



ISSAM A. ABOUSLEIMAN
Director
Bolivia, Chile, Ecuador and Peru

May 31, 2024
202-2024-BM-CL

His Excellency
Mr. Mario Marcel Cullell
Minister of Finance
Ministry of Finance
Teatinos 120
Santiago de Chile
Chile

**Re: Reimbursable Advisory Services Agreement
on the Support for the Chile Population and Housing Census II
(P180787)
- Amendment Letter to the RAS Agreement**

Excellency:

Please refer to the Reimbursable Advisory Services Agreement between the Republic of Chile (the “Client”) and the International Bank for Reconstruction and Development (the “Bank”) on the Support for the Chile Population and Housing Census II (the “RAS Agreement”) dated July 6, 2023, executed under the Framework Agreement between the Client and the Bank dated September 21, 2018. The capitalized terms used in this letter (the “Amendment Letter”) and not defined herein have the meaning ascribed to them in the RAS Agreement.

We also refer to the Client’s request dated February 15, 2024, for the extension of the RAS Agreement. We are pleased to inform you that the Bank agrees with your request. Therefore, the RAS Expiration date is hereby extended, effective immediately, to December 31, 2024, for purposes of Section 9 of the RAS Agreement.

Additionally, and in light of the above request, the Bank proposes to amend the RAS Agreement as follows:

1. Section 2 of the RAS Agreement is amended to add three (3) new activities and two (2) new outputs, corresponding to Activities three (3) to five (5) and Outputs (4) and (5), and is hereby reproduced in its entirety to read as follows:

“2. Reimbursable Advisory Services. Except as the Client, through the INE, and the Bank may otherwise agree, the Reimbursable Advisory Services shall include the following activities and outputs:

Activities

1. Support in assessing the implementation of the Census Pilot.

The Bank shall review the results of the Census Pilot carried out by the INE, at the following levels: questionnaire, server, and the Client's overall IT system, with a focus on data collection and synchronization, backup information in case of failures, and data processing; and shall propose areas for improvement and best practices recommendations in line with the Survey Solutions System, including on questionnaire implementation, census logistics, the use of API, and performance issues.

2. Support in monitoring the performance of the Survey Solutions System and resolution of incidents encountered during the Census Pilot execution period.

- a. *Support in the design of an appropriate incident monitoring tool to receive timely and well-structured technical feedback from the field teams.*

The Bank shall provide technical support to the INE during the carrying out of the Census Pilot for designing an incident monitoring tool based on the Survey Solutions System's existing trouble-shooting tool to ensure incidents encountered during the Census Pilot can be effectively monitored by the INE and the feedback passed on from the INE to the Bank contains all the required information. The incidents encountered during such Census Pilot shall be classified by specific risk scores; and the Bank shall replicate the incidents in a secure environment to understand the root causes and provide recommendations to INE on mitigation actions.

- b. *Support in the resolution of incidents that might be encountered during the implementation of the Census Pilot.*

The Bank shall provide technical support to the INE in the resolution of incidents that might be encountered during the Census Pilot by: (i) collecting the information provided by the INE through the incident monitoring tool or by participating in the fieldwork to directly observe the incidents; (ii) replicating the incident in a controlled environment; and (iii) providing recommendations for changes and adjustments to the Client's IT system, security tests, the workflow the overall data architecture, and logistics.

3. Advice in assessing the Survey Solutions-related components of the implementation of the Population and Housing Census.

- a. *Review the Survey Solutions-related configurations implemented by the INE for the Census data collection.*

The Bank shall participate in weekly or biweekly Question and Answer (Q&A) meetings of up to two (2) hours long with the INE to review the Survey Solutions-related components of the Census implementation, including the review of questionnaire implementation, configuration of application servers and their enablement with the Google Cloud server, and the database configuration; and provide recommendations on how to make queries to the database.

- b. *Follow up meetings to review feedback from the ongoing Census operation.*

The Bank shall participate in weekly or biweekly sessions, as agreed in advance with the Client, of up to two (2) hours long with technical and operations teams from INE for the review of relevant feedback linked to configuration aspects of the Survey Solutions-related components of the Census implementation, and provide recommendations for the improvement of configurations, if applicable.

4. Support in monitoring the performance of Survey Solutions and resolution of incidents encountered during the Census execution period.

- a. *Support and advice in monitoring the performance of Survey Solutions during the Census data collection.*

The Bank shall participate in weekly or biweekly Q&A sessions, as agreed in advance with the Client, of up to two (2) hours long with the INE, to review the performance of the Survey Solutions during the Census execution period and provide recommendations on its functioning.

- b. *Support in the resolution of Survey Solutions-related incidents that might be encountered during the Census data collection.*

The Bank shall provide technical support to the INE in its resolution of incidents that might appear during the Census execution period related to all the elements of the Survey Solutions architecture and provide recommendations for changes or adjustments in protocols or instructions, if applicable.

5. Direct support to the INE through in-person review missions.

The Bank shall participate in two (2) one (1) week in-person missions to support the INE in its review of the Census implementation, the monitoring of the Survey Solutions performance, and the resolution of potential incidents that might have occurred during the Census implementation.

