



ICT and E Services for Hinterland Poor and Remote Communities

Project Number: 00094518

2020 Annual Report

(November 2022)

Project Summary	Project Duration:	30 th November,2017- 30 th November,2022
	Project Budget:	US \$ 17,030,752.00
	Annual Budget:	US \$ 3,891,646
	Annual Expenditure:	US \$ 3,947,288
	Cumulative Expenditure:	US \$ 4,922,582
	Name of Project Coordinator:	Mr. Phillip Walcott
	Name of Supervisor (Implementing Agency):	Mr. Derrick Cummings Permanent Secretary, Office of the Prime Minister
	Name of Resident Representative (UNDP):	Mr. Jairo Valverde
Responsible/Implementing Agency: Ministry of Public Telecommunications/Office of the Prime Minister		

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Background

Fostering sustainable development in the Hinterland regions is one of the core priority outcomes of Guyana's Low Carbon Development Strategy (LCDS). A key component in achieving such an outcome is the provision of public services and information via the deployment and use of new Information and Communications Technologies (ICTs). The Government of Guyana, working closely with UNDP, has already completed a comprehensive baseline and needs assessment study for Hinterland, Poor, and Remote Communities (HPRCs). The study, which included field visits and direct interaction with target communities, has provided deep insights on the core issues such communities are facing and suggested both technologies and business models that could help bring and sustain the services and information that these communities lack at this very moment. While ICTs play a central role in the process, the goal of the project is to enhance the sustainable human development of HPRCs while promoting the development of a national green economy.

Project in Summary

Project Title:	ICT Access and eServices for Hinterland, Poor, and Remote Communities
Start Date:	November 30, 2017
End Date:	November 30, 2022.
Establishment of the PMU:	January 15, 2019
Funds allocated to Project:	USD \$ 17,030,752.00
Amount spent to date:	USD \$4,676,358.00
Remaining balance:	USD \$12,354,394.00

Project Output 1: 108186 - E Governance Policy Environment and Legislation Strengthened

Summary achievement against 2020 Annual Work Plan (AWP) target

Indicator	Annual Output Target (2020)	Summary achievement	Status: "Fully, Partially, Not Achieved"
<ul style="list-style-type: none"> • <i>Conduct Comprehensive Capacity Assessment of NDMA</i> • <i>A finalize report</i> • <i>A mapping of current ICT deployment and capacities in the public sector</i> • <i>Undertake multi dimensional capacity assessment of public institutions that will offer e-service, identifying gaps and bottlenecks</i> • <i>Conduct mapping of public institutions</i> • <i>Commence Assessments</i> 	<p>\$0</p>	<p>\$2,750</p>	
<p>Overall status</p>			<p>Blue font, bolded</p>

Description of Results (as per the AWP/pro-doc indicator targets above)

Output 1: Output 1: E-government policy environment and legislation strengthened.

- I. Baseline and needs assessment study,
This was completed with the amount allocated of US\$535,000
- II. Public Institutions ICT Mapping.
This consultancy is 75% completed with the final report to be submitted, reviewed, and approved before the final payment is made.
- III. Comprehensive capacity assessment of NDMA
This was combined with 1.2 and is therefore not fully completed. – The amount allocated for the two combined is US\$105,980.00
- IV. Multi-Dimensional Capacity Assessment of Public Institutions to Deliver ICT Services. This was also combined with 1.2 and is therefore incomplete.
- V. National e-government strategy and implementation roadmap - A decision was made to merge this output with the government programme to develop a national e-government strategy. The Estonian Government Agency recognized as one of the leaders in the field. It was therefore planned to sole source the eGA to provide these services. A request was sent to UNDP for the contracting of consulting firm eGA. The amount allocated is US\$800,000
- VI. Government Interoperability Framework. This was combined with – combined with 1.4
- VII. Cybersecurity, broadband and Open-Source strategies. This work was being done by OAS working with NDMA. Ways of collaborating will be explored to ensure the project objectives are achieved.
- VIII. Data protection – The NDMA has developed terms of reference for the data protection consultancy. This will be reviewed, and the procurement process commenced. The amount allocated for this is \$90,000

Consultancies

- 1. Map current ICT deployment and capacities in the public sector**
- 2. Conduct comprehensive capacity assessment of NDMA**
- 3. Undertake multi-dimensional capacity assessment of public institutions that will offer e-services, identifying gaps and bottlenecks**

These three consultancies were combined into one consultancy. The contract was awarded to Norway Registers Development AS operating out of Norway for US \$105,980.

