

AFRICAN DEVELOPMENT BANK



COTE D'IVOIRE

E-GOVERNMENT STRENGTHENING SUPPORT PROJECT (PARAE)

PIVP/RDGW/PITD DEPARTMENTS

June 2023

Translated Document

MONETARY COUNTER-VALUES

May 2023 Exchange Rate

Currency Unit	Equivalent
EUR 1	CFAF 656.01
Unit of Account (UA) 1	EUR 1.22
Unit of Account (UA) 1	CFAF 804.6425

FISCAL YEAR

01-01– 31-12

WEIGHTS AND MEASURES

1 metric tonne	2,204.62 pounds (lbs)
1 Kilogram (kg)	2.20462lb
1 metre (m)	3.28 Feet (ft)
1 millimetre (mm)	0.03937 inch
1 kilometre (km)	0.62 mile
1 hectare (ha)	2.471 acres

ABBREVIATIONS AND ACRONYMS

AAI	Independent Autonomous Authority
ADF	African Development Fund
AfDB	African Development Bank
ANSUT	National Agency for Universal Telecommunications/ICT Service
APDD	Personal Data Protection and Right to Information Authority
ARTCI	Ivorian Telecommunications Regulatory Agency
CERT	IT Attack Alert and Response Centre
CNDigit	National Digitisation Committee
COFIL	Steering Committee:
COTECH	Technical Committee
CRFA	Country Resilience and Fragility Assessment
CSO	Civil Society Organisations
CSP	Country Strategy Paper
EA	Executing Agency:
EDM	Electronic Documents Management
FII	Ivorian Innovation Fund
GDP	Gross Domestic Product
G2G	Government-to-Government
G2P	Government-to-Person
IAN	Integrated Administration Network
ICT	Information and Communication Technologies:
IS	Information System
ITU	International Telecommunication Union
MBPE	Ministry of Budget and State Portfolio
MICEN	Ministry of the Communication and the Digital Economy
NDP	National Development Plan
ONDD	National Observatory on Digital Development
ONECI	National Civil Status and Identification Authority
PAR	Project Appraisal Report
PARAE	E-Government Strengthening Support Project
PCN	Project Concept Note
PCU	Project Coordination Unit
PKI	Public Key Infrastructure
PMA	Project Management Assistance
PPP	Public Private Partnership
PRISDAPGNE	Programme to Strengthen Public Administration Digital Infrastructure and Services for Digital State Governance
P2G	Person-to-Government
SNDI	National IT Development Company
SOC	Security Operations Centre
SSO	Single Sign-On
SIGN	Terms of Reference
UA	Unit of Account
UN	United Nations Organisation
UNDESA	United Nations Department of Economic and Social Affairs (UNDESA)
VITIB	Information Technology and Bio-technology Village
WAEMU	West Africa Economic and Monetary Union

PROJECT INFORMATION

CLIENT INFORMATION

Project Name	E-Government Strengthening Support Project (PARAE)
Sector(s):	ICT
Borrower:	Republic of Cote D'Ivoire
Project instrument(s) :	ADB Loan
Implementing Agency	Minister of Communication and the Digital Economy (MICEN)

COUNTRY AND STRATEGIC CONTEXT

Period of Country Strategy Paper:	2023-2028
Country Strategy Paper priorities supported by the project :	The Bank's 2023-2028 CSP for Côte d'Ivoire is based on two pillars: (i) Development of sustainable economic competitiveness support infrastructure and strengthening of regional integration; and (ii) Support for the development of industrial and agricultural value chains for inclusive growth. The project supports Pillar I of the current CSP.
Government programme (PRSP, NDP or equivalent) :	National Development Plan (NDP) 2021-2025
Project Classification:	Industrialisation of Africa, Improving the quality of life of the people SDG 9: Significantly increase access to information and communication technologies and strive to provide universal and affordable access to the Internet in least developed countries Governance, Digital economy, Skills development
Country Policy and Institutional Assessment	3
Projects at risk in the country portfolio	46% (April 2023)

PROJECT CATEGORISATION

Categorisation of environmental and social risks	Category 2, Date of SNSC validation: 31/05/2022
Does the Project involve involuntary resettlement ?	No
Categorisation of climate protection measures :	Category: 3
Resilience and Fragility Assessment	Yes
Categorisation of the gender marker system:	Category: 3

AfDB'S KEY FINANCING INFORMATION

Loan Type	Fully Flexible Loan
Eligibility	<ol style="list-style-type: none"> 1. Regional member countries (RMCs) classified as Blend or ADB countries and public sector entities with a sovereign guarantee from Blend or ADB countries. 2. Under the 2014 amendment to the Credit Policy, ADF countries accessing on a case-by-case basis ADB resources will use also the Fully Flexible Loan.
Loan Currency	USD, EUR, ZAR, JPY or any other approved Bank lending Currency
Tenor	Up to 25 years inclusive of Grace Period
Grace period	Up to 8 years
Average Loan Maturity*	Function of the maturity, grace period and amortization profile Up to 17 years
Repayments	Consecutive semi-annual and equal payments after grace period or customized
Payment Date	Standard Payment Dates on February 1 and August 1 or Any combination of the 1st and 15th of any month (excluding 1st January) in accordance with the payment frequency selected by the Borrower.
Interest Rate	Base Rate +Funding Cost Margin+ Lending Margin + Maturity Premium This Interest Rate will be floored to zero.
Base Rate	Floating Base Rate (Daily SOFR Compounded in Arrears for USD, Daily TONA Compounded in Arrears for JPY or 6-month EURIBOR for EUR reset each 1 st February and 1 st August; 3-month JIBAR for ZAR resets each 1 st February, 1 st May, 1 st august and 1 st November) A free option to fix the Base Rate is available
Funding Cost Margin	The Bank funding cost margin as determined each 1 st January and 1 st July and applied to the Base Rate each 1 st February and 1 st August
Lending Margin	80 basis points (0.8%) since 1 st September 2016.
Maturity Premium	<ul style="list-style-type: none"> - 0% if Average Loan Maturity \leq 12.75 years - 0,10% if $12.75 <$ Average Loan Maturity \leq 15 - 0,20% if $15 <$ Average Loan Maturity \leq 17 years
Front-end fees	0.25% of the loan amount due at loan effectiveness and payable at the earliest of (i) up to 60 days from Loan Effective Date or (ii) at the time of first disbursement. If the loan is partially or fully cancelled after the Loan Effective Date, the Front-end fee is still due on the full loan amount and no refund is made. The borrower has the option to pay the Front-end Fee: (i) either from its own resources, or (ii) by deducting its amount from the loan proceeds at the first disbursement.
Commitment fees	0.25% of the undisbursed amount. Commitment fees start accruing 60 days from signature of the loan agreement and are payable on payment dates including during the grace period. The Commitment fee ceases to accrue upon full disbursement or full cancellation of the loan.
Option to convert the Base Rate**	In addition to the free option to fix the floating Base Rate, the borrower may reconvert the fix rate to floating or refix it on part or full disbursed amount. Transaction fees are payable.
Option to cap or collar the Base Rate**	The borrower may cap or set both cap and floor on the Base Rate to be applied on part or full disbursed amount Transaction fees are payable.
Option to convert loan currency (Except for AGTF) **	The borrower may convert the loan currency for both undisbursed or disbursed amounts in full or part to another approved lending currency of the Bank

	Transaction fees are payable.
Hedge unwinding or adjustment costs	Any costs incurred by the Bank in adjusting or terminating the conversions are passed to the borrower.

*A calculator is available to allow borrower simulate different amortisation profiles and determine Average Loan Maturity. Please contact FIST2@afdb.org .

** All conversions are subject to market availability. Conversion options and transaction fees are subject to the Bank Conversion Guidelines available [online here](#) .

Source	Amount (in million)		Financing instrument
	AU	EUR	
African Development Bank	60	75	ADB Loan
KfW	16	20	KfW loan
Government counterpart contribution:	12,84	16,05	National counterpart contribution
Total Project Cost	88,84	110,05	

DEVELOPMENT OBJECTIVE AND COMPONENTS

Project's Objective:	Development	Help to improve the digital maturity of Ivorian public services through the digitalisation of administrative procedures
Project components		Component A: "Digital infrastructure", EUR 54.54 million
		Component B : "Digital Uses", EUR 30,2 million
		Component C : "Support actions", EUR 17.28 million
		Component D: "Project Management", EUR 3.682 million

SCHEDULE FROM PROCESSING OF THE PROJECT TO BOARD APPROVAL

PCN approval:	01/06/2022
Appraisal Mission:	06 to 12 October 2022
Board Presentation	05/07/2023
Effectiveness:	30/09/2023
Project Implementation Period	09/2023- 12/2027
Mid-Term Review:	31/12/2026
Project Closure date:	12/2028

TABLE OF CONTENTS

1	STRATEGIC CONTEXT	1
	A. Country Context, Strategy and Objectives	1
	B. Sector and Institutional Context	2
	C. Rationale for Bank's Involvement	3
	D. Coordination of Development Partners	3
2	PROJECT DESCRIPTION	4
	A. Project's Development Objective:	4
	B. Theory of Change	5
	C. Project Components	6
	D. Project Cost and Financing Arrangements	7
	E. Target Area Beneficiaries and Project Population and Other Stakeholders	9
	F. Bank Experience and Lessons Learned in the Design	10
3	PROJECT FEASIBILITY	10
	A. Financial and Economic Analysis	10
	B. Environmental and Social Safeguards	11
	C. Other Crosscutting Priorities	14
4	IMPLEMENTATION	15
	A. Institutional and Implementation Arrangements	15
	B. Procurement	16
	C. Financial Management, Disbursement and Audit	17
	D. Monitoring and Evaluation	18
	E. Governance	18
	F. Sustainability	19
	G. Risk Management	20
	H. Knowledge Building	20
5	LEGAL INSTRUMENTS AND AUTHORITY	21
	A. Legal Instrument	21
	B. Conditions Associated with the Bank's Intervention	21
	C. Compliance with Bank Policies	22
6	RECOMMENDATION	23
7	RESULTS FRAMEWORK	1
8	ENVIRONMENTAL AND SOCIAL COMPLIANCE NOTE (ESCON) . Error! Bookmark not defined.	