It is expressly agreed and understood that:

- (a) "Google Cloud" means a suite of cloud computing services offered by Google;
- (b) "API" means application programming interface;
- (c) "Census Pilot" means a comprehensive field trial that allows to evaluate census procedures and make final adjustments for the next census;
- (d) "Paradata" means data that is generated during a data collection process. Paradata can include information about the data collection instruments used, the process by which the data was collected, and the performance of the data collectors. Paradata can be used to monitor and improve data quality, as well as to understand how the data was collected and any challenges that were faced during the data collection process;

(e) “Population and Housing Census” or “Census” means the procedure of enumerating, recording, and calculating the entire population and housing stock of a given country and collecting information on its main characteristics;

(f) “Survey Solutions System” means a software owned by the Bank, publicly accessible, with the released features available at the Signature Date of this RAS Agreement, including, *inter alia*, the API and Questionnaire Designer functionalities; and

(g) that the Bank shall not be responsible for: (i) the purchase, development, licensing, update, maintenance, or delivery of any software or other IT products; (ii) the actual implementation of the recommendations described in this Section.

Any change to the foregoing scope of work shall be set out in a writing signed by the Client, through INE, and the Bank, setting out the additional work to be undertaken and the fees in respect thereof.

Outputs

1. Implementation Assessment Report corresponding to Activity 1.
2. Monitoring Tool Report corresponding to Activity 2(a).
3. Incident Report corresponding to Activity 2(b).
4. Meeting Minutes Report corresponding to corresponding to Activities 3, 4(a), and 5.
5. Census Implementation Incident Report corresponding to Activity 4(b).”

2. The timetable of Section 3 of the RAS Agreement is amended to include Outputs 4 and 5, and is hereby reproduced in its entirety as follows:

| “Output Number | Outputs | Estimated Due Date: |
|----------------|--|---------------------|
| 1, 2, 3 | Implementation Assessment Report corresponding to Activity 1, Monitoring Tool Report corresponding to Activity 2(a), and Incident Report corresponding to Activity 2(b). | Delivered |
| 4, 5 | Meeting Minutes Report corresponding to Activities 3, 4(a), and 5, and Census Implementation Incident Report corresponding to Activity 4(b). | October 30, 2024” |

3. Section 4 of the RAS Agreement is hereby amended to include subparagraph (d) and is hereby reproduced in its entirety to read as follows:

“4. Counterparts and Facilities. The Client, through the INE, shall:

- (a) Review the Outputs within fifteen (15) working days of their submission by the Bank to the Client, through INE, pursuant to the timetable in Section 3 of this RAS Agreement. In the absence of any comments and/or observations communicated by the Client, through INE, to the Bank within such period, the Output shall be deemed accepted by the Client, through INE, without reservations. If the Client, through INE, provides comments and/or observations to the Output within the indicated period, the Bank shall revise the Output taking into account the Client, through INE’s, comments and/or observations and the

description set forth in Section 2 of this RAS Agreement, and shall resubmit to the Client, through INE, a final version thereof within fifteen (15) working days of the formal notification of the Client's, through INE, comments and/or observations. The revised version of the Output shall be deemed accepted upon delivery to the Client.

- (b) Nominate staff to operate as the Bank's technical counterpart in the development of Activities described under Section 2 of this RAS Agreement.
- (c) Provide the Bank Personnel with all necessary information required to carry out the RAS Activities and delivering the agreed Outputs described under Section 2 of this RAS Agreement, such access to the questionnaire, data and Paradata, device and server log files, interview history, device and connection details, among others. Only with complete and unrestricted access to the required information is it possible for the Bank team to conduct the assessment and provide adequate support.
- (d) Provide at least forty-eight (48) hours to the Bank Personnel before each Q&A session and meetings related to the development of Activities described under Section 2 of this RAS Agreement to ensure availability of interpretation services.”

4. Section 5 of the RAS Agreement is hereby amended to reflect a two hundred and sixty-seven million Chilean pesos (CLP 267,000,000) increment to the fixed fee to be paid by the Client to the Bank as a result of the expansion of the scope of this Agreement as reflected in the revised description of Activities in Section 1 above, and shall read as follows:

“5. **Payment.** The Client, through the INE, shall pay the Bank a fixed fee of five hundred and thirty-four million Chilean pesos (CLP 534,000,000) in accordance with the following schedule of payments:

| Amount in CLP | Event upon which payment is due |
|--|--|
| One hundred sixty million two hundred thousand (160,200,000) | Paid |
| One hundred six million eight hundred thousand (106,800,000) | Paid |
| One hundred and thirty-three million five hundred thousand (133,500,000) | Upon countersignature of this Amendment Letter |
| One hundred and thirty-three million five hundred thousand (133,500,000) | Fifteen (15) calendar days after acceptance by the Client of Outputs 4 and 5 pursuant to Sections 2,3, and 4 of the RAS Agreement” |

Please confirm the Client's agreement to the above amendment by signing and dating this Amendment Letter in the spaces provided below. All other provisions of the RAS Agreement, except as amended through this Amendment Letter, shall remain in full force and effect.

The provisions set forth in this Amendment Letter shall become effective upon the date of the countersignature and receipt by the Bank of one fully executed Amendment Letter.

Sincerely,

INTERNATIONAL BANK FOR RECONSTRUCTION AND DEVELOPMENT



Issam A. Abousleiman
Director
Bolivia, Chile, Ecuador and Peru

AGREED:

REPUBLIC OF CHILE

By 
Authorized Representative

Name: Mario Marcel Cullen

Title: Minister of Finance

Date: 05-Jun-2024