The consultancy started on November 25th, 2019, and to date the final report on the comprehensive capacity assessment of the NDMA was submitted. This report was however found to be deficient by both the NDMA and the UNDP. The NRD was requested to revise the

report according to the terms of reference, provide more content in all the areas of reporting, and to demonstrate greater depth in the analysis and greater details in the recommendations.

The NRD team agreed to visit Guyana in January 2021 to gather more information and provide greater substance to the report.

The second part of the consultancy commenced in January 2020. This work on the mapping of public institutions to determine their readiness to deliver e-government services was affected by the Covid 19 Pandemic and the holding of elections in March 2020. However, despite these challenges surveys were completed with fifty-two out of sixty institutions. This survey gathered information on the ICT equipment and software, numbers and qualification of staff, funds available to support IT operations, and business processes in each institution. This information will be assessed to craft a master plan to enable government institutions to deliver government services online

No payments have been made to the consultants to date as the contract requires 50% of the contract sum to be made after the approval of the final report on the assessment of the NDMA and the second half to be paid after the completion of the mapping and assessment. These are both incomplete.

- 4. Develop a national e-government strategy and implementation roadmap**
- 5. Develop a national Government interoperability framework**
- 6. Develop a Cybersecurity Policy.**

These three consultancies were also combined into one along with some other aspects of the Digital Government Roadmap proposed by the Estonian E-government Academy. The project is seeking to direct contract the EGA based on the fact that the EGA already has an existing proposal with the Government of Guyana and had already done much work with Guyana on building a digital roadmap for Guyana.

It was however found that the agreement with the EGA was an oral agreement and therefore that could not be used as the basis for the contracting. The UNDP was requested to use its MOU with the EGA as the basis for the contracting.

The contracting has not taken place, but the process has been put on hold pending the revision of the project by the Office of the Vice President.

7. Develop policies on data protection, privacy, and e-commerce

Much work in this area is being done by the Ministry of Business. After some consultation with them and the Industry and Innovation Department of the Ministry of Public Telecommunications. The Terms of Reference were finalised. This consultancy will supplement the work of the Ministry of Business and will be focused on reviewing all existing policies in the area and making recommendations on revisions and creation of new policies.

Budgeted amount US \$90,000.00. This consultancy has been put on hold pending the decision of the Government on the way forward for the project.

Project Output 2: 108226 - HPR Communities Access to ICTs in place

Summary achievement against 2020 Annual Work Plan (AWP) target

Indicator	Annual Output Target (2020)	Summary achievement	Status: "Fully, Partially, Not Achieved"
<ul style="list-style-type: none"> • <i>Select and deploy appropriate and affordable ICT infrastructure in HPRCs, including ICT hubs</i> • <i>Install Laptops and Solar Panels in 15 Communities</i> • <i>Procure solar equipment and accessories</i> • <i>Procure computers, printers and accessories for hubs</i> • <i>Store equipment in warehouse</i> • <i>Install equipment and test run</i> • <i>Conduct trainer of trainers session in computer</i> 	<p><i>\$3,523,075</i></p>	<p><i>\$3,530,817</i></p>	
<p>Overall status</p>			

Description of Results (as per the AWP/pro-doc indicator targets above)

Output 2: HPR communities (HPRCs) access to ICTs in place

- 1 Select and deploy appropriate and affordable ICT infrastructure in HPRCs, including ICT hubs. The target is 200 communities.

The project provided internet and limited solar power in 72 communities.

However, each of the 200 communities is to be provided with the following equipment.

- I. 1 Very Small Aperture Terminal – VSAT.
- II. 12 laptops loaded with Microsoft Suite 365
- III. Security locks for each laptop
- IV. 1 printer/scanner
- V. 4 bottles of black ink
- VI. bottles each of magenta, cyan and yellow
- VII. 12 ports charging station
- VIII. 32-inch television set
- IX. Solar system to power all the equipment
- X. Security Monitoring system – 4 cameras, 4 lights,
- XI. Printing paper 10 reams

- 2 There were three suppliers of the equipment GSOL – US\$1747,510. – They were contracted on October 18,2019

DanOffice – \$1,407,294.00 contracted on October 18, 2019.

