



**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-302611-CS-QCBS

**Assignment Title:** Recruitment of Consultant to Develop GSA Core processes, Payroll Software, Human Resource Management Software, Learning Management System and Creative Agency Digital Management Solutions.

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:

1. Enabling Investments;
2. Crowding-in investments;
3. Accelerating Entrepreneurship and Micro Small and Medium Enterprise (MSME) Growth; and
4. Project Management and Evaluation.

The overall objective of the assignment is: to automate all its business processes and integrate conventional records and files into digital formats while taking into account security considerations related to documents and access protocols

The Specific objectives of the assignment are to:

1. Automate GSA business process in order to prevent or minimize human errors that could occur from bureaucratic manual processes. This will be achieved by standardizing business processes and documentations
2. Improve customer service by developing a customer portal for all client request
3. Provide continuity of business growth by implementing a Customer Relation Management (CRM) module as part of the overall system.
4. Reduce operational cost in day-to-day activities in the organization using automated systems and applications.
5. Use analytics and real-time information that will be generated from the user data to provide trends on business growth, activities and reports for management decision and strategies.

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

- i. GSA Coreops Software Application System
- ii. Pay Roll
- iii. HR System
- iv. Learning Management System
- v. Creative Digital Agency Management Solutions

The duration of the assignment is 10 months.

The detailed Terms of Reference (ToR) for the assignment can be found at the following website: <https://www.mofep.gov.gh> / <https://www.gsa.gov.gh/tor-for-digitisation-of-gsa-operations/> 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/Consortium 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 Consultant will be a Firm/Consortium with requisite experiences in the different identified areas required for supporting the digitization and automation of business processes and operations for an organization;
3. The Firm/Consortium must demonstrate professional capacity and have a minimum of five (5) years' experiences in designing and implementing digitization and automation of business processes and operation;
4. The Firm/Consortium must have 10 years' experience in software development and custom implementation of SAAS in similar public organization; and must have undertaken at least two (2) of similar assignments within the last five (5) years.
5. The Firm/Consortium must have 8 years' experience in installation systems for clients with nation-wide accounting and business operations using web based and other platforms for real time sharing of information; and must have undertaken at least two (2) of similar assignments within the last five (5) years.
6. The Firm/Consortium must have 8 years' experience in undertaking organizational change management and training; and must have undertaken at least two (2) of similar assignments within the last five (5) years.
7. The Firm/Consortium must demonstrate Technical and Managerial Capability; and
8. The Firm/Consortium must have experience working with public sector institutions in Ghana or similar countries;
9. Preference will be given to firms with working experience in public institutions.

**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 Quality and Cost Base Selection (QCBS) method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours 9:00 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 **August 19, 2022**.

**The Project Coordinator**

C/O Ministry of Finance  
Box MB 40, Accra, Ghana

**Attn: Procurement Specialist**

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