2015	2/13/2015
Outcome	Scoring of the World Economic Forum indicators for "e-government readiness".	Modify Means of Verification	The WEF Global Information Technology Reports have changed formats somewhat since this indicator was agreed. However, the respective index (Readiness subindex under the Networked Readiness Index) aligns exactly with the index originally approved. For clarity, the means of verification section for this indicator has been updated to indicate this.	3/3/2015	2/13/2015
Outcome	Users of public services (overall service delivery modernization) say service got better over the past 5 years	Modify Means of Verification	The Government has not conducted a MORI survey since 2010. To ensure reporting, MPA will conduct a limited MORI survey for this area in tandem with the Final Evaluation to allow reporting on the EOP target.	3/3/2015	2/13/2015
Outcome	Users of public services (health) satisfied with the quality of the service	Modify Means of Verification	The Government has not conducted a MORI survey since 2010. To ensure reporting, MPA will conduct a limited MORI survey for this area in tandem with the Final Evaluation to allow reporting on the EOP target.	3/3/2015	2/13/2015
Outcome	Users of public service (education) satisfied with the final outcome	Modify Means of Verification	The Government has not conducted a MORI survey since 2010. To ensure reporting, MPA will conduct a limited MORI survey for this area in tandem with the Final Evaluation to allow reporting on the EOP target.	3/3/2015	2/13/2015

Please note that the Overall Stage represents the stage of the operation at the time of this report's publication, which might not necessarily match the stage of the operation during the PMR Cycle to which the report pertains.