PCA General - \$42, 874.00 contracted on December 08, 2019.

Andrews was selected through the procurement process to provide the paper amounting to US\$87,379.00. This contract was awaiting approval for signature,

- 3 In addition to providing equipment companies were required to provide training in the maintenance and use of the equipment. Training was provided by DanOffice, and this contract was completed and fully paid off while GSOL was waiting om the travel restrictions to be lifted to travel to Guyana to complete their training on the solar equipment.
- 4 Computer literacy. To ensure effective use of the computers training is to be provided to all interested villagers. It was proposed that this training be provided by the Office of the Prime Minister. Issues of payment had to be resolved.
- 5 Care and maintenance of computers and solar system – 5 volunteers were to be trained from each hub along with some members of the management and monitoring committees.

- 6 The major weakness in this component is that there is no money to pay for the construction of the workstations for locating the equipment. Negotiations were ongoing to resolve this issue.

Procurement of VSATs and Solar

In July 2019, the multi stakeholder group met and selected 200 communities in which the project will establish ICT hubs. In August 2019, the NDMA commenced installation of Very Small Aperture Terminals (VSAT) to these communities. 72 communities were provided with connectivity in 2019. The equipment was paid for by the NDMA while the project covered the cost of field missions to conduct some of installation. The list of the 72 communities connected is attached.

Bids have been received and contracts awarded to the lowest compliant bidders for the procurement of the solar and hub equipment. 180 solar solutions have been procured to provide power to the ICT hubs in hinterland and remote communities. The full list of equipment procured is attached.

Status of work on the 20 sites selected for establishment of hubs in 2019

20 communities were selected for the establishment of ICT hubs in 2019. The work done in these communities is outlined below.

ICT access and eservices for Hinterland, Poor and Remote Communities project						
Communities Visited	Region					
Wiruni		10	Committees elected VSAT installation completed			
Kimbia		10	Committees elected VSAT installation completed			
Toka		9	Committees elected VSAT installation completed			
Aranaputa		9	Committees elected VSAT installation completed			
Apoteri		9	Committees elected VSAT installation completed			
Rewa		9	Committees elected VSAT installation completed			
Surama		9	Committees elected VSAT installation completed			
Shulinab		9	Committees elected VSAT installation con	Committees elect		
Maruaranau,		9	Committees elected VSAT installation con	Committees elect		
Karaudanau		9	Committees elected VSAT installation completed			
Monkey Mountain		8	Committees elected VSAT installation completed			
Kurukubaru		8	Committees elected VSAT installation completed			
Isseneru		7	Committees elected			
Kangaruma		7	Community meeting conducted			
Tasserene		7	Committees elected			
Kaikan		7	Committees elected VSAT installation completed			
Phillipai		7	Community not visited			
Kako		7	Community not visited			
Peruima		7	Community not visited			
Jawalla		7	Community not visited			

Status of work on the 15 sites selected for establishment of hubs in 2020

Fifteen communities were selected for the establishment of ICT hubs in 2020. The work done in these communities is outlined below:

Both solar and computer installed	Solar installed only computers returned to bond	Solar installed only computers handed over to community.	No installation equipment (returned to bond)	No installation possible
St Ignatius		Aishalton	Potarinau (equipment returned to bond)	Kumaka - -
Shea	Parikarinau.	Moco Moco	Achiwib (equipment handed over to community)	-Huradia
Awarewanau		Sand Creek		Warapoka
Maruranau				Maicobe
				Parumia

Computers, Printers, Furniture, and Accessories for Hubs

The bids for the award of the contracts for the provision of equipment for the ICT hubs have been evaluated and the contracts awarded to PCA General Trading LLC from India in the amount of \$42,874 for the supply of Television sets and storage cabinets, DANOFFICE IT APS of Denmark US\$1,407,249 for the supply of laptops, printers/scanners, and CCTV equipment, and GSOL Energy Global A/S. of Denmark US\$1.747.510,00 for the supply of 180 solar systems.

The equipment arrived in the country and is stored at the temporary bond at Diamond.