Table 1:	<i>Estimated project costs by component</i>	8
Table 2:	<i>Sources of Project Financing</i>	8
Table 3:	<i>Project costs by expenditure category</i>	8
Table 4:	<i>Project expenditure schedule</i>	9
Table 5:	<i>Key economic and financial figures (for cost-benefit analysis)</i>	11
Table 6 :	<i>Project Monitoring Activities</i>	188
Table 7:	<i>Risk Management</i>	200

1 STRATEGIC CONTEXT

A. Country Context, Strategy and Objectives

1.1. Côte d'Ivoire has a strong economy that allows it to be classified as a lower middle-income country, with a population that lives mainly in urban areas, with a high concentration in the economic capital (Abidjan). The digital economy has developed significantly over the last two decades with an acceleration of connectivity (optical and mobile infrastructure, etc.). However, certain weaknesses remain, particularly in aspects related to uses (digital enablers, interoperability and data sharing platforms, e-Gov services, etc.) and the digital ecosystem in general (digital skills, innovation and entrepreneurship, cyber-security, protection of personal data, etc.). The expansion of digital solutions in all sectors of the economy has also become a source of pollution through electronic waste and greenhouse gas emissions from intensive energy consumption.

1.2. It is against this backdrop that the Ivorian authorities have made digital technology development a national priority. The Ministry of Communication and the Digital Economy prepared and validated the following three strategies at the end of 2021, following a participatory approach involving the main Ivorian actors (public authorities, private sector and civil society) working in the digital sector: (i) National Digital Development Strategy 2021-2025 (ii) National Cybersecurity Strategy 2021-2025; and (iii) National Innovation Strategy 2021-2025.

1.3. The National Digital Development Strategy 2021-2025 is based on the following seven pillars (i) Digital infrastructure; (ii) Digital services; (iii) Digital financial services; (iv) Digital skills; (v) Digital business environment; (vi) Innovation; and (vii) Cybersecurity and digital confidence. The National Cybersecurity and Innovation Strategies 2021-2025 specifically aim to support the acceleration of digital transformation by creating an ecosystem that is conducive to digital entrepreneurship and by providing protection against the risks/threats associated with digital uses. More generally, these various strategies are linked to the National Development Plan (NDP) 2021-2025 which is based on the following six fundamental pillars: (i) Acceleration of the structural transformation of the economy; (ii) Human capital development and employment promotion; (iii) Private sector development and investment; (iv) Strengthening of inclusion, national solidarity and social action; (v) Balanced regional development, preservation of the environment and the fight against climate change; and (vi) Strengthening of governance, modernisation of the State and cultural transformation.

1.4. This project is aligned with the priorities of the NDP 2021-2025, mainly in pillars 3 and 6, through 1) access to high-quality, low-cost digital and postal services throughout the country (Pillar 3), and the substantial improvement of the quality and efficiency of public services, particularly through the development and implementation of numerous e-government services (Pillar 6). It should be stressed that it includes, at the same time, considerable positive externalities on the remaining five pillars. More broadly, it is in line with the 17 Sustainable Development Goals (SDGs) because of the cross-cutting nature of the digital sector. It is particularly relevant to MDG 9.c, which aims to “*significantly increase access to information and communication technologies and strive to provide universal and affordable access to the Internet in least developed countries (...).*”

1.5. The project focuses synergistically on two of the Bank's five key priorities (to industrialise Africa and improve the lives of the people). It is consistent with the first pillar of Côte d'Ivoire's Country Strategy Paper 2023-2028 (Development of sustainable economic competitiveness support infrastructure and strengthening of regional integration). It will significantly strengthen the competitiveness of the Ivorian economy by improving the quality and efficiency of the administration and bringing it closer to the people through the many e-government services planned for greater socio-spatial inclusion. In addition, the creation of a favourable digital ecosystem will allow more users to conduct online transactions. The ensuing reduction in transaction costs will contribute to strengthening the

competitiveness of economic operators and their access to the local market, which is conducive to increased investment.

1.6. More specifically, the proposed project is also in line with the vision of the Gender Strategy (2021-2025) for gender equality and empowerment of women and girls, which aims to capacitate them by improving the provision of training with planned internet access in universities and public colleges and institutes, but also expanding economic opportunities for women entrepreneurs through online transactions. The operation is also consistent with the Bank Group's Strategy for Addressing Fragility and Building Resilience in Africa (2022-2026), in its first pillar on institutional capacity building.

1.7. In addition, it could potentially contribute to national efforts to reduce greenhouse gases with the availability of e-government services that will drastically reduce travel for paper-based administrative formalities. To this end, the project will promote the principles of a climate-neutral digital infrastructure, including the implementation of an energy efficiency policy, the use of clean energy for data centres and the recycling of electronic waste.

B. Sector and Institutional Context

1.8. On the basis of recent assessments made in the preparation of the various national and sector strategies and plans, it follows that the overall context of the digital economy in Côte d'Ivoire, although encouraging, deserves a new impetus in view of its considerable potential while addressing the real associated risks. The objective is to accelerate economic growth for the socio-economic inclusion of the Ivorian population throughout the country thanks to digital technology.

1.9. The above challenges are reflected in Côte d'Ivoire's rankings in the various thematic indicators on the state of progress of the country's digital transformation. As an illustration, the average cost per gigabyte for mobile data was USD 2.58¹ in 2021, which ranks Côte d'Ivoire 26th in Africa and 130th globally. The share of public investment in the digitalisation of the state remains below the average for Africa, estimated at USD 3 per capita. In terms of innovation, Côte d'Ivoire ranks 14th and 114th respectively in Africa and globally. However, Côte d'Ivoire has experienced significant developments in its digital sector over the last twenty years. Mobile broadband internet penetration rates (3G and 4G)² stand at over 90% of the population despite low landline broadband penetration. As regards digital uses, various platforms (P2G, G2G and G2P) have been set up to facilitate interactions between individuals, companies and administrations. The ecosystem of start-ups (fintech, e-agriculture, e-commerce, etc.) and digital financial services (1st mobile money market in WAEMU and 5th globally by its size with 30 million accounts, etc.) remains dynamic.

1.10. Moreover, Côte d'Ivoire has committed itself by law No. 2017-803 of 07 December 2017, known as the Information Society Orientation Law, to the development of a modern society characterised by the daily and increased use of telecommunications infrastructure, data and tools not only by citizens but also by the public administration. It is called the "Information Society". One of the governance principles for the development of such a society is the development of a legal and institutional framework capable of creating trust among users of electronic public services. To this end, the security of networks and information systems is a fundamental principle. Côte d'Ivoire established the National Digitisation Committee (CNDigit) by Prime Ministerial Decree no. 0910-PM-CAB of September 2, 2022, which defines the creation, the mission, the organizational structure, and the operations of the National Digitisation Committee (CNDigit).

¹ Study on "Worldwide mobile data pricing 2021"

² 3G and 4G are mobile telephony network standards which make it possible to have very high speeds of up to 3Gbit/s in theory and from 10Mbit/s to 80Mbit/s per user in practice.

C. Rationale for Bank's Involvement

1.11. In terms of e-government, Côte d'Ivoire ranks 139th globally out of a total of 193 countries on the e-government development index (0.4457, while the global average is 0.59883). Specifically, it shows the following results in the three related sub-indices: (i) e-Services Index (0.4529 against a global average of 0.5620); (ii) Telecom Infrastructure Index (0.5034 against a global average of 0.5464); and (iii) Human Capital Index (0.3808 against a global average of 0.6880).

1.12. Considering the above data, it should be emphasised that the key challenges of the country's digital transformation lie mainly in digital uses and the digital ecosystem, which will need to be significantly strengthened. In the above-mentioned study, Côte d'Ivoire is ranked 133rd globally on the e-participation index. Consequently, the Ivorian authorities have elevated the digital sector to the rank of national priority given this sector's performance in recent years based on the significant increase in the penetration rate of digital services and the Internet, in particular. The COVID-19 pandemic has highlighted the growing importance of digital technology in the resilience of societies to health and climate shocks, etc. In view of the above, the E-Government Strengthening Support Project (PARAE) addresses all of these imperatives, while at the same time covering a wide range of issues in relation to the various pillars of the various underlying national and sectoral strategies and plans.

1.13. The Ivorian government aims to provide its administration with the technological means to ensure stable and sustainable development. In this regard, the administration would like to develop a network and data centre infrastructure capable of supporting and securing all inter-ministerial exchanges.

1.14. More specifically, the objective is to set up an Integrated Administration Network (IAN) to promote the pooling of access to the network and services of the State of Côte d'Ivoire. The convergence around the network directly concerns the State's data centres, central administrations and decentralised services. The new IAN-backed services will improve the efficiency of government infrastructure deployments and operations, as well as the development of interdepartmental and governmental projects. This operation aims at the development of e-government services. The goal is to simplify administrative documentation by enabling users (both natural and legal persons) to use smart processes in a more favourable business climate. By facilitating citizens' access to digital transactions, the project will help to bring citizens closer to the public authorities, whether local or central, and to lay the foundations for a vigorous economic revival in view of the impacts of the accumulation of global crises (health, climate, economic, etc.).

D. Coordination of Development Partners

1.15. The digital sector is the subject of numerous initiatives supported by various donors. The World Bank supports several projects with sectoral application components (agriculture, education, governance, health and nutrition, social protection, etc.). The same applies to the French Development Agency (AFD) with regard to improving the quality of the education system through digital technology. As for the European Union, in addition to a governance project under preparation with a digital component, it is supporting the MICEN in the preparation of an action plan to operationalise the above-mentioned Digital Strategies.

1.16. As far as KfW is concerned, it is currently working on the preparation of the Programme to Strengthen Public Administration Digital Infrastructure and Services for Digital State Governance (PRISDAPGNE), which has as main objective to contribute to the improvement of the performance and transparency of public administration, in order that administrative processes can be implemented in a reliable, accountable, transparent and efficient manner. This programme has the following three main components: (i) Rehabilitation and strengthening of the IAN (Consolidation of the existing backbone

³ UNDESA e-Government Study, 2020 (Indices between 0, the lowest, and 1, the highest).

network, Integration of existing networks to obtain a single network for the whole Administration, Integration of sites to the governmental intranet in the Abidjan region and Connection to the network of the main governmental services in Yamoussoukro); (ii) Software, e-Services (Software equipment and digitisation of selected government processes, Deployment of a solution for electronic document management (EDM) and Deployment of a solution for monitoring and evaluation of digital projects); (iii) Governance and change management/capacity building (support and sensitisation to change management, Improvement of digital competence, Support to the implementation of electronic signature in major applications, Audits and studies and Technical assistance).

1.17. The European Union, for its part, is working with the MICEN to prepare an action plan aimed at translating the various strategies already developed into investment projects that could then be financed by interested donors.

1.18. The World Bank is also working on the preparation of a project to support digital acceleration in Côte d'Ivoire. Its main objective is to increase broadband access, foster the adoption of selected government digital services and strengthen the digital innovation ecosystem. Furthermore, the digital sector is an integral part, as a component, of various investment projects supported by bilateral and multilateral technical and financial partners (TFPs) in agriculture, health, education, etc.

