



**REPUBLIC OF GHANA
MINISTRY OF FINANCE
GHANA ECONOMIC TRANSFORMATION PROJECT (GETP)
IDA CREDIT NUMBER 6465-GH**

**SPECIFIC PROCUREMENT NOTICE
REQUEST FOR EXPRESSIONS OF INTEREST (REOI)
(CONSULTING SERVICES –FIRM SELECTION)**

Reference No.: GH-MOFEP-347747-CS-CQS

Assignment Title: Recruitment of a Consultant to Develop an Investor Grievance Management Mechanism (IGM) for the Ghana Investment Promotion Centre (GIPC)

The Ministry of Finance has received financing from the World Bank towards the cost of the Ghana Economic Transformation Project and intends to apply part of the proceeds for consulting services.

The Project will be implemented through four Components, namely:

- a. Enabling Investments;
- b. Crowding-in investments;
- c. Accelerating Entrepreneurship and Micro Small and Medium Enterprise (MSME) Growth; and
- d. Project Management and Evaluation.

The overall objective of the assignment is to seek an experienced Firm (i.e., a Consultant) to develop an exhaustive, integrated, practical Investor Grievance Management Mechanism (IGM) to assist the GIPC to address concerns and challenges encountered by investors in the conduct of their business (related to government) in a timely and consistent manner before these grievances become intractable.

The consulting services ("the Services") include the Consultant's scope of work but are not limited to the following:

i. Design

- a. Examine the GIPC's Investor Grievance resolution and Aftercare procedures and note any gaps (i.e., there is no specific legislative mandate for the GIPC to have an IGM. A careful study of GIPC legislation and that of other relevant stakeholders is necessary to ensure the smooth implementation of the IGM).
- b. Proposed recommendations on each of the elements of the mechanism (lead agency, information-sharing, early alert mechanism, problem-solving methods, political decision and enforcement of the decision).
- c. Draft updates to pertinent aftercare and grievance resolution frameworks and documentation and outline the specifications for the Investor Grievance Management Mechanism
- d. Design of the process map for the operationalization of the mechanism.

- e. Design of the institutional aspect of the mechanism within GIPC and among other relevant government entities (There are other mechanisms for grievance resolution embedded in the legislation or policy frameworks of some government institutions e.g., the Ghana Revenue Authority. These must be identified and modalities developed so that there are no conflicts with that operated by the GIPC).
- f. Stakeholder consultations: Conduct consultation workshops with the public and private sector to present and discuss the features of the mechanism, and gather information relevant to the development of the Investor Grievance Management Mechanism (The GIPC directly reports to the Office of the President. This is the most important stakeholder. It would be prudent to inform the Presidency prior to the inception of the project and during the progress of the project. This is important as the cooperation of MDAs is vital for the success of the project).
- g. Prototype report: Provide a report defining the specifications for the system as well as a prototype model for stakeholder evaluation, taking into account feedback from all relevant parties (i.e., from stakeholder consultations).

ii. Implementation

- a. Proposal for the legal instruments operationalizing the mechanism.
- b. Operation tools: forms, manuals, checklists, brochures, etc.
- c. Linkage to the developed monitoring and evaluation system of GIPC with indicators to measure the effectiveness of the mechanism.
- d. Linkage to the developed CRM of GIPC (having assessed the needs) to track and monitor grievances.
- e. Finalize designing, creating, and installing an Investor Grievance Management Mechanism for GIPC that has all the necessary functionality and necessary documentation.
- f. Testing of system: Test the system and integrate with existing systems (CRM, M&E system, systems of key stakeholders, etc).
- g. Launch the system following approval by the GIPC Board.

iii. Capacity building

- a. Provide user guides and operational training for various users.
- b. Capacity building on the operation of the IGM and its linkage with the CRM and the Monitoring & Evaluation System.
- c. Capacity building to government officials to introduce the mechanism.

iv. Provide one-year post-implementation support.

The detailed Terms of Reference (ToR) for the assignment can be found at the following website: <https://www.mofep.gov.gh> or obtained at the address and emails given below.

The Ministry of Finance, through the Ghana Economic Transformation Project, now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

1. The firm must be a legally registered consulting firm; Registration Certificate with relevant regulatory authorities in the legal jurisdiction of the applicant / Certificate of Incorporation (if applicable);
2. The Firm should have successfully completed at least two similar contracts within the last five years for IPAs (including in Africa and elsewhere, considering that GIPC is the only IPA in Ghana, and this will be the first of such projects in its recent history);

3. Evidence of Technical and Managerial Capability; and
4. Experience working with public sector institutions in Ghana or similar countries.

Key Experts will not be evaluated at the shortlisting stage.

The attention of interested Consultants is drawn to Section III, paragraphs 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016 revised November 2017, August 2018 and November 2020). ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest. In addition, please refer to the following specific information on conflict of interest related to this assignment as per paragraph 3.17 of the Procurement Regulations. Any false declaration will result in disqualification.

Consultants may associate with other firms to enhance their qualifications but should **indicate clearly** whether the association is in the form of a joint venture and /or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected

A Consultant will be selected in accordance with the Consultant's Qualification Selection (CQS) method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours **9:00 am to 4:30 pm** local time.

Expressions of interest must be delivered in a written form to the address below in person, or by mail, or by email by **April 21, 2023**.

**The Project Director
Ministry of Finance
Box M40, Accra, Ghana**

Attn: Procurement Specialist

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