

Implementation Status & Results
Moldova
Governance eTransformation Project (P121231)

Operation Name: Governance eTransformation Project (P121231)	Project Stage: Implementation	Seq.No: 7	Status: ARCHIVED	Archive Date: 20-Jun-2014
Country: Moldova	Approval FY: 2011			
Product Line: IBRD/IDA	Region: EUROPE AND CENTRAL ASIA	Lending Instrument: Specific Investment Loan		
Implementing Agency(ies):				

Key Dates

Board Approval Date	09-Jun-2011	Original Closing Date	31-Dec-2016	Planned Mid Term Review Date	12-May-2014	Last Archived ISR Date	22-Nov-2013
Effectiveness Date	28-Sep-2011	Revised Closing Date	31-Dec-2016	Actual Mid Term Review Date	04-Mar-2014		

Project Development Objectives

Project Development Objective (from Project Appraisal Document)

The project development objective is to transform delivery of selected public services using ICTs. This objective will be achieved by: (i) improving leadership capacity, enabling environment and management of ICTs in the public sector; (ii) using a modern service delivery platform, and (iii) increasing transparency in the public sector.

Has the Project Development Objective been changed since Board Approval of the Project?

Yes No

Component(s)

Component Name	Component Cost
Component 1: e-Leadership Capacity and Enabling Environment	5.20
Component 2: Shared Infrastructure and e-Services Development	14.80

Overall Ratings

	Previous Rating	Current Rating
Progress towards achievement of PDO	Moderately Satisfactory	Moderately Satisfactory
Overall Implementation Progress (IP)	Moderately Unsatisfactory	Moderately Unsatisfactory
Overall Risk Rating		

Implementation Status Overview

This ISR covers the main findings, results, and issues and actions of a Mid-Term Review mission to Moldova that took place from March 4-11, 2014. The project is at the end of its third year of implementation. Current disbursement is US\$6.6 million from IDA funds.

Component 1.1 Support for the e-Government Center and e-Leadership Development has disbursed and committed 66% of funds and is on target.
 Component 1.2 Developing Enabling Environment, including Policy, Legal and Technical Frameworks and Programs has disbursed and committed 53% of funds and is on target.
 Component 2.1 M-Cloud shared e-Government infrastructure disbursed and committed 21% of funds due to availability of Dutch TF that funded MCloud Phase I. The remaining funds

will be used for procurement of MCloud Phase II under ICB 11. Bidding documents have been received and currently under review by the WB. Component 2.2 e-Services have disbursed and committed 53% of funds and is on target.

The most important milestones achieved by the project to date are the completion of M-Cloud Phase 1 and the launch of four initial e-Services. The interoperability platform contract was launched and platform is under development. As agreed during the fall mission eGC achieved significant progress with finalizing design and preparation of bidding documents for MCloud Phases II. Bidding documents have been received by the World Bank team and are currently under review. MCloud PPP study has been completed and discussed during the mission with the government stakeholders.

eGC also significantly advanced procurement of the core contracts under the project: ICB#5 Enterprise Content Management Platform (ECMP) and ICB#7 Interoperability have been signed and bidding documents for digitization have been released.

Locations

Country	First Administrative Division	Location	Planned	Actual
Moldova	Municipiul Chisinau	Chisinau		✓

Results

Project Development Objective Indicators

Indicator Name	Core	Unit of Measure		Baseline	Current	End Target
Citizen uptake of e-government services	<input type="checkbox"/>	Percentage	Value	7.00	22.00	25.00
			Date	01-Nov-2010	11-Mar-2014	31-Dec-2016
			Comments	This indicator measures percentage of population who accessed a government website at least once over the previous 12 months. The baseline value was obtained through a survey done by the Institute for Public Policy and Magenta in 2010.		2013 Survey
User Perception of Quality of Public Services (%)	<input checked="" type="checkbox"/>	Percentage	Value	0.00	64.00	60.00
			Date	09-Jun-2011	11-Mar-2014	31-Dec-2016
			Comments	This indicator measures the degree of users' satisfaction with the overall quality of transaction processing for the main public service (citizens portal) targeted by the project. As of Board date, no survey was done on the quality of e-Gov portal.		2013 Survey

Public Disclosure Copy

Total number of transactions of the main public service targeted by the project	<input checked="" type="checkbox"/>	Number Sub Type Supplemental	Value	0.00	57141.00	400000.00
Direct project beneficiaries	<input checked="" type="checkbox"/>	Number	Value	0.00	181013.00	300000.00
			Date	09-Jun-2011	11-Mar-2014	31-Dec-2016
			Comments	Direct project beneficiaries are people who directly derive benefits from an intervention. In this project it is citizens that access public services via the government portal and mobile phones. Baseline value as of Board date.	Nr. of citizens that access public services via the Government portal and mobile phones.	At project closing date
Female beneficiaries	<input checked="" type="checkbox"/>	Percentage Sub Type Supplemental	Value	0.00	51.87	50.00