1.19. Overall, the Bank's financing supports the efforts already made by other donors to improve e-government and the digital ecosystem in Côte d'Ivoire, following the principles of additionality and complementarity to ensure better coherence of the interventions of the various TFPs.

2 PROJECT DESCRIPTION

A. Project's Development Objective:

2.1. The project's overall objective is to improve governance, quality and coverage of public services offered to citizens through the digitalisation of administrative procedures. The specific objectives of this operation are to strengthen the productivity of the Ivorian administration with a reduction in the costs and delays in administrative transactions for the benefit of the three economic operators, i.e. individuals, companies and the administration itself (central, decentralised and local).

2.2. In concrete terms, this involves the implementation of a set of mature projects stemming from the main thrusts of the National Digital Development Strategy 2021-2025 in order to establish the foundations of e-government, namely digital enablers, the interoperability framework, e-government services, etc., based on a national public datacentre that is climate compatible and compliant with international norms and standards (the main one in Bassam and a secondary one in Yamoussoukro). In addition, there is an important component relating to the continuation of efforts already underway to set up an efficient, open and participatory administration (OpenGov and e-Participation platforms) as well as targeted support to strengthen the governance of the digital economy in Côte d'Ivoire. By this means, Côte d'Ivoire will have an efficient, open administration that reduces the use of paper to a strict minimum and provides accessible, simple and high-quality services to citizens and businesses, and actively contributes to development.

2.3. In addition, the project intends to provide decisive support for the implementation of the National Innovation Strategy 2021-2025 through support for the operationalisation of the Ivorian Innovation Fund (FII). The objective is to support young start-ups and other start-ups from the ideation stage through to empowerment and even internationalisation in order to support job creation for young people (women and men) and women in particular. In addition, this will help attract a wide range of companies (of all sizes) in the sector that are interested, in addition to the quality of the Ivorian workforce

and the favourable conditions put in place in reference to the "Startup Act" currently being adopted by the parliament.

2.4. In addition, the project also proposes to address cybersecurity challenges through the establishment of a Security Operations Centre (SOC) which will reinforce the recognised activities and achievements of CERT (Centre for Surveillance, Alert and Response to IT Attacks). As digital infrastructure, particularly data centres, are energy-intensive technologies and therefore potentially carbon-intensive, the project will pay particular attention to the development of climate-neutral digital infrastructure by equipping datacentres with mini photovoltaic power stations, supporting the development of the electronic and IT waste collection and recycling sector, and implementing an energy efficiency plan for the main digital infrastructure, etc. With regard to the preservation of individual freedoms and the protection of privacy, and in accordance with international standards, the establishment of a Personal Data Protection and Right to Information Authority (PDPA), akin to the AAI (Independent Autonomous Authority), will definitively establish Côte d'Ivoire's core position in the emerging regional and African data market.

B. Theory of Change

2.5. The development of digital administration in Côte d'Ivoire faces many obstacles which must be addressed through a coherent and multidimensional action plan. Thus, in terms of data storage and processing facilities, the Ivorian administration has many datacentres, including four (4) which are functional (SNDI and the Presidency of tier 2 type, E-Education University of Cocody and in Yamoussoukro of tier 1 type) and one (1) at VITIB Grand Bassam which is not functional. Internal resources (state enterprises) within the administration are responsible for their operation and administration. However, the existing datacentres are housed in small spaces, with difficulties of expansion. Cooling systems are not optimal (comfort cooling). Incident recovery sites are not defined. The sites of these existing datacentres are dilapidated (mould observed in the walls of the Presidency and VITIB datacentres). Datacentre equipment is obsolete. They do not have a back-up site except for the administration's site hosted at SNDI. Under these operating conditions, the equipment/infrastructure becomes very inefficient in terms of energy consumption and, therefore, very carbon intensive. In terms of cybersecurity, the Ivorian administration does not yet have a Security Operations Centre (SOC) which, in synergy with an IT Alert and Response Centre (CERT), plays a central role in the prevention and treatment of cyberattacks in any form. Also, supervision of the administration's infrastructure is conducted in a heterogeneous manner. The incidents management procedure is not explicit at national level.

2.6. In terms of digital uses, access to the State's digital services is limited because administrative procedures are not entirely digitised and essential components need to be built: digital account management, digital safe, online chat, etc. Digital sectoral and shared services must be improved: heterogeneous digital platforms of administrations, unique digital identity, digital payments. Management of the service catalogue is to be introduced. Interoperability management is non-existent, as is the management of data repositories.

2.7. As far as the digital ecosystem is concerned, the legal and regulatory framework applicable to the digital sector is largely perfectible despite certain real achievements. It is true that there is a legislative and regulatory framework friendly to the development of a digital administration. However, there is still no clear approach to raising awareness among public officials and the population about the digital projects that have been initiated. It will also be necessary to conduct a change management process to ensure that digital services are fully adopted. In addition, it is necessary to involve all decision-makers in order to remove obstacles and to allow cross-functional projects to succeed and gain the support of all. There is no articulated communication and awareness plan on the vision, objectives and plans at all levels. The same applies to change management, which is essential because of the introduction of new ways of

working for public services. It is, therefore, essential to have a coherent change management plan with the financial, technological and human resources to operationalise improvements in working systems and methods.

2.8. To meet all these challenges, this project seeks to equip the country with two data centres which meet international standards and a Security Centre (SOC) coupled with a key public facility for the secure storage, processing and sharing of public data. The operationalisation of these facilities will be complemented by the implementation of e-government application foundations, especially the interoperability, data exchange, e-participation and OpenGov platforms, which will enable the current range of e-government services to be expanded. Lastly, the project aims at improving the entire digital ecosystem by strengthening the regulatory framework through the preparation of several sector studies, improving the privacy protection framework, supporting training and innovation, and setting up the National Observatory on Digital Development (ONDD). The implementation of all these activities is underpinned by two key assumptions, namely a firm and ongoing commitment from the leadership and all stakeholders, and awareness of the importance of digitising administrative services and its impact on the transparency and management of the administration.

C. Project Components

2.9. The project design is based on four components described below.

Component A: Low carbon digital infrastructure, EUR 54.54 million. As in other countries on the continent, the need for computerisation is becoming increasingly urgent within the Ivorian administration to ensure resilience to endogenous and exogenous shocks (pandemic, natural disaster, climatic, etc.). The basic characteristics of the tasks subject to computerisation are changing and are mainly based on data processing. These include the sheer volume of data to be entered, processed, securely transmitted to another government entity, stored and the speed of decision making.

The Ivorian administration already has many data centres. However, these are outdated and still lack back-up in case of breakdown. Moreover, the lack of space considerably limits the capacity to expand the facilities and infrastructure, and consequently the services offered. In order to remedy these shortcomings, this project includes the establishment of a data centre interconnected to the Integrated Administration Network (IAN). This data centre will be built to a Tier 3 standard, which is characterised by a very high level of system availability due to the redundancy of the power supply and cooling systems.

In addition to the latter, the project also includes the establishment of an IAN to facilitate the pooling of access to the network and to the services of the State of Côte d'Ivoire. The convergence around the network directly concerns the State's data centres, central administrations and decentralised services. The new IAN-backed services will improve the efficiency of government infrastructure deployments and operations, as well as the development of interdepartmental and governmental projects. In addition to this infrastructure base, the implementation of a cybersecurity platform is crucial to protect public data against the risks of cyberspace. To this end, the project includes the equipment and operation of a Security Operations Centre (SOC) which will be coupled with a Public Key Infrastructure to ensure the reliability of digital transactions within the country and with the outside world. The development of digital infrastructure will be based on climate-neutral technological solutions through the implementation of energy efficiency plans, the use of clean energy, the recycling of electronic waste, etc. The electricity consumption of data centres will have to be composed of 75% renewable energy from the outset, with the aim of reaching 100% by 2035.

Component B: Digital Uses, EUR 30.2 million: Within the administration, very often, initiatives to promote and develop digital solutions by various ministries/entities/institutions take place in isolation

and in an uncoordinated manner. These silos lead to inefficiency and increased governance costs because digitisation is often driven by the interests of the implementing organisation and not the end user.

It is to address such issues that a digital service delivery platform approach can unleash energies and lay the foundations for a paperless administration, with a view to providing transparent, efficient, accountable, accessible and reliable services that strengthen the focus on the citizen. There are still many challenges to be met in terms of : (i) real difficulties in financing the operating costs of digitisation projects; (ii) organisation in silos (iii) lack of integrated digital infrastructure; (iv) lack of sufficient connectivity for administrations, etc.

Therefore, by way of illustration, the administration provides information on the majority of administrative procedures such as bids, budget, employment, social housing, health, etc. However, this catalogue of information can be improved. In addition, the majority of online services provide information on administrative services or procedures but not the possibility to initiate and complete these end-to-end online procedures. Also, the functionalities implemented on the portals such as search engine referencing, FAQ, contacts, tutorials and the use of mobile services through a short message service (SMS) are of standard level.

In terms of platforms and portals, the administration provides users with several portals on public procurement, open data, health, education and employment. In the area of digital identification, there are security features on the portals (use of the https protocol). However, there is no support for authenticating citizens with a digital identity. As far as mobile compatibility is concerned, the majority of the portal services are accessible from the mobile phone. However, there is no mobile application to provide digital government services.

Despite these many weaknesses, the positive externalities of a digital shift in the Ivorian administration remain promising. To this end, and in addition to the previous component, the implementation of a set of mature projects is necessary to put in place the foundations of a digital administration, i.e. digital enablers, an interoperability framework, sectoral Information Systems (IS), etc.

Component C: Support Actions, EUR 17.28 million : This component aims at supporting all project stakeholders in the establishment of a legal and regulatory framework that will enable the project to achieve its objectives. Actually, this component addresses the project's analogue complements which are : (i) a conducive business climate; (ii) strong human capital encouraging girls to train in digital-related professions; (iii) strengthening of the policy framework on climate responsibility and footprint management in the digital sector and (iv) good governance. To this end, it concerns the preparation of specific studies in the effective implementation of the three National Strategies adopted in the sector, the establishment of a framework for the protection of privacy and personal data and the right to information, support for digital innovation and entrepreneurship, including women's entrepreneurship in the digital sector, etc.

Component D: Project Management, EUR 3.682 million: The project also includes an important project management component, without which the project's objectives may be seriously undermined. The objective of this component is to provide the necessary support for the establishment, operationalisation and optimal functioning of a Project Coordination Unit (PCU) which will function as the delegated project manager throughout the project's implementation.

D. Project Cost and Financing Arrangements

2.10. The project's preliminary cost, excluding taxes and duties, is estimated at EU **111.05 million, that is, EU 88.84 million**. The project components and their estimated costs per component are presented in the table below.