Project Output 3: 108227 - Public eService and Information readily available to HPRCs

Summary achievement against 2020 Annual Work Plan (AWP) target

Indicator	Annual Output Target (2020)	Summary achievement	Status: "Fully, Partially, Not Achieved"
<ul style="list-style-type: none"> • <i>Deploy 3 quick win initiatives focused on security, e-learning and sustainable livelihoods</i> • <i>Conduct hackathon to select team to develop app for e-learning and have app developed</i> • <i>Contract team to further develop existing app to create app for sustainable livelihood and have developed</i> • <i>Contract winning team from hackathon 2019 and have app in domestic violence reporting developed</i> • <i>Monitoring developed of apps</i> 	<p>\$0</p>	<p>\$2,597</p>	
<p>Overall status</p>			

Description of Results (as per the AWP/pro-doc indicator targets above)

Output 3: Public e-services and information readily available to HPRCs

1. Deploy quick win initiatives focused on security, participation, e-learning and sustainable livelihoods.
2. It was decided that winners of hackathons would be awarded contracts to develop these apps. The amount allocated was US\$120,000.00.
3. Develop and launch 200 eservices.
4. 200 forms were completed by NDMA to be launched. With the change of Government this provision of eservices was being reviewed. The amount allocated is US\$100,000

Project Output 4: 108227 - Public eService and Information readily available to HPRCs

Summary achievement against 2020 Annual Work Plan (AWP) target

Indicator	Annual Output Target (2020)	Summary achievement	Status: "Fully, Partially, Not Achieve"
•	\$0	\$0	
Overall status			Blue font, bolded

Description of Results (as per the AWP/pro-doc indicator targets above)

Output 4: Capacity of HPRCs to use ICTs and access e-services enhanced.

Training in the following is to be provided:

1. Preserving Amerindian Culture
2. Sustainable livelihood

Deployment of 3 quick wins initiatives focusing on:

1. Security,
2. 11. e-learning and
3. 12. Sustainable livelihoods

At a meeting between UNDP and the Ministry of Public Telecommunications, it was decided that these three contracts will be awarded to the winners of a hackathon. The hackathon was held from November 28 to December 1, 2019, but only one of the three identified areas was focused on that of security. The winner of the hackathon was team Smoke with Team Logic second and Team Intellect Storm Inc. third.

The Ministry of Public Telecommunications has since negotiated the terms of reference with the winning team, and this is being reviewed for drafting of a contract for the consultancy to commence.

Of the remaining two consultancies it was suggested that in the case of sustainable likelihood – a marketplace for farmers is very close to an app already developed in a previous hackathon, and the team that developed that app could be sole sourced to add to the existing app any new features proposed in the ToR from the project. A proposal has been submitted by the team for consideration and decision making.

In relation to the third area, it was decided that the TOR would be upgraded to provide a greater challenge to participants. This hackathon will be conducted in 2021 when all details are finalised.

The 3 consultancies have a combined value of US \$120,600

Project Output 5: 98669 - Project Management

Summary achievement against 2020 Annual Work Plan (AWP) target

Indicator	Annual Target (2020)	Output Summary achievement	Status: "Fully, Partially, Not Achieved"
<ul style="list-style-type: none">Project team, management and operations, HPRC support, communications, documentation, knowledge management	\$296,571	\$411,124	
Overall status			Blue font, bolded

Description of Results (as per the AWP/pro-doc indicator targets above)

Output 5: Project Management

This project at the end of 2020 was behind schedule. With hindsight there are several contributing factors

1. The project management unit which is critical for execution was fully ready for execution in May 2019 with the hiring of the procurement specialist. Critical time was lost in setting up this unit and the project started full execution two years behind schedule. Much of this time was lost over disagreements on the location of the PMU, the selection of the project manager and the method of operation.
2. No plan was put in place to strengthen the PMU to allow it to operate in overdrive. Having lost two years, the project did not employ a procurement specialist until 5 months after the setting up of the PMU.
3. Conceptually the PMU was too small to manage such a large project. The PMU was designed to be the management of the financial process while the NDMA was the executioners of the project, Given the dynamics of an evolving NDMA with its own priorities this was not always a perfect match and very often this resulted in the PMU being forced to wait on the resolving of other issues to move the project forward.
4. The challenge here is the project was highly technical, yet the PMU had no technical staff of its own.
5. The political situation that unfolded resulting in a change of government also impacted negatively. With elections looming new priorities merged and the project was required to face new challenges of competing priorities.
6. Given all that unfolded the project was overwhelmed by too many external forces perhaps much more could have been accomplished if the project office was embedded in the UNDP and shielded from all these factors.
7. Herculean efforts were made by the staff of the PMU and UNDP and Officers from the NDMA but in the end political factors impacted above all.

