

TC ABSTRACT

I. Basic Project Data

▪ Country/Region:	JAMAICA/CCB - Caribbean Group
▪ TC Name:	JamBot: Jamaica's talking public information and services chatbot
▪ TC Number:	JA-T1234
▪ Team Leader/Members:	Roseth, Benjamin David (IFD/ICS) Team Leader; Rossetti Youlton Magdalena Alejandra (IFD/ICS); Miente Kunigami, Arturo (IFD/ICS); Ho Lung, Jodi (CCB/CJA); Martinez, Ynty (IFD/ICS)
▪ Taxonomy:	Client Support
▪ Number and name of operation supported by the TC:	N/A
▪ Date of TC Abstract:	16 Oct 2024
▪ Beneficiary:	Jamaica
▪ Executing Agency:	INTER-AMERICAN DEVELOPMENT BANK
▪ IDB funding requested:	US\$130,000.00
▪ Local counterpart funding:	US\$0.00
▪ Disbursement period:	24 months
▪ Types of consultants:	Individuals; Firms
▪ Prepared by Unit:	IFD/ICS - Innovation in Citizen Services Division
▪ Unit of Disbursement Responsibility:	IFD/ICS - Innovation in Citizen Services Division
▪ TC included in Country Strategy (y/n):	No
▪ TC included in CPD (y/n):	No
▪ Alineación a la Estrategia Institucional del Grupo BID "Transformación para una Mayor Escala e Impacto" (GN-3159-12):	Institutional capacity and rule of law

II. Objective and Justification

- 2.1 The objective of this project is to reduce barriers to access to public information and services in Jamaica, especially for people with limited literacy, digital skills, and internet connectivity. This will be achieved by the development of JamBot, a WhatsApp-based chatbot that can respond any question answerable from a Jamaican government website and process select transactional services.
- 2.2 In most countries in the region, there is great heterogeneity in the access that individuals have to public information and services. People in rural areas, with low levels of literacy, without access to computers, and those with limited digital skills are generally at a disadvantage. Barriers include the extensive time required to travel to, and wait in, public offices; limited opening hours; complex forms; and difficult-to-navigate web pages, among others. These barriers not only lead to frustration but also prevent individuals from obtaining relevant information and accessing government benefits and services.

III. Description of Activities and Outputs

- 3.1 **Component I. Development of the chatbot (USD80,000).** This component will finance the development of essential functionalities required for the chatbot.
- 3.2 **Component II. Knowledge production and dissemination (USD50,000).** This component will finance the activities necessary to implement an experiment that will evaluate the impact of JamBot. The experiment seeks to measure the extent to which JamBot can facilitate access to public information and transactional services and

reduce heterogeneity in access to information and services among individuals of different ages, literacy levels, and digital skills levels.

IV. Budget

Indicative Budget

Activity/Component	Total IDB Funding
Component I. Development of the chatbot	US\$80,000.00
Component II. Knowledge production and dissemination	US\$50,000.00
Total	US\$130,000.00

V. Executing Agency and Execution Structure

- 5.1 The Executing Agency for the TC will be the IDB. The Team Leader, in coordination with team members, will coordinate the execution of the activities of the TC. The activities to be executed under this TC have been included in the Procurement Plan and will be executed following the IDB policies for: (i) individual consultancies (AM-650); (ii) firms providing services of an intellectual nature (GN-2765-4 and OP-1155-4); and (iii) logistics and other non-consulting services (GN-2303-8).
- 5.2 The Executing Agency for the TC will be the IDB, as requested by the beneficiary country (consistent with paragraph 4.5 of Annex I of GN-2470-2). This is justified given the Bank's unique expertise in managing innovative pilot projects such as this, and the familiarity of Bank staff in following IDB fiduciary policies.

VI. Project Risks and Issues

- 6.1 The two main risks associated with this project are: (i) limited usability of JamBot, given the innovative nature of its functionalities, particularly its voice-to-text and text-to-voice feature. This risk will be mitigated by extensive user testing and (ii) if the team cannot recruit enough participants for the experimental evaluation, the findings will not be generalizable. This risk will be mitigated by seeking partnerships with organizations for participant recruitment and offering financial incentives to participants.

VII. Environmental and Social Aspects

- 7.1 This TC does not have applicable requirements of the Bank's Environmental and Social Policy Framework (ESPF).