Intermediate Results Indicators

Public Disclosure Copy

Indicator Name	Core	Unit of Measure		Baseline	Current	End Target
Public support for e-Government	<input type="checkbox"/>	Percentage	Value	53.00	65.00	70.00
			Date	01-Nov-2010	11-Mar-2014	31-Dec-2016
			Comments	This indicator measures percentage of population who would like to access public services through the Internet or mobile phone. An initial survey was done by the Institute for Public Policy and Magenta in 2010.	2013 Survey	At the project completion date
People trained under the project	<input type="checkbox"/>	Number	Value	0.00	908.00	2000.00
			Date	09-Jun-2011	11-Mar-2014	31-Dec-2016
			Comments	At Board date	public servants, other employees in public entities, mass media, academia. Virtual university	At the project completion date
Data sets available on the Open Government Data website	<input type="checkbox"/>	Number	Value	50.00	710.00	600.00
			Date	09-Jun-2011	11-Mar-2014	31-Dec-2016

			Comments	This indicator measures how many machine readable data sets will be available on the OGD website. In addition to measuring the total number, eGC will ensure that all high value data sets in real demand by citizens and businesses are included. Baseline value as of Board date	Open data sets are published by 39 public agencies	At project closing date
Uptake of shared e-Government infrastructure (M-Cloud)	<input type="checkbox"/>	Percentage	Value	0.00	20.90	25.00
			Date	09-Jun-2011	11-Mar-2014	31-Dec-2016
			Comments	At Board date		At project closing date
Visits to Government Services Portal	<input type="checkbox"/>	Number	Value	0.00	256490.00	400000.00
			Date	09-Jun-2011	11-Mar-2014	31-Dec-2016
			Comments	At Board date		At project closing date

Data on Financial Performance (as of 28-May-2014)

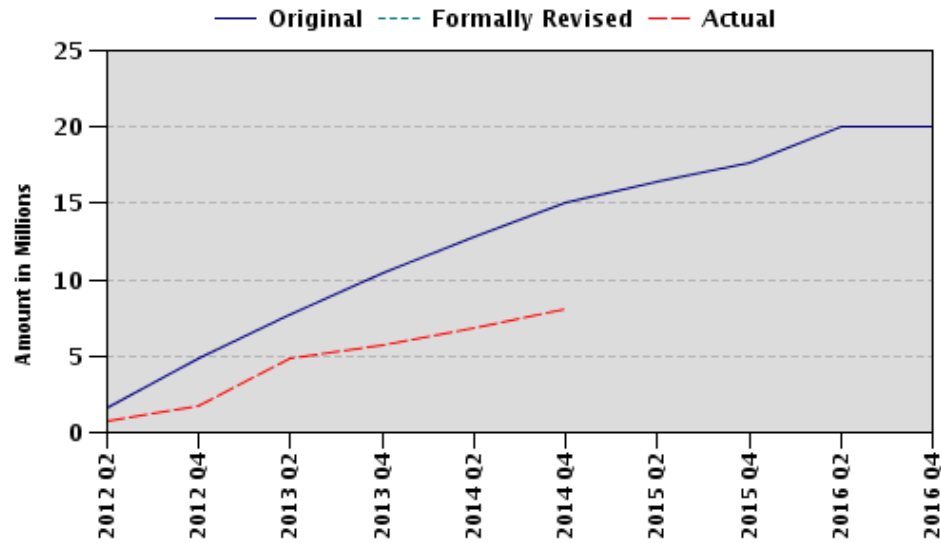
Financial Agreement(s) Key Dates

Project	Ln/Cr/Tf	Status	Approval Date	Signing Date	Effectiveness Date	Original Closing Date	Revised Closing Date
P121231	IDA-50000	Effective	09-Jun-2011	01-Jul-2011	28-Sep-2011	31-Dec-2016	31-Dec-2016
P121231	TF-11741	Closed	17-Feb-2012	17-Feb-2012	17-Feb-2012	31-Dec-2012	31-Dec-2012

Disbursements (in Millions)

Project	Ln/Cr/Tf	Status	Currency	Original	Revised	Cancelled	Disbursed	Undisbursed	% Disbursed
P121231	IDA-50000	Effective	USD	20.00	20.00	0.00	6.61	12.94	33.00
P121231	TF-11741	Closed	USD	1.49	1.48	0.00	1.48	0.00	100.00

Disbursement Graph



Key Decisions Regarding Implementation

The Government and the World Bank team agreed to the following actions:

Partial loan cancellation and project restructuring were discussed with the State Chancellery and the Ministry of Finance, and given current procurement plans and commitment projections, a decision was made to undertake realignment of the project by increasing funding of the M-Cloud 2 and prioritizing e-Services subcomponents (2.1.2, 2.2.1) that will ensure continuity with M-Cloud Phase 1 and focused implementation of large contracts.

All uncommitted amounts under Component 1.1.2 e-Leadership, Civil Servants and It Specialists Training Program and Component 1.2 Developing Enabling Environment including Policy, Legal, and Technical Frameworks and Programs with a few exceptions have been moved to the M-Cloud Phase 2 subcomponent. These changes do not affect project indicators or provisions set forth in the Legal Agreement. Detailed decisions on shifts between project components are documented in Annex 1: GeT Dashboard Action Matrix.

The M-Cloud Phase 2 is on a critical path as a large amount of project financing is concentrated in the procurements under this subcomponent. Failure to sign these contracts may result in cancellation of this loan amount as reallocation at this stage of the project may no longer be feasible.

Restructuring History

There has been no restructuring to date.

Related Projects

There are no related projects.