Table 1: Estimated project costs by component

Components	EUR Million			UA million			Percentage
	FE	LC	Total	FE	LC	Total	
A.Digital infrastructure	43.63	10.91	54.54	34.91	8.73	43.63	49%
B. Digital uses	24.16	6.04	30.20	19.33	4.83	24.16	27%
C. Support actions	13.82	3.46	17.28	11.06	2.76	13.82	16%
D. Project Management	2.95	0.74	3.68	2.36	0.59	2.95	3%
Base Cost	84.56	21.14	105.70	67.65	16.91	84.56	95%
Physical Contingencies (3%)	2.54	0.63	3.17	2.03	0.51	2.54	3%
Financial contingencies (2%)	1.74	0.44	2.18	1.39	0.35	1.74	2%
Total	88.84	22.21	111.05	71.07	17.77	88.84	100%

2.11. The Bank envisages a financing of EUR **75 million**, approximately UA 60 million representing 68% of the total cost, in the form of an ADB loan. This will be complemented by a further loan from KfW of **EUR 20 million**, about UA 16 million corresponding to 18% of the total cost, in the form of a loan under parallel financing. The Government of Côte d'Ivoire will provide a national counterpart of **EUR 16.5 million**, i.e. about UA 12.84 million representing 14% of the total cost. The new financing parameters for Côte d'Ivoire approved under the CSP 2023-2027 stipulate that the Bank's contribution under the AfDB Window can now be up to 90% of the cost of individual projects and up to 100% on a case-by-case basis. The related details are provided in the table below.

Table 2: Sources of Project Financing

Sources of Financing	EUR Million			UA million			Percentage
	FE	LC	Total	FE	LC	Total	
AfDB	60.00	15.00	75.00	48.00	12.00	60.00	68.2%
KfW	16.00	4.00	20.00	12.80	3.20	16.00	18%
Ivorian Gov.	12.84	3.21	16.05	9.60	2.40	12.84	14%
Total	88.84	22.21	111.05	71.07	17.77	88.84	100%

Table 3: Project costs by expenditure category

Expenditure Categories	EUR Million			UA million		
	FE	LC	Total	FE	LC	Total
A - Goods	12.34	3.09	15.43	9.87	2.47	12.34
B. Works	39.23	9.81	49.04	31.39	7.85	39.23
C. Services	31.14	7.78	38.92	24.91	6.23	31.14
D. Operation	1.85	0.46	2.31	1.48	0.37	1.85
BASE COST	84.56	21.14	105.70	67.65	16.91	83.56
Physical Contingencies (3%)	2.54	0.63	3.17	2.03	0.51	2.54
Financial contingencies (2%)	1.74	0.44	2.18	1.39	0.35	1.74
Total	88.84	22.21	111.05	71.07	17.77	88.84

Table 4: Project expenditure schedule

Components	5%	25%	30%	30%	10%	100%
	2023	2024	2025	2026	2027	Total
A. Digital infrastructure	2.73	13.64	16.36	16.36	5.45	54.544
B. Digital uses	1.51	7.55	9.06	9.06	3.02	30.20
C. Support actions	0.86	4.32	5.18	5.18	1.73	17.28
D. Project Management	0.18	0.92	1.10	1.10	0.37	3.68
Base Cost	5.10	25.51	30.61	30.61	10.20	105.70
Physical Contingencies (3%)	0.15	0.77	0.92	0.92	0.31	3.17
Financial contingencies (2%)	0.11	0.53	0.63	0.63	0.21	2.18
TOTAL	5.36	26.80	32.15	32.15	10.72	111.05

2.12 The KfW loan will finance the activity related to the extension of the Integrated Administration Network (IAN) and the implementation of related services. As for the national counterpart, it will finance the following activities: the framework for the protection of privacy, personal data and the right to information, support for digital training and innovation, project management assistance (AMOA), and monitoring, communication and change management. The remaining activities will be financed under the ADB loan.

E. Target Area Beneficiaries and Project Population and Other Stakeholders

2.13. PARAE's implementation should be beneficial to the following stakeholders:

- ✓ Citizens, associations and private businesses, as users of the digital services implemented - The objective is to provide them with digitalized access to Ivorian government services and data in order to develop quality, accessibility and transparency in relations with the administrations.
- ✓ Administrative bodies - the objective is to provide them with digital services which will facilitate the implementation, operation and pooling of IT resources in order to improve agility, performance and the capacity to innovate.
- ✓ Government employees – The objective is to provide them with a working environment and digital tools aimed at improving comfort, efficiency and productivity.

2.14. The participatory approach was adopted during PARAE's feasibility study financed by the Bank through a grant from the Korean Trust Fund (KOAFEC TF) and during the identification, preparation and appraisal following the submission of the financing request. These consultations contributed to a better project design both in terms of component development and implementation arrangements. During the identification, preparation and appraisal missions, all stakeholders (MICEN, ARTCI, ANSUT, ONECI, etc.) were consulted. Discussions with these stakeholders made it possible to finetune the project's scope. The same approach was adopted with other donors who are also active in support of the country's digital transformation, especially the European Union, the World Bank, KfW, etc. During the various discussions with national stakeholders, the Bank underscored the importance of coordination between MICEN and ANSUT for each entity to be able to fully play its role in both the appraisal and implementation phases, subject to the project's approval by the Bank's Board of Directors.

F. Bank Experience and Lessons Learned in the Design

2.15. The Bank has financed many digital investment projects which include all or part of the components of this operation. For example, in collaboration with the European Union, it has financed the national components of the Central Africa Fibre Optic Backbone (CAB) and the Trans-Sahara Optical Fibre Backbone (TSB) projects. The Bank also has growing experience in digitisation in Côte d'Ivoire through the financing of (1) Economic and Financial Management Support Project (PAGEF) which includes a major component on digitisation of the tax, customs and treasury administration; and (2) and the Business Climate Improvement Support Programme for the Structural Transformation of The Ivorian Economy (PACA-CI), with a sub-component on digitisation, promoting innovation and strengthening the system for the implementation of the status of entrepreneurs, as well as support for digital financial inclusion. From these projects, it has learned the following key lessons which are especially useful in ensuring the coherent implementation of digital projects in order to achieve the targeted development objectives: (i) Importance of ownership by project promoters; (ii) Creation of a clearly established framework for collaboration between the various stakeholders concerned; and (iii) Creation of a qualified project team with the support of external consultants, if necessary; etc..

2.16. The above-mentioned projects incorporate the creation of national consultative bodies (mainly steering and technical committees) which have made it possible to ensure that the observations and recommendations of the final beneficiaries are taken into consideration in the formulation of the various activities through the terms of reference as well as the technical and functional specifications of planned activities. In addition, this mechanism systematically takes into consideration the gender, climate change and fragility/resilience lenses, which aim at addressing these issues with a view to broad adoption of the proposed solutions as well as raising awareness of climate and security issues in the context of digital development. Close collaboration with private operators is also essential to ensure that they contribute to the emergence of an African private sector which is a key element of value creation in beneficiary countries in support of their industrialisation strategies. These key lessons learnt and their consideration in this project have been summarised in Annex 2.4.

3 PROJECT FEASIBILITY

A. Financial and Economic Analysis

3.1. Digital investments in the public sector can help increase transparency and accountability, reduce corruption, and improve public management systems and services. Citizens and businesses are the most important stakeholders in public services and assessing the benefits to them is central to the potential success of these investments. By reducing rising public administration costs and increasing revenues through more efficient public management, digital investments can also lead to a more efficient allocation of public expenditure ("Knowing where to spend") and greater financial efficiency ("Knowing how to spend").

3.2. In addition, the assessment of the impact of these investments is based on several key assumptions: 1) The average willingness to pay, attributed to cost and time savings, is used to assess project benefits to citizens and businesses; 2) The annual volume of public services to citizens and businesses is assumed to be about 394,000 and 180,000, respectively; 3) Annual volumes of public services are also assumed to increase by 2% per year, reflecting the projected population growth level; 4) Cost savings to the government and increased revenues are based on empirical evidence from similar ICT investments in developing countries. This analysis is based on the share of non-current government expenditure in GDP and the deficit in the tax/GDP ratio to avoid overstating the effects of ICT investments; 5) Although partial achievement of benefits before the project is fully operational is possible, it would add a greater level of uncertainty about the state of resource flows. Therefore, the full effects of the ICT investments are expected to be delivered once the project is fully operational; and 6)

Non-quantifiable benefits to Côte d'Ivoire such as reduced inefficiencies in health, education, etc., are omitted from the analysis. However, these benefits will result in a more equitable distribution of public resources among citizens which will increase confidence in the government.

3.3. Based on these assumptions, the project's real economic internal rate of return (EIRR) is 16%, and its real economic net present value is EUR 28.7 million at a discount rate of 12%. The ratio of the PV present value (benefits) to the PV present value (costs) is estimated at 1.38, indicating that the PV of the project's benefits is 38% higher than its costs. Therefore, the project's benefits to the country's economy will exceed the resources (funds) used for its implementation. Throughout its lifespan, the project will provide substantial added value to citizens, businesses, the government and the local labour market. Citizens will benefit from reduced costs and will spend less time waiting for public services. Businesses will also benefit in the same manner.

Table 5: Key economic and financial figures (for cost-benefit analysis)

EIRR (baseline scenario)	16%
NPV, (discount rate)	EUR 28.7 M, (12%)

3.4. The benefits of the project are sensitive to fluctuations in the GDP growth rate, changes in the use of public services and estimated investment costs. The adoption of digitisation will have a positive impact on the deficit in the tax/GDP ratio and public spending. In the absence of the project and with higher economic growth, the government's budget will deteriorate further. It is important to note that an error of just 1% in the GDP growth projection can significantly reduce ICT benefits. However, the project will continue to generate substantial net economic benefits, even with modest GDP growth of 5%.

Additional Positive Effects

3.5. Non-quantifiable benefits to Côte d'Ivoire, such as reduced inefficiencies in health and education spending, have not been included in the analysis. However, these benefits will result in a more equitable distribution of government resources among citizens, thereby building confidence in government. The adoption of digitisation in public sector management will reduce the inefficiencies generated by bureaucracy, thereby improving productivity in the delivery of public services. In the long term, the use of these technologies will also encourage greater knowledge-sharing, transparency and innovation at all levels of public administration.

B. Environmental and Social Safeguards

3.6. **E&S Categorisation of the Project:** PARAE is classified as Category 2 in accordance with national regulations⁴ and the Bank's Integrated Safeguards System (ISS - NP#05) as approved in ISS and SAP on 31 May 2022. This categorisation is justified by the fact that the implementation of the two data centres (Grand Bassam and Yamoussoukro) only generates moderate and reversible environmental and social impacts, and also by the fact that this implementation does not lead to involuntary resettlement.

