



Operation Number: **TT-L1038**
 Year- PMR Cycle: **First period Jan-Jun 2015**
 Last Update: **10/27/2015**
 PMR Validation Stage: **Validated by Representative**

Chief of Operations validation date: **10/30/2015**
 Division Chief validation date: **10/30/2015**
 Country Representative validation date: **11/13/2015**

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

Operation Profile

Basic Data

Operation name:	Global Services Offshoring Promotion Program	Loan Number:	3112/OC-TT
Executing Agency (EA):	MINISTRY OF PLANNING AND SUSTAINABLE DEV ELOPMENT		
Team Leader:	Beitler,Ady	Sector/Subsector:	TRADE ADJUSTMENT ASSISTANCE
Operation Type:	Loan Operation	Overall Stage:	Disbursing (From eligibility until 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
TT-L1038	\$18,000,000.00	\$18,000,000.00	\$0.00	\$0.00	\$18,000,000.00

Available Funds (US\$)

	Current IDB	Disb. Amount to Date	% Disbursed	Undisbursed Balance
TT-L1038	\$18,000,000.00	\$500,000.00	2.78%	\$17,500,000.00

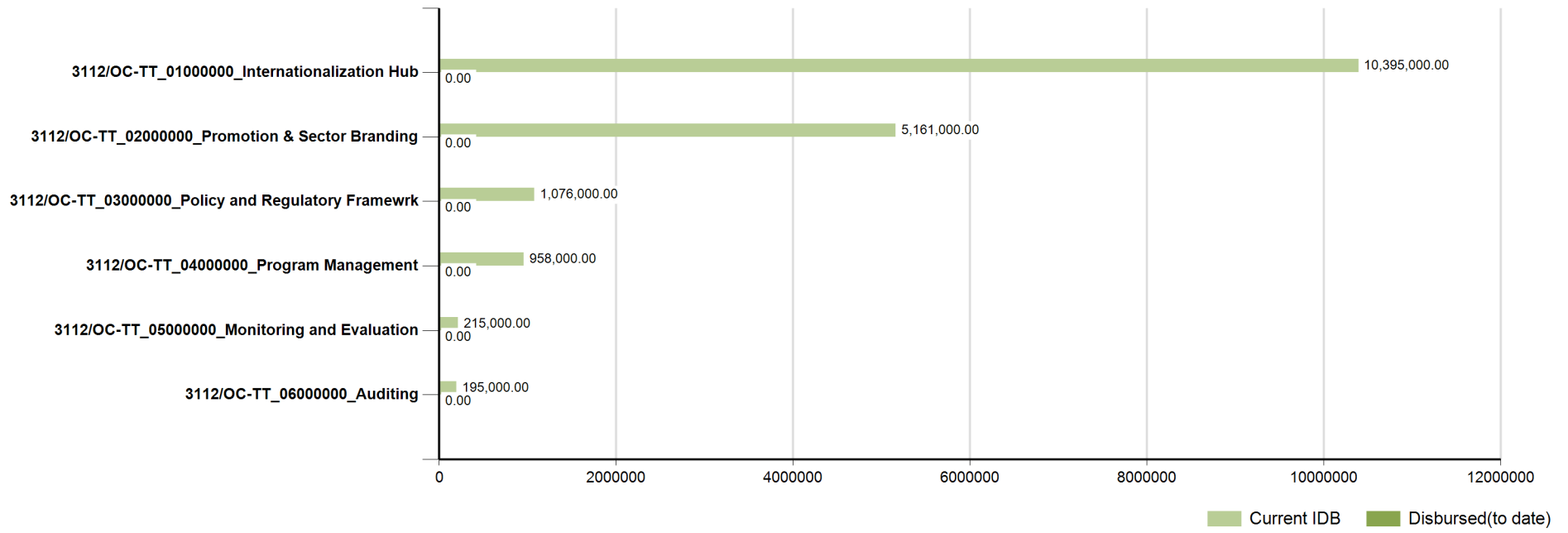
Environmental and Social Safeguards

Main Operation	
Impacts Category:	C
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:	0 Increased exports of IT-enabled services								
Observation:									
Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	2018	EOP	
0.0 Percentage increase in exports of ITeS (%)		Exports	0.00	2013			P		
							P(a)	75.00	
							A		
Impact:	1 Increased employment in the IT-enabled services sector								
Observation:									
Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	2018	EOP	
1.0 Percentage increase in the number of people employed in the ITeS sector		People Employed	0.00	2013			P		
							P(a)	82.00	
							A		
1.1 Percentage increase in the number of women employed in the ITeS sector		Women Employed	0.00	2013			P		
							P(a)	82.00	
							A		

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

Outcomes

Outcome:	0 Establish enabling environment for ITeS export businesses								
Observation:									
Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	EOP		
0.0 Satisfaction rate on technological infrastructure of Hub among users		Satisfaction	0.00	2013			P		
							P(a)	85.00	
							A		
0.1 Score on WEF Networked Readiness Index for Laws Related to ICTs		WEF Score	3.20	2013			P		
							P(a)	4.20	
							A		
Outcome:	1 Capacity building among students, unemployed and underemployed in skills required for employment in ITeS sector								
Observation:									

Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	EOP	
							P	P(a)
1.0 Number of participants in finishing school programs that secure employment in the sector within 6 months of completion	RF	Officials and Entrepreneurs	0.00	2013			P	
							P(a)	984.00
							A	
1.1 Percent increase in monthly salary over prior employment among finishing school graduates who secure employment in the sector within 6 months of completion		Salary	0.00	2013			P	
							P(a)	20.00
							A	

Outcome: [2 Capacity building in export readiness for SMEs](#)

Observation:

Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	EOP	
							P	P(a)
2.0 Percentage increase in number of SME ITeS firms exporting		SMEs	0.00	2013			P	
							P(a)	25.00
							A	
2.1 Number of SME ITeS firms that enter new international markets		SMEs	0.00	2013			P	
							P(a)	50.00
							A	
2.2 Percentage of firms receiving internationalization support services who report efficiency gains		Firms	0.00	2013			P	
							P(a)	80.00
							A	

Outcome: [3 Global recognition as IT-enabled services destination](#)

Observation:

Indicators	Flags*	Unit of Measure	Baseline	Baseline Year	Means of verification	Observations	EOP	
							P	P(a)
3.0 Inclusion in ranking of Tholons Top 100 Outsourcing Destinations		Ranking	0.00	2013			P	
							P(a)	1.00
							A	

 RF - RF Indicator

 SI - Sector Indicator

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Outputs: Annual Physical and Financial Progress

Component I. Global Services Internationalization Hub		Physical Progress			Financial Progress		
Outputs	Unit of Measure		2015	EOP		2015	EOP
Number of internationalization training programs completed	Trainings	P	12.00	60.00	P	160,078.00	1,053,390.00
		P(a)	12.00	60.00	P(a)	160,078.00	1,053,390.00
		A	1.00	1.00	A		0.00
Curriculums developed in collaboration with the private sector	Curricula	P	6.00	26.00	P	504,350.00	2,277,510.00
		P(a)	6.00	28.00	P(a)	504,350.00	2,277,510.00
		A	1.00	1.00	A		0.00
Plan developed for outfitting of GSI Hub building to physical and technological specifications	Plan	P	1.00	1.00	P	200,934.00	331,776.00
		P(a)	1.00	1.00	P(a)	200,934.00	331,776.00
		A	0.00	0.00	A		0.00
Number of ITeS firms in tenancy at the Hub	Tenants	P	1.00	20.00	P	697,741.00	2,244,159.00
		P(a)	1.00	5.00	P(a)	697,741.00	2,244,159.00
		A	1.00	0.00	A		0.00
Number of individuals utilizing flexible work space and technology	Individuals	P	75.00	775.00	P	697,741.00	2,244,159.00
		P(a)	75.00	775.00	P(a)	697,741.00	2,244,159.00
		A	0.00	0.00	A		0.00
Number of participants in training and support services utilizing the childcare and lactation facilities	Participants	P	10.00	120.00	P	697,741.00	2,244,159.00
		P(a)	10.00	120.00	P(a)	697,741.00	2,244,159.00
		A	0.00	0.00	A		0.00
Component II. Development of sector branding strategy		Physical Progress			Financial Progress		
Outputs	Unit of Measure		2015	EOP		2015	EOP
Development of sector branding strategy	Strategy	P		1.00	P	339,975.00	1,208,978.00
		P(a)	0.00	1.00	P(a)	339,975.00	1,208,978.00
		A	0.00	0.00	A		0.00
Number of promotion forums organized by the Program	Forums	P		2.00	P		778,816.00
		P(a)	0.00	2.00	P(a)		778,816.00
		A	0.00	0.00	A		0.00
Support for participation in regional and international promotion forums	Forums	P	2.00	10.00	P	10,903.00	54,515.00
		P(a)	2.00	10.00	P(a)	10,903.00	54,515.00
		A	1.00	1.00	A		0.00
ITeS trade statistics registry created	Registry	P	1.00	1.00	P	132,150.00	545,983.00
		P(a)	1.00	1.00	P(a)	132,150.00	545,983.00
		A	0.00	0.00	A		0.00
Sector baseline statistical census completed	Census	P		1.00	P	62,305.00	62,305.00
		P(a)	0.00	1.00	P(a)	62,305.00	62,305.00
		A	0.00	0.00	A		0.00
Diaspora mentorship events conducted	Events	P	4.00	20.00	P	265,576.00	2,510,281.00
		P(a)	4.00	20.00	P(a)	265,576.00	2,510,281.00
		A	0.00	0.00	A		0.00
Component III. Policy and Regulatory Framework Update		Physical Progress			Financial Progress		
Outputs	Unit of Measure		2015	EOP		2015	EOP
Know-how exchanges conducted	Exchanges	P	2.00	10.00	P	81,791.00	408,955.00
		P(a)	2.00	10.00	P(a)	81,791.00	408,955.00
		A	1.00	1.00	A		0.00
Develop map of institutional roles in ITeS regulation	Map	P	1.00	1.00	P		50,898.00
		P(a)	1.00	1.00	P(a)		50,898.00
		A	0.00	0.00	A		0.00

Development of strategy for ICT sector	Strategy	P		1.00	P	246,557.00	391,868.00
		P(a)	0.00	1.00	P(a)	246,557.00	391,868.00
		A	0.00	0.00	A		0.00
Capacity building events conducted for agencies	Events	P	1.00	8.00	P	65,140.00	224,860.00
		P(a)	1.00	8.00	P(a)	65,140.00	224,860.00
		A	1.00	1.00	A		0.00

Other Cost			2015	Cost
Auditing	P		\$38,941.00	\$194,705.00
	P(a)		\$38,941.00	\$194,705.00
	A			\$0.00
Final Evaluation	P			\$58,411.00
	P(a)			\$58,411.00
	A			\$0.00
Program Administration	P		\$191,546.00	\$957,730.00
	P(a)		\$191,546.00	\$957,730.00
	A			\$0.00
Program Monitoring	P		\$53,738.00	\$156,542.00
	P(a)		\$53,738.00	\$156,542.00
	A			\$0.00
Total Cost			2015	Total Cost
		P	\$4,447,207.00	\$18,000,000.00
		P(a)	\$4,447,207.00	\$13,552,793.00
		A		

Changes to the Matrix

No information related to this operation.

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.