

MINISTRY OF TRADE AND INDUSTRY

Ghana Accreditation Service (GHAS) Ghana Economic Transformation Project

Terms of Reference

Assignment Title: Recruitment of an I.T. expert to Support the Operationalisation of the Ghana Accreditation Service (GHAS).

Reference: GH-MOFEP-450717-CS-INDV

A. INTRODUCTION

The World Bank is providing funding support to the Government of Ghana (GoG) for the implementation of the Ghana Economic Transformation Project (GETP)

The overall development objective of the Project is to promote private investments and firm growth in non-resource-based sectors. The Project's objective is to promote and strengthen a growth model conducive to economic transformation to achieve higher rates of investment and productivity growth across the economy, especially in non-resource-based sectors. The Project has four components, as follows:

Component 1 - Enabling investments: This component focuses on improving the enabling business environment, investment attraction capacity, and the quality infrastructure support system for companies that want to invest and grow their businesses in Ghana.

Component 2 - Crowding-in investments: Promoting spatial and industrial planning and development: This component focuses on enhancing the Government's programs in investment promotion and spatial development (including Special Economic Zones), thereby addressing the constraint to access quality industrial land in the country.

Component 3 - Accelerating Entrepreneurship and Micro Small and Medium Enterprise (MSME) growth: This component supports entrepreneurship and MSME growth in non-resource-based sectors, addressing specifically the limited development of the MSME and entrepreneurship support ecosystem, including early-stage financing.

Component 4 – Project Management and Evaluation: This component will finance project management activities including fiduciary responsibilities, procurement, safeguards, communication, and dissemination, as well as monitoring and evaluation of project implementation and its impact. This includes capacity building for the Project Coordinating Unit (PCU), the Economic Transformation Unit, and the Resource Mobilization and Economic Relations Division (RMERD) within the Ministry of Finance (MoF).

1.1 Relevant Key Sub-Component – Component 1.3: Improving Ghana's Quality Infrastructure (QI)

The project supports the Government's industrialization agenda by strengthening the regulatory and institutional framework for QI in Ghana. Thus, the objectives include supporting key reforms, regulations, and investments including the promulgation of the *Ghana Accreditation Service Act, 2023, (Act 1102)*, approval of the 2022 National Quality Policy,

accreditation of conformity assessment activities, and the development of national and regional labs among others.

1.2 About the Ghana Accreditation Service

GHAS was set up in September 2018 under the *Companies Act, 2019 (Act 992)* as a company limited by guarantee by the Ministry of Trade and Industry. A new law, the *Ghana Accreditation Service Act, 2023, (Act 1102)* has been promulgated by Parliament to establish the Service as a state institution for efficient and effective administration of its mandate. The highest decision-making body of **GHAS** is the Governing Council.

The functions of **GHAS** include accreditation of conformity assessment bodies, issuing of technical publications on accreditation, training as well as advising the government and its agencies on matters related to accreditation.

GHAS has developed a 5-year Strategic Plan (2022-2026) and a 3-year Business Plan (2022-2024). The Strategic Plan has identified the number of employees for effective operationalisation of the Service by the year 2026 as twenty (20). This number is to be increased using the rate of one (1) Accreditation Officer/Manager and one (1) Administrator per every fifty (50) accredited facilities.

B. OBJECTIVES

This assignment is seeking an experienced Individual Consultant to manage the ICT System of **GHAS** toward achieving its institutional mandate. This will include managing the website and other ICT hardware and software to ensure efficient and effective communication with various stakeholders especially, Conformity Assessment Bodies and users of Conformity Assessment results.

C. DUTIES & RESPONSIBILITIES

- a) Oversee the installation, configuration, and maintenance of hardware, software, and networks.
- b) Ensure stability and security of the Service's local area network (LAN), wide area network (WAN), and wireless networks.
- c) Maintain and update the corporate website of the Service.
- d) Administer the Service's databases, ensuring data integrity, security, and availability.
- e) Provide first-level technical support to staff by responding to IT support requests, troubleshooting hardware and software issues, and offering timely solutions.
- f) Conduct training to help staff effectively use IT systems, software applications, and security protocols
- g) Perform routine maintenance and updates.
- h) Implement and maintain cybersecurity measures to protect the Service's IT infrastructure from threats.
- i) Develop and enforce IT Security Policies and protocols.
- j) Manage internet connectivity to ensure reliable and secure access for service staff.
- k) Monitor and maintain records of IT assets, including computers, servers, mobile devices, and peripherals.

- l) Maintain up-to-date Manual on IT Systems, configurations, procedures, and network layouts.
- m) Monitor software licenses to ensure compliance with expiry agreements and user privacy.
- n) Any other duties that may be assigned by the Team Leader.

D. QUALIFICATION & EXPERIENCE

- a) A minimum of a Master's degree from an accredited tertiary institution in Computer Science, Information Technology, Management Information Systems (MIS), or any other related field.
- b) Must have the relevant professional certification(s).
- c) A minimum of four (4) years of relevant post-bachelor's work experience in a reputable organization.
- d) Working knowledge of corporate ICT policies and regulations.
- e) Leadership, networking, and mentoring skills.
- f) Conversant with current ICT Software and Hardware specifications
- g) Proficiency in the use of relevant computer applications - for word processing, spreadsheet, database and presentation (including infographics)
- h) Good communication, interpersonal, and presentation skills.
- a) Knowledge of planning, budgeting, and costing training programmes
- i) Good Report Writing Skills.
- j) Ability to train staff.
- k)

E. REPORTS/DELIVERABLES

- i. Quarterly performance reports on the following:
- ii. Uptime rate of above 99.5% per day, minimum
- iii. Downtime rate below 2% per day, minimum
- iv. Mean Time to Repair rate of 120 minutes, minimum
- v. First Response Time of 15 minutes, maximum
- vi. Resolution Rate of 85%, minimum.
- vii. Incident Response Time (time taken to respond to incidents) of 2 hours, maximum
- viii. Data loss prevention effectiveness of 90% minimum.
- ix. Threat Detection and Response Rate of 80 %,minimum.....

F. REPORTING

The I.T Consultant will report to the Technical Advisor and the Technical Advisor will report to the Council.

G. DURATION OF THE CONTRACT

The duration of the assignment is expected to cover 12 months

H. LOCATION OF THE ASSIGNMENT

The Officers will be based in Accra.

I. ESTIMATED MAN-MONTHS

The estimated man-months for the entire assignment is 480 man hours over Twelve (12) months