3.7. **E&S Safeguards Documents for the Project:** Two E&S safeguard instruments were produced under the project, namely an Environmental and Social Impact Statement (ESIS) for the construction and operation of the Yamoussoukro Data Centre in Yamoussoukro and an ESIS for the construction and operation of the Abidjan (Grand Bassam) Datacentre. These two ESIS were prepared by ANSUT and approved by the Bank on 31 October 2022. They were published on 20 November 2022 on the ANSUT

⁴ Article 5 of Decree No. 96-894 of 08 November 1996 determining the rules and procedures applicable to studies on the environmental impact of development projects in Côte d'Ivoire.

website at the Ministry of Communication and Digital Economy, and then on the Bank's website on 21 November 2022 in accordance with ISS requirements.

3.8. Public Consultations: For the Yamoussoukro Datacentre, consultations were organised in Djahakro and Kami villages, respectively on 16 and 17 September 2022. Twenty-one people were consulted, none of whom were women, including the local population, traditional authorities ("village chiefs" of Kami and Djahakro), administrative authorities (Yamoussoukro Prefectures) and regional directors of the technical services concerned (Construction, Housing and Urban Planning, Environment and Sustainable Development, Oil and Energy, and Mines). With regard to the Grand Bassam Datacentre, consultations were held with VITIB, the Grand Bassam council, the prefecture and the Grand Bassam sub-prefecture from 13 to 20 September 2022. They involved a total of 41 people, including 4 women. The main concerns of the various entities were recorded in the ESIS reports and will be taken into consideration during the project's implementation.

3.9. Key Positive Significant Environmental and Social Risks of the Project: (a) Development and construction phase: (i) creation of temporary and permanent employment and income; and (ii) development of income-generating activities. (b) Operational phase: (i) improvement of living conditions; and (ii) improvement of the quality of education, research and health. (c) Closing phase: (i) reduction of energy consumption; and (ii) reduction of solid waste production.

3.10. Key Risks and Adverse Environmental Impacts of the Project: (a) Development and construction phase: (i) destruction of existing vegetation on the works platforms (1.6 ha in Grand Bassam and 0.5 ha in Yamoussoukro); (ii) risks of accidents and incidents; (iii) risk of deterioration of workers' health; (b) Operation phase: (i) production of special waste, in particular electronic waste such as used nickel-cadmium batteries, printed circuit boards from servers and other electronic equipment; (ii) risk of electrocution; (iii) risk of deterioration in the health of the local population and workers due to electromagnetic fields; (iii) risk of fire due to the various electrical connections and generators in the data centres. (c) Closing phase: (i) increase in the volume of site waste (scrap metal, iron, soiled clothes, etc.); (ii) noise and vibration pollution from the dismantling of structures.

3.11. Key Risks and Adverse Social Impacts of the Project: (a) Construction and Operation Phase: (i) conflicts which may arise either between workers or between workers and residents; hence the need to implement the complaints management mechanism proposed in the two ESIS. (b) Closing phase: (i) the reduction of direct employment opportunities for the local population; the risk of conflicts related to the selection of start-up funding recipients.

3.12. Mitigation Measures for Major Adverse Impacts: An Environmental and Social Management Plan (ESMP) has been prepared for each datacentre in the ESIA. Each ESMP presents all mitigation measures for major adverse impacts identified for each datacentre. Special attention is given to the following impacts: (i) for risks to workers' health and safety, the development of a Risk Management Plan, training staff on the various associated risks and then providing adequate PPE at the various workstations and requiring their systematic wearing; (ii) for impacts related to waste management, implement a waste management plan and hire the services of a recovery and disposal company approved by ANAGED; (iii) for impacts related to fire, implement a response plan for possible fires through automatic fire detection and extinguishing systems. This will also avoid any loss of data. All E&S measures should be included in the contractual documents (BDs, works contracts, etc.). The cost of implementing the project's E&S measures amounts to CFAF 857,784,000, of which CFAF 395,550,000 is for the Yamoussoukro Datacentre and CFAF 462,234,000 for the Grand Bassam Datacentre.

3.13. Environmental and Social Compliance: Quarterly E&S implementation reports will be shared regularly and in a timely manner (no later than the 5th of the month following the end of the quarter), with the Bank and stakeholders, as well as the annual environmental and social performance audit reports

for the previous year by 31 January of the following year. The project's environmental and social monitoring will be conducted by an environmental and social safeguards specialist recruited by the Borrower. NOCES confirms the project's compliance with the Bank's environmental and social requirements which will be reflected in the Financing Agreement.

3.14. Involuntary Resettlement: The project is not subject to involuntary resettlement of people. Consequently, it has not been the subject of a Resettlement Action Plan (RAP). Indeed, the Grand Bassam Datacentre is located within the perimeter of the VITIB (Information Technology and Bio-technology Village) on plot No. 028 of Block B1 with an area of 16,292 m² allocated to ANSUT by MICEN. As for the Yamoussoukro Datacentre site, it covers an area of 5,000 m² out of the 1,000 hectares planned for the technopole project located near the INPHB (Institut National Polytechnique Félix Houphouët-Boigny). However, ANSUT will have to proceed with the purging of customary rights in order to initiate the Permanent Concession Order (ACD) procedure for these two sites. The two sites are not occupied in view of the results of the screening conducted there.

Climate Change and Green Growth

3.15. Climate Vulnerabilities: PARAE is a Category 2 project under the Bank's climate safeguards system. The project could therefore be affected by climate change impacts. As physical infrastructure, the main climate threat which could impact PARAE's performance is flooding which could limit access to the platform and potentially damage IT facilities and equipment, thus compromising the security and stability of the digital ecosystem. Excessive heat caused by rising temperatures could also affect electronic and IT facilities by causing the overheating of IT network equipment and facilities, resulting in early deterioration of IT hardware and technical disruptions to data management, production and transmission platforms. Digital infrastructure, especially data centres, also consume a significant amount of water, making digital technology one of the top 10 water-consuming industries. As a result, any situation of water deficit/stress in the context of climate change could have far-reaching consequences for network security and for the entire digital ecosystem. Although Côte d'Ivoire, and specifically the areas where the datacentres are located, are not areas threatened by water stress, the consequences of the occurrence of such a risk for an economy with high digital penetration will be colossal. In the face of these risks, plans will be put in place to ensure that datacentres are protected from hydro-climatic risks.

3.16. Carbon Footprint: PARAE could contribute to the reduction of greenhouse gas (GHG) emissions through the development and widespread use of digital solutions for the digitisation of services through e-government/administration, e-commerce, e-transport, e-health, etc. The widespread use of digital solutions in services will reduce the use of paper and printed documents and reduce urban and inter-urban mobility to access them, thus limiting the use of motorised transport systems; this will result in lower CO₂ emissions, especially in the transport sector and the paper industry. On the other hand, the development of digital applications will lead to a significant increase in IT equipment and hardware, including terminals, with an increase in energy use as a consequence. The digital sector is also a major source of pollution through electronic waste from terminals whose manufacturing process involves high carbon emissions. Depending on the system and the energy mix on which the country depends, or the digital infrastructure, the impact on GHG emissions could be considerable to the point of cancelling out the gains in emissions reduction which could be achieved through the digitisation of services. The digital sector generates 4% of global greenhouse gas emissions - a figure which is likely to double by 2025, while datacentres account for 25% of the emissions associated with this sector. Digital expansion must therefore be accompanied by a focus on energy and resource efficiency to counteract the adverse impact on the climate.

3.17. Alignment with the Paris Agreement: The project has also been reviewed for its alignment with the Paris Climate Agreement. With the exception of the data centres, all project activities are compatible with the objectives of the Paris Agreement. Concerning data centres, the project will

implement a set of measures/activities in line with the principles of the Climate Neutral Data Centre Pact through i) the implementation of clean energy infrastructure for energy security and the carbon footprint of data centres; ii) the implementation of an electronic waste recycling system within the data centres; iii) technical studies to support the development of the e-waste management sector; iv) drawing up energy efficiency and hydro-climatic security plans for data centres; v) drawing up a sector policy on climate responsibility and decarbonisation in the digital sector; and vi) preparation of a technical guide on sustainable and low-carbon practices for the digital sector. The project will also conduct studies/audits to assess and monitor the project's carbon footprint. It is expected that 75% of the electricity consumption of the data centres to be installed by the project will be provided by renewable energy sources from the outset, with the aim of reaching 100% by 2035. The project therefore meets the provisions and criteria for alignment with the objectives of the Paris Agreement, which aims at limiting global warming to below 2°C, and increasing the capacity of countries to cope with climate change impact. PARAE is therefore aligned with the low-carbon development objective of the Bank's Climate Change and Green Growth Strategic Framework and contributes to the carbon emission reduction ambitions of Cote d'Ivoire's Nationally Determined Contribution (NDC). A summary note on the project's alignment with the Paris Agreement is attached in the Technical Annexes.

C. Other Crosscutting Priorities

Opportunities to build resilience

3.18. With a penetration rate of about 65%, the Internet in Côte d'Ivoire is seen as a vector of good practices to strengthen resilience (as experienced during Covid-19: Digital platforms to manage cases, monitor trends and prevent further spread), as well as abuses which undermine cybersecurity and national cohesion (a growing cyber-crime making Côte d'Ivoire "the epicentre of scammers", who extort Internet users under the guise of "love", and steal from bank cards. The country has seen an exponential increase in cyber-crime over the past 10 years (150 complaints reported in 2011 against 5,000 in 2021, according to data from the Ministry of the Interior and Security). The public administration, which is still paper-based and has little capacity to go electronic, is having difficulty containing these scourges which are added to other problems caused by the lack of centralised data: fictitious employment, identity theft, illegal trafficking, etc., which has a negative impact on the country's performance (ranked 139/193 in the world on the e-government index) and its ability to mobilise internal resources for equitable redistribution to everyone in the country.

3.19. In its ambition to strengthen the digital ecosystem's resilience in Côte d'Ivoire, PARAE will build the capacities of public institutions and civil servants in its components 1, 2 and 3, for a digital transition, in a human-centred approach, without causing harm and in prevention of any possible conflict. The project will ensure that any resistance to change is better managed and that existing jobs are preserved, using digitisation to improve working conditions. Civil servants will be consulted throughout the implementation process, so that the electronic solutions selected and installed place the staff in charge (to activate and validate them) while respecting their rights, obligations and the protection of private data, rather than relying solely on artificial intelligence. The project management component will ensure the inclusion of all Ivorian administrations: central, decentralised and local in this exercise. Activities will be steered in the northern regions where there is a risk of contagion of insecurity in the Sahel, in order to promote social justice and prevent any discontent which could escalate into conflict. The project aligns with the first pillar of the Bank's 2022-2026 strategy aimed at addressing fragility and building resilience in Africa: "Building institutional capacity."