Report on ICT access and eservices for HPRCs Project for 2020

The project made slow but faster progress in 2020 following on from 2019. Progress can now be considered satisfactory as the project prepared to recover lost ground and laid the foundation for greater achievements in 2021. The biggest challenge for the project was the elections impasse and the Corona Virus Pandemic that reduced the project to a crawl.

Functioning of the Board

There were four attempts to call board meeting in 2020 to receive the report on 2019 and approve the 2020 work plan. The first meeting was called for March 11 but was aborted due to the elections impasse and the fact that the Minister who was the Chairman of the Board was not available to chair the meeting. This dragged on for 5 months and the next meeting was scheduled for September 2020 after the change of Government and the Prime Minister who oversaw the Telecommunications sector was briefed on the project and issued a directive to proceed with the project work. This second meeting was subsequently abandoned after the Vice President issued instructions not to call the meeting since the Government wants to review the composition of the project Board to make relevant changes. The membership of the Board was sent to the Office of the Vice President for review.

A third meeting was requested to be called virtually in October, but this was not approved by the Office of the Vice President. Again, notices were sent out inviting persons to the meeting, but this had to be rescinded and the meeting aborted.

A fourth meeting was called in December to approve the 2020 workplan. This meeting was called after the Vice President had approved work to be done in fifteen communities to determine the costs for the installation and to obtain information on the logistics involved. This meeting was conducted via round robin with the workplan sent to the members requesting their approval. Most of the members approved the workplan. This approval allowed the PMU to obtain the release of the needed equipment from the bond at Diamond.

This turn around has caused the project to begin to gain some of the ground it lost at the start of the project.

Procurement of Office Equipment and Furniture

In January 2019 the project office was set up in the building housing the NDMA. The list of office equipment below was procured for the office.

1. 3 - 6 drawer wooden desk
2. 3- executive chairs
3. 1 - 2 drawer cabinet,
4. 1 - 4 drawer cabinet
5. A refrigerator
6. A microwave

These items are being fully utilized in the project office at NDMA for the benefit of the project.

Procurement of Vehicles

Three vehicles have been procured and are being fully utilized for the benefit of the project. These are:

Two (2) Land Cruiser 78 Hardtop 13-seater (2018/2019 model)

one (1) Toyota HIACE 15-seater minibus.

The vehicles cost US\$117,000.

Staffing

The following were appointed as staff under the project after a competitive process of advertisement, application, and evaluation:

Phillip Walcott	Project Coordinator
Terrence McKenzie	Finance Specialist
Desmond Leitch	Procurement Specialist
Paul Persaud	Driver
Phillip Van Lewin	Driver
Roger Bailey	Driver

Financial Report for 2019

To date the project is behind in its projected expenditure, however as previously stated the project is now catching up on lost ground.

Expenditure in 2018 \$606,340

Expenditure in 2019 \$479,860

This expenditure will substantially rise as the 3 major procurement contracts of solar equipment, VSAT equipment and hub equipment are processed.

ICT Access and eService for HPRCS

Summary of Project Budget YTD

Output	Project Budget	Period			YTD		Balance	
		2018	2019	2020	\$	%		
Output One - E Governance Policy Environment and Legislation Strengthened	108186	\$ 2,272,750	\$ 584,122	\$ -	\$ 2,750	\$ 586,872	26%	\$ 1,685,878
Output Two - HPR Communities Access to ICTs in Place	108226	\$ 8,711,893	\$ -	\$ -	\$ 3,530,817	\$ 3,530,817	41%	\$ 5,181,076
Output Three - Public eService and Information readily available to HPRCs	108227	\$ 1,569,000	\$ -	\$ 1,042	\$ 2,597	\$ 3,640	0%	\$ 1,565,360
Output Four - Capacity to HPRC to use ICT and access eServices enhanced	108283	\$ 1,410,000	\$ -	\$ -	\$ -	\$ -	0%	\$ 1,410,000
Output Five - Project Management	98669	\$ 3,067,109	\$ 10,990	\$ 379,140	\$ 411,124	\$ 801,254	26%	\$ 2,265,855
Total		\$ 17,030,752	\$ 595,112	\$ 380,182	\$ 3,947,288	\$ 4,922,582	29%	\$ 12,108,170