



**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)**

Assignment Title: Consultancy Service For The Development, Installation, Management and Maintenance of a Single Window System for The Ghana Free Zones Authority

1.0 INTRODUCTION

The World Bank is providing funding support to the Government of Ghana (GOG) for the implementation of the Ghana Economic Transformation Project. The overall development objective of the Project is to promote private investments and firm growth in non- resource-based sectors. The Project has four components, as follows:

Component 1 - 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 – The second component is to facilitate the crowding in of investment through the promotion of spatial and industrial planning and development aims at addressing the challenges of quality industrial lands for industrial development.

Component 3 – This component aims at promoting and supporting entrepreneurship and Micro, Small and Medium Scale Enterprises' growth in non-resource-based sectors by addressing the challenges especially early-stage financing of MSMEs.

Component 4 – Component four 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.

2.0 BACKGROUND

2.1 Ghana Free Zones Authority's Investment Drive

The Ghana Free Zones Authority (GFZA) was established on 31st August, 1995 by an Act of Parliament – to provide for the regulation of activities in free zones and for related purposes.

Its mission is to help transform Ghana into the Gateway to West Africa by creating an attractive and conducive business environment through the provision of competitive free and special

economic zone incentives and operation of an efficient “one-stop-shop” for the promotion and enhancement of domestic and foreign investment.

3.0 SCOPE OF SERVICE

The services to be provided by the firm include but are not limited to the following:

- i. Need/Gap Analysis
 - a. Review institutional framework including strategy, regulations, IT systems and procedures
 - b. Identify the minimum infrastructure requirements for all entities requiring access for the various phases of the project implementation.
 - c. Analyze existing Physical Environment and related requirements
- ii. Design and develop the system
 - a. Business Process Review - This will include process diagrams to define the flow of Trade processes, the entities involved, and the stages of the processes, working within the proposed framework.
 - b. Define User and Systems Requirements for the Single-Window Platform
 - c. Design Systems Specifications and Architecture (describe how