Promotion of Gender Equality and Women's Empowerment

3.20. The project is categorised as GEN III according to the Bank's gender marker system and it guarantees access to female-headed households to for online payment and administrative transaction services (outcome 1).

3.21. According to the Digital Report 2021⁵, the statistics on the Internet, mobile and social media use in Côte d'Ivoire are not gender-disaggregated. This being the case, and according to the figures put forward during the consultations, 37% of women had no access to digital information and no information on their access to online services was available. The project, mainly through its component C, will fill this data gap. Thus, the drafting of the national plan "Côte d'Ivoire digitale 2030", the National Strategy for the Development of the 4th Industrial Revolution, and the study on the creation of an ecosystem conducive to innovation and digital entrepreneurship will be gender sensitive. It should also be noted that the Ivorian government wants to make the Internet accessible to the entire population given its impact on the improvement of socio-economic living conditions. However, to achieve this, it must first identify current obstacles to the achievement of this ambition. To this end, a study on the universality of the Internet was launched in March 2022 by the Ministry of Digital Economy, Telecommunications and Innovation, in partnership with UNESCO. The recommendations of this study will be used to enhance the mainstreaming gender aspects in the said studies planned under component C.

3.22. The project will also enable young women to be familiarised with NICTs by improving the range of training courses with Internet access provided in universities, schools and public higher education institutes, as well as expanding economic opportunities for women entrepreneurs thanks to online transactions by creating a favourable digital ecosystem enabling the use of NICTs and the conduct of e-commerce operations.

4 IMPLEMENTATION

A. Institutional and Implementation Arrangements

Institutional Arrangements

4.1. The project is expected to be implemented over 52 months. The Ministry of Communication and the Digital Economy (MICEN) will be the Executing Agency. It will, therefore, be responsible for the use of the funds provided by the Bank for the project's implementation. MICEN will set up a Steering Committee (COFIL) which will oversee the project's implementation. The project's day-to-day activities will be managed by a Project Coordination Unit (PCU) comprising individual consultants under the supervision of the Project Coordinator who will function as Team Leader, as well as a pool of government experts (MICEN, ANSUT, SNDI, etc.) representing the various entities involved to provide technical input to the Unit. The Unit will have frequent interactions with COFIL during the project's implementation. The project implementation structure is presented in Annex 4.4.

Project Coordination Unit (PCU)

4.2. A Project Coordination Unit (PCU) will be set up with seven expert consultants and one assistant: (i) a Coordinator, Head of Unit; (ii) a Technical Expert; (iii) an Administrative and Financial Officer (AFO); (iv) a Procurement Specialist; (v) an Accountant; (vi) an Environmental Specialist; and (vii) an Administrative Assistant. The recruitment will be done in accordance with the Procurement Policy Framework for Bank Group Financed Operations of October 2015 of October 2015, especially its

⁵ <https://comfordev.com/statistiques2021dunumeriqueencotedivoire/>

chapter on the Procurement of Consultancy Services. The PCU will be headed by a Coordinator who will report administratively and functionally to the appropriate MICEN Directorate.

4.3. The PCU will ensure the overall control and monitoring of the project's implementation. More specifically, the PCU will ensure that the commitments of the MICEN on project implementation are met by working on: (i) the implementation of the Procurement Plan (PP) based on the project implementation schedule; (ii) the preparation and monitoring of the implementation of the Annual Budget and Work Plan; (iii) the preparation and submission of the quarterly project progress and financial reports; (iv) compliance with financial management processes (monitoring of special accounts, transmission of requests for direct payment and replenishment of special accounts); (v) submission of the project's accounting and financial audit reports; (vi) support for the Mid-Term Review (MTR) and the preparation of the Project Completion Report (PCR); (vii) implementation of the two Environmental and Social Management Plans (ESMP) for the two datacentres, etc..

Steering Committee (COPIL)

4.4. The Project Steering Committee (COPIL) will report to the Minister of Communication and Digital Economy, or his/her designated Representative, on the project's implementation status. It will be chaired by the Minister or his/her designated Representative. It will include representatives (administrative and technical) of all the project's indirect beneficiaries, namely the Ministry of Planning and Development, the Ministry of Economy and Finance, the Ministry in charge of Budget, MICEN, ARTCI, ANSUT, SNDI, public institutions, professional associations, and civil society organisations. It will develop and supervise the project performance indicators, in accordance with its design, and will guide the PCU in the actions necessary for ensuring the project's successful implementation. In collaboration with the PCU and COPIL, the pool of MICEN experts and the supervised entities (ANSUT and ARTCI) as well as the indirect beneficiaries will conduct a technical review of the procurement documents prior to their submission to the Bank for a no-objection opinion and will ensure the necessary ownership of the project by the national party through close coordination and support to the PCU. It will also be responsible for the approval of the project's Annual Work Plan and Budget and the approval of quarterly progress reports prior to their submission to the Bank. COPIL will work closely with the National Digitisation Committee (CNDigit). The National Digitisation Committee (CNDigit) is a national body responsible for the overall orientation and supervision of all public policies on the digitisation of the country's economy.

B. Procurement

Applicable Procurement Policy and Framework

4.5. In accordance with the provisions of Paragraph 10.2 of the Procurement Policy on Bank Group-Financed Operations, all the procurement of goods, works and consultancy services financed from the Bank's resources will be carried out in accordance with the Procurement Policy on Bank Group Financed Operations ("AfDB Procurement Policy"), October 2015 edition and in accordance with the provisions mentioned in the Financing Agreement. In application of this Policy and following the various evaluations conducted, it has been agreed that: (a) The procurement of goods listed in Paragraph D.2.2.1(a) of Technical Annex D.2 will be carried out in accordance with the country's procurement system ("National System") embodied in Ordinance No. 2019-679 of 24 July 2019 on the Public Procurement Code including the various implementing texts, using National Standard Bidding Documents ("NSBD"); (b) Procurement of consultancy and non-intellectual services listed in Paragraph D.2.2.1 (b) will be carried out in accordance with the procurement methods and procedures of the Bank's Procurement Framework ("Bank System"). Such procurements financed partially or wholly from Bank resources will be implemented using the Bank's most appropriate Standard Procurement Documents (SPDs).

Procurement Risk and Capacity Assessment (PRCA)

4.6. To take into consideration the project's specificities, the Bank assessed: (i) the risks at the national, sector and project levels; and (ii) the executing agency's capacity. The results of these assessments concluded that the level of procurement risk was "Substantial" and made it possible to determine, subject to the application of the mitigation measures proposed in Table D.2.e of Technical Annex D.2, the group of procurements to be completed according to the Bank's System and those which could be implemented, without major risk, according to the National System.

Procurement Procedures

4.7. The procurement procedures had been studied, taking into consideration the market situation, the volume of needs, stakeholder capacity, risks involved and the constraints of the texts applicable in this area. Details of these procedures, i.e. the applicable procurement system, cost estimates, procurement method, type of control, and the timetable agreed between the Borrower and the Bank, have been described in Annex B5 of the Technical Annexes to this project appraisal report.

C. Financial Management, Disbursement and Audit

4.8. The project will be financially managed by the Project Coordination Unit (PCU) which will be set up within the MICEN as the Project Executing Agency. The Administrative and Financial Officer (AFO) will be recruited on a competitive basis according to the terms of reference approved by the Bank. An accounting system for the recording of project operations with the budgetary, analytical and general module, as well as the production of financial statements, will be procured to keep the project's separate accounts. Internal control will be formalised in a manual of administrative, financial and accounting procedures for the programme. This manual will have to receive the Bank's No Objection Notice (NON). The PCU will produce quarterly financial monitoring reports on the project and submit them to the Bank after approval no later than 45 days after the end of each quarter. The AWPB will be prepared by the project and approved by the Steering Committee (COFIL) and submitted to the Bank for a NON before the beginning of each year. The project's internal audit will be under the responsibility of the Ivorian General Inspectorate of Finance (IGF) following an agreement between the IGF and the PCU.

4.9. The project's financial and accounting audit will be conducted by an independent firm registered with a national or regional professional body in the Bank's Member Countries. The auditing firm will be recruited for a maximum period of three years based on terms of reference approved by the Bank and paid from ADB funds. The project will be required to submit the external auditor's report to the Bank no later than six (06) months after the close of each audited fiscal year.

4.10. The disbursement of funds will be made in accordance with Bank rules and procedures. A special account will be opened in the books of a commercial bank to receive part of the loan resources. Three disbursement methods will be used: (i) the Special Account Method for operating, training and other petty project expenses; (ii) the Direct Payment Method for the payment of contracts for goods, works and services (including agreements); and (iii) the reimbursement method for expenses attributable to the AfDB but paid from the national counterpart's resources with the Bank's prior approval. Advances of Bank funds to the special account will be made based on the Annual Work Programme and Budget (AWPB) previously approved by the Bank. The national counterpart will be provided for in the State budget. To ensure a sound understanding of the Bank's financial management requirements, a PCU staff training will be organised by the Bank for the project's launch. The project's fiduciary risk is deemed Substantial.

D. Monitoring and Evaluation

The monitoring of implementation of the various project components will be conducted by the PARAE Coordination Unit (PCU/PARAE). The PCU will produce quarterly monitoring reports (Project Progress Report and Financial Monitoring Report) which will be submitted to the Bank. The project will be subject to two supervision missions per year and a mid-term review over the overall implementation period.

4.11. To enhance the existing mechanism, it has been agreed with Ivorian Authorities that a Steering Committee (COFIL) will be set up under MICEN's supervision and will support the PCU in setting PARAE's main guidelines. The same will apply to the directives and recommendations necessary for improving the strategy and modes of project implementation methods, as well as for the validation of project documents and deliverables. The committee's composition will have to be reviewed to reflect the participation of all the project's stakeholders. Given the synergies between PARAE and PRISDAPGNE, financed by the Bank and KfW respectively, it would be desirable to set up a common COFIL. Therefore, the two PRISDAPGNE donors will also be represented as observers. A pool of technical experts who will assist the PCU in the technical guidance of the various activities planned in the project will also be created.

4.12. For the evaluation of the achievement level of its development objectives, a socio-economic impact monitoring and appraisal system will be set up and implemented by the PCU. The monitoring of the project's environmental and social impacts will be conducted directly by the PCU. Regarding the implementation of the digital infrastructure, there are plans to conduct a technical audit of each planned project to ensure compliance with the initial specifications given that the implementation of related works (Data Centre, in particular) will be the subject of a specific project management team supervising the planned works on behalf of the Executing Agency.

4.13. Overall, the project includes the creation of a National Digital Development Observatory (ONDD) within MICEN, which will make it possible to fill the current gap in terms of reliable and exhaustive statistics on the sector, and to put in place decision-making tools for public policies focused on digital transformation in support of the country's emergence by 2030.

Table 6 : Project Monitoring Activities

Activity	Entity Responsible	Schedule
Signing of the grant agreement and effectiveness	AfDB/MICEN	September 2023
Fulfilment of the conditions precedent to the first disbursement	AfDB	September 2023
Project launch	AfDB /MICEN	October 2023
Implementation	MICEN	2023 - 2027
Mid-Term Review (MTR)	AfDB /MICEN	December 2025
Project completion/closing	AfDB /MICEN	December 2027
Date of last disbursement	AfDB	April 2028
Project completion report (PCR)	AfDB	June 2028
External audit	MICEN	Annual

E. Governance

4.14. The procurement and financial management risks were analysed during project appraisal. In general, the measures already taken by Ivorian authorities to follow Bank rules and procedures in the many Bank-financed operations will reduce fiduciary risks. In the procurement process for international tenders, the Bank will ensure strict application of its procurement rules and procedures as well as through ex-ante reviews. The Bank's supervision missions and technical and financial audits will ensure

compliance with the terms of reference, the services and works actually conducted, disbursements and the loan agreement.

4.15. Through Order No. 0910/PM/CAB of the Prime Minister, Head of Government, dated 26 September 2022, on the establishment, remit, organisation and operation of the National Digitisation Committee (CNDigit), Côte d'Ivoire now has a national body responsible for coordinating, ensuring the coherence of, and monitoring and evaluating the State's digitalisation projects. This body sets out, among other things, the main guidelines on service digitisation for a successful transformation. It will comprise the following three entities: (i) Strategic Council; (ii) Coordination Committee; and (iii) Programme Steering Units (PSUs). PARAE will be the first major project on digital transformation in the country which will benefit from this new ecosystem, thus facilitating its implementation at the national level.

4.16. The project also includes the development of a digital confidence framework for transactions in cyberspace to enable users (citizens and businesses) to benefit from online services and to accept the sharing of their data. Thus, it includes the creation of a national cyber-security platform through a Security Operations Centre (SOC). The project's legal support will focus on the legal and regulatory arsenal to be put in place to ensure the protection of privacy and personal data.

F. Sustainability

4.17. To ensure the project's sustainability, several factors were taken into consideration during the appraisal, in close cooperation with the implementing organisation. These are:

- i) **Ownership**: The project is in line with Côte d'Ivoire's development priorities and objectives as set out in the National Development Plan (PND) for the period 2021-2025. The same applies to the various sector strategies which have been developed and validated at the national level. In addition to this strategic anchoring, it is worth noting the decisive role of the CNDigit which will ensure the involvement and ownership of all national stakeholders. The first level of interaction is between the project's COPIL and the various PSUs of the CNDigit. Subsequently, feedback on the project will be shared with the Coordination Committee and the Strategic Council, which form the CNDigit together with the PSUs.
- ii) **Capacity Building**: Given the highly strategic nature of the digital economy in the structural transformation of the country's economy, this intervention includes an important change management component which is based on a resistance management plan. This important activity is especially aimed at civil servants and other state employees to ensure broad support for PARAE's objectives by moving from the old, paper-only culture to a new culture which will be gradually digital. This will be attained through the development and dissemination of training materials, thematic training sessions, etc., which will concern the various professions and profiles making up the central, local and decentralised public administration. Regarding project implementation, PCU members will also benefit from regular thematic training sessions organised by the Bank on fiduciary management (procurement, financial management and disbursements).
- iii) **Project Monitoring**: Monitoring has been taken into consideration in the project's design to improve the project's implementation through organisational performance in order to achieve the expected results. The interaction processes between the different stakeholders involved in the project's implementation, the results-based logical framework and the monitoring and evaluation will provide detailed information on the effectiveness of the established accountability chain and areas for possible improvements to enhance the project's performance and accelerate the implementation pace based on the timeframe.

Through planned monitoring, the Bank will also draw lessons and evidence-based experiences on how to improve similar operations in view of the importance of e-government issues in the necessary improvement of the efficiency of public services in a context of overlapping global crises (health, environmental, climate, etc.) which go hand in hand with a depletion of public resources which will increase in the coming years and decades given the growing challenges to public finances.

G. Risk Management

4.18. The project design mentions several risks which could compromise the achievement of its objectives, mainly: i) the unavailability of quality data for preparation of the various project procurements; ii) delays in the recruitment of PCU/PARAE staff; and iii) delays in project implementation. All the risks and mitigation measures have been discussed and summarised in the following table.

Table 7: Risk Management

Risk Description	Mitigation Measures
The lack quality data on the preparation of the project's various procurement activities.	<ul style="list-style-type: none"> Setting up a National Digital Development Observatory (ONDD) Periodic data collection on the sector by the PCU
Delays in recruiting PCU/PARAE staff	<ul style="list-style-type: none"> The preparation of ToRs for the recruitment of PCU staff as soon as the agreement is signed. Training for MICEN and ANSUT on the process of setting up the PCU and recruiting staff once the agreement has been signed.
Project implementation delays / Long delays in planned procurement processes.	<ul style="list-style-type: none"> Setting up a dedicated PCU with the appropriate capacity to implement the project.
Difficulties in monitoring complex project activities.	<ul style="list-style-type: none"> Deployment of several project management consultants to assist the EO throughout the implementation phase
Improper use of resources	<ul style="list-style-type: none"> Evaluation of the project's procedures on the use of funds and the proposal of corrective measures, if necessary
Complexity of project design and subsequent development of ToRs and other required technical specifications	<ul style="list-style-type: none"> Detailed studies available Use of the extensive studies already produced by MICEN and ANSUT

H. Knowledge Building

4.19. The project will provide an opportunity for the improvement of knowledge in the field of e-government and its impact on the socio-economic development of the Bank's Member Countries. The important aspect of the digital economy's governance will also be at the heart of the feedback expected from this project. With the favourable ecosystem being put in place, Côte d'Ivoire is on the path to inaugurating a new African era in which public power will rely on digital technology to make a major qualitative leap in public governance, following the example of Korea, Estonia and Jordan. It will also make it possible for the local and African private sector to access new opportunities to reduce unemployment especially among young women and men.

4.20. Moreover, the project also includes an important component on the quantitative and qualitative appraisal of the Ivorian digital training offer considering the ambitions displayed in the sector in the West African region, French-speaking countries, Africa and the world. This will make it possible to provide relevant keys and recommendations to Ivorian authorities so that the development of digital skills can support the considerable efforts already underway. In addition to providing answers to the challenges of youth unemployment, it will also help attract potential investments given the possibilities offered by remote work in the digital sector following the consequences of the COVID-19 pandemic.

5 LEGAL INSTRUMENTS AND AUTHORITY

A. Legal Instrument

5.1. The project will be financed through an ADB loan to the Republic of Côte d'Ivoire. A Loan Agreement will be signed between the Republic of Côte d'Ivoire and the Bank.

B. Conditions Associated with the Bank's Intervention

Effectiveness

5.2. Effectiveness of the ADB loan agreement is subject to the Borrower fulfilling, to the satisfaction of the Bank, the conditions set forth in Section 12.01 of the General Conditions Applicable to Loan Agreements and Guarantee Agreements of the Bank (Sovereign Entities).

Conditions Precedent to First Disbursement of the ADB Loan

5.3. The first disbursement of loan resources is subject to the Borrower fulfilling, to the satisfaction of the Bank, the following conditions:

- (a) Provide the Bank with evidence of the establishment of the Project Coordination Unit (PCU) within the Executing Agency, with a description of its tasks and responsibilities, and the establishment of the Project Steering Committee with a description of its composition, tasks and responsibilities.
- (b) Provide the Bank with evidence of the appointment of a Project Coordinator whose experience and professional qualifications would have deemed satisfactory by the Bank;
- (c) Provide the Bank with evidence of the recruitment of the following key members of the PIU: (i) an Administrative and Financial Officer; and (ii) a Procurement Specialist, whose experience and professional qualifications would have been deemed satisfactory by the Bank; and
- (d) Provide the Bank with evidence of budgeting EUR 1.43 million or an equivalent amount as resources to be mobilized as counterpart funding for 2024.

Conditions Precedent to Second Disbursement of the ADB Loan

5.4. The second disbursement of loan resources (excluding the disbursement for payment of the front-end fee) is subject to the Borrower's fulfilment of the following conditions, to the Bank's satisfaction:

- (a) Procurement of accounting software and finalisation of the project administrative, accounting and financial manual.

Conditions Precedent to Disbursement for Works

5.5. Disbursement for works requiring an Environmental and Social Impact Assessment (ESIA) will be subject to the Borrower's fulfilment of the following additional conditions, to the Bank's satisfaction:

- (a) Submission of a works schedule in line with the Environmental and Social Management Plan (ESMP) contained in the Environmental and Social Impact Assessment (ESIA) and satisfactory to the Bank in form and substance, and setting out the details of each lot of civil engineering works under the project; and
- (b) Submission of satisfactory evidence of the Borrower's approval of the ESMP for a given site, prepared in compliance with the ESIA and the Bank's safeguard policies in terms of E&S guarantees, acceptable to the Bank in form and substance.

Other Conditions

5.6. Furthermore, the Borrower shall undertake to fulfil the following other conditions, to the Bank's satisfaction:

- (a) Recruit the following members of the PIU within three (3) months following the effectiveness of the loan agreement: (i) a Technical Expert; (ii) an Environmental and Social Safeguards Specialist; (iii) an Accountant; and (v) an Administrative Assistant;
- (b) Provide evidence to the Bank of the designation of Steering Committee members within six (6) months following the effectiveness of the loan agreement.

Commitments on Environmental and Social Safeguards

5.7. The Beneficiary shall and will oblige the Executing Agency, all its contractors, sub-contractors and agents to (a) implement the project in accordance with the Environmental and Social Management Plans (ESMP), the Bank's Safeguards Policy and applicable national legislation in a manner and form satisfactory to the Bank; (b) prepare and submit to the Bank quarterly reports on the implementation of the ESMP, including any weaknesses identified and related remedies applied. This report shall be submitted to the Bank on the 15th day of the month following the quarter audited; (c) prepare and submit annual project environmental and social performance audit reports to the Bank for review and approval, latest by the 31st of January following the year audited; (d) refrain from taking any action that would prevent or hinder the implementation of the ESMP, including any modification, suspension, waiver and/or cancellation of any provision thereof, in whole or in part, without the prior written consent of the Bank; and (e) cooperate fully with the Bank in the event that the project implementation or a change in its scope results in a hitherto unforeseen displacement and/or resettlement of persons, and will not commence any works in the affected area under the project unless all project-affected persons (PAPs) have been compensated and/or resettled in accordance with a Resettlement Action Plan (RAP) prepared.

C. Compliance with Bank Policies

5.8. The project complies with all applicable Bank policies.

Independent Review Mechanism of the African Development Bank Group

5.9. Communities and individuals who believe they have been affected by an African Development Bank (AfDB) Group-supported project can file complaints with existing project-level grievance mechanisms or the AfDB's Independent Review Mechanism (IRM). The IRM ensures that communities and individuals impacted by the project can submit their complaints to the AfDB's Independent Review Mechanism, which determines whether damage has occurred or could occur as a result of the AfDB's failure to follow its policies and procedures. To submit a complaint or request for more information,

please contact IRM@afdb.org or visit the IRM website www.irm.afdb.org. Complaints can be made at any time after the concerns have been brought directly to the attention of the AfDB, and Bank management has been given the opportunity to respond before contacting the IRM.

6 RECOMMENDATION

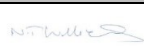

Management recommends that the Board of Directors approve the proposed **Seventy-five million Euros (EUR 75 million)** AfDB loan to the Republic of Côte d'Ivoire for the purposes and subject to the conditions set out in this report.

7 RESULTS FRAMEWORK

A PROJECT INFORMATION					
PROJECT NAME AND SAP CODE: E-GOVERNMENT STRENGTHENING SUPPORT PROJECT (P-CI-GB0-005)				COUNTRY/REGION : CÔTE D'IVOIRE / RDGW	
PROJECT DEVELOPMENT OBJECTIVE : HELP TO IMPROVE THE GOVERNANCE, QUALITY AND COVERAGE OF PUBLIC SERVICES OFFERED TO USERS					
ALIGNMENT INDICATOR(S): SHARE OF POPULATION WITH ACCESS TO DIGITAL PUBLIC SERVICES (% OF POPULATION)					
B RESULTS MATRIX					
RESULTS CHAIN AND INDICATOR DESCRIPTION	RMF/ADOA INDICATOR	UNIT OF MEASUREMENT	BASELINE	TARGET AT COMPLETION (2026)	MEANS OF VERIFICATION
OUTCOME STATEMENT 1: THE POPULATION'S ACCESS TO IMPROVED E-GOVERNMENT SERVICES					
✓ OUTCOME INDICATOR 1.1: <i>Index on penetration and inclusive use of e-government services.</i>		<i>Index</i>	0.4529 (2020)	World average (0.5620 in 2020)	Annual report on e-Government by the United Nations Department of Economic and Social Affairs (DESA)
✓ OUTCOME INDICATOR 1.2: <i>National average percentage of people receiving government payments who use the e-government financial system (including differences between extreme regional values).</i>		<i>Percentage</i>	0	30% (less than 10 points) at least 1/3 of whom are women	Activity reports from MICEN, ANSUT, PCU/PARAE, etc..
✓ OUTCOME INDICATOR 1.3: <i>Percentage of households using e-government services</i>		<i>Percentage</i>	ND	50% (dont 20% de ménages dirigés par des femmes)	National Digital Development Observatory (ONDD)
✓ OUTCOME INDICATOR 1.4: <i>Network Readiness Index (NRI)</i>		<i>Index</i>	3.8	4	National Statistics Institute (INS), NDP
OUTCOME STATEMENT 2: IMPROVED GOVERNANCE AND EFFICIENCY OF PUBLIC SERVICES					
OUTCOME INDICATOR 2.1: <i>Number of people using the e-Participation platforms set-up</i>		<i>Number</i>	0	1,000 (including at least 1/3 women)	Activity reports from MICEN, ANSUT, PCU/PARAE, etc..
OUTCOME INDICATOR 2.2: <i>Persons using OpenGov platforms</i>		<i>Number</i>	0	1,000 (including at least 1/3 women)	Activity reports from MICEN, ANSUT, PCU/PARAE, etc.
OUTCOME INDICATOR 2.3: <i>Public administration user satisfaction rate</i>		<i>Percentage</i>	30%	60% (including at least 1/3 women)	Institut national de la statistique (INS), Ministère du plan et du développement
OUTPUT STATEMENT 1 : LOW CARBON INFRASTRUCTURE ESTABLISHED					
OUTPUT INDICATOR 1.1: <i>Data centre set up and operational</i>		<i>Number</i>	0	1	Activity reports from MICEN, ANSUT, PCU/PARAE, etc..
OUTPUT INDICATOR 1.2: <i>SOC set up and operational</i>		<i>Number</i>	0	1	Activity reports from MICEN, ANSUT, PCU/PARAE, etc..
OUTPUT STATEMENT 2: DIGITAL FACILITATORS ESTABLISHED					
OUTPUT INDICATOR 2.1: <i>E-services developed and put online</i>		<i>Number</i>	15	50	Activity reports from MICEN, MBPE, ANSUT, PCU/PARAE, etc.
OUTPUT INDICATOR 2.2 <i>E-services using the Single sign-on -(SSO) service for citizens and businesses</i>		<i>Number</i>	0	10	

OUTPUT INDICATOR 2.3 : <i>Physical payment points using the government's digital payment system (including in the provinces).</i>		<i>Number</i>	0	600 (300)	
OUTPUT INDICATOR 2.3 : <i>ministries using the electronic mail management system</i>		<i>Number</i>	0	30	
OUTPUT INDICATOR 2.4: <i>operational Security Operations Centres (SOC)</i>		<i>Number</i>	0	1	
OUTPUT INDICATOR 1.5 : <i>Electronic certification platforms (PKI) operational</i>		<i>Number</i>	0	1	
OUTPUT STATEMENT 3: PROPER DIGITAL SYSTEM ESTABLISHED					
OUTPUT INDICATOR 3.1: <i>Studies on the implementation of the National Gender-Sensitive Digital Strategy drawn up and validated.</i>		<i>Number</i>	0	7	
OUTPUT INDICATOR 3.2: <i>Universities and colleges with intranets and Wi-Fi networks (including in the provinces).</i>		<i>Number</i>	0	10 (5)	
OUTPUT INDICATOR 3.3: <i>Start-ups supported by the Ivoirian Innovation Fund (FII) (including in the provinces).</i>		<i>Number</i>	0	20 (10) of whom 30% are women	
OUTPUT INDICATOR 3.4: <i>Personal Data Protection & Right to Information Authority (PDPA) set up and made operational.</i>		<i>Number</i>	0	1	Activity reports from MICEN, ANSUT, PCU/PARAE, etc..

8 ENVIRONMENTAL AND SOCIAL COMPLIANCE NOTE (ESCON)

A. Basic information ⁶			
Project title: SUPPORT PROJECT FOR THE STRENGTHENING OF ELECTRONIC ADMINISTRATION (PARAE)			Project "SAP code" : P-CI-GB0-005
Country: IVORY COAST	Lending Instrument ⁷ : DI <input checked="" type="checkbox"/> FI <input type="checkbox"/> CL <input type="checkbox"/> BS <input type="checkbox"/> GU <input type="checkbox"/> RPA <input type="checkbox"/> EF <input type="checkbox"/> RBF <input type="checkbox"/>		
Project Sector: Information and Communication Technology (ICT)		Task Team Leader: SAMATAR OMAR ELMI	
Appraisal date: 27/3/2023 to 31/3/2023		Estimated Approval Date: 30/06/2023	
Environmental Safeguards Officer: XXXX			
Social Safeguards Officer: Charlotte CHEUMANI NOUDJIEU/Lokou Brice DALI			
Environmental and Social Category: 2	Date of categorization: 31/05/2022	Operation type: SO <input checked="" type="checkbox"/> NSO <input type="checkbox"/> PBO <input type="checkbox"/>	
Is this project processed under rapid responses to crises and emergencies?			Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Is this project processed under a waiver to the Integrated Safeguards System?			Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
B. Disclosure and Compliance Monitoring			
B.1 Mandatory disclosure			
Environmental Assessment/Audit/System/Others (specify: 02 Environmental and Social Impact Statements (ESIS))			
Was/Were the document (s) disclosed <i>prior to appraisal</i> ?		Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> NA <input type="checkbox"/>	
Date of "in-country" disclosure by the borrower/client		20/11/2022	
Date of receipt, by the Bank, of the authorization to disclose		21/11/2022	
Date of disclosure by the Bank		21/11/2022	
Resettlement Action Plan/Framework/Others (specify: NA.			
Was/Were the document (s) disclosed <i>prior to appraisal</i> ?		Yes <input type="checkbox"/> No <input type="checkbox"/> NA <input checked="" type="checkbox"/>	
Date of "in-country" disclosure by the borrower/client		[Date]	
Date of receipt, by the Bank, of the authorization to disclose		[Date]	
Date of disclosure by the Bank		[Date]	
Vulnerable Peoples Plan/Framework/Others (specify: NA.			
Was the document disclosed <i>prior to appraisal</i> ?		Yes <input type="checkbox"/> No <input type="checkbox"/> NA <input checked="" type="checkbox"/>	
Date of "in-country" disclosure by the borrower/client		[Date]	
Date of receipt, by the Bank, of the authorization to disclose		[Date]	
Date of disclosure by the Bank		[Date]	
If in-country disclosure of any of the above documents is not expected, please explain why: NA.			
B.2. Compliance monitoring indicators			
Have satisfactory calendar, budget and clear institutional responsibilities been prepared for the implementation of measures related to safeguard policies?			Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/>
Have costs related to environmental and social measures, including for the running of the grievance redress mechanism, been included in the project cost?			Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/>
Is the total amount for the full implementation for the Resettlement of affected people, as integrated in the project costs, effectively mobilized and secured?			Yes <input type="checkbox"/> No <input type="checkbox"/> NA <input checked="" type="checkbox"/>
Does the Monitoring and Evaluation system of the project include the monitoring of safeguard impacts and measures related to safeguard policies?			Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/>
Have satisfactory implementation arrangements been agreed with the borrower and the same been adequately reflected in the project legal documents?			Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> NA <input type="checkbox"/>
C. Clearance			
Is the project compliant to the Bank's environmental and social safeguards requirements, and to be submitted to the Board?			
			Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Prepared by:	Name	Signature	Date
Environmental Safeguards Officer:	XXXX		/
Social Safeguards Officer:	CHARLOTTE CHEUMANI NOUDJIEU / LOKOU BRICE DALI		26/04/2023
Task Team Leader	SAMATAR OMAR ELMI		24/05/2023
Submitted by:			
Sector Director:	ABDU MUKHTAR		24/05/2023
Cleared by:			
Director SNSC:	Maman-Sani ISSA		24/05/2023

⁶ Note: This ESCON shall be appended to project appraisal reports/documents before Senior Management and/or Board approvals.

⁷ DI=Direct Investment; FI=Financial Intermediary; CL=Corporate Loan; BS=Budget Support; GU=Guarantee; RPA=Risk Purchase Agreement; EF=Equity Financing; RBF=Results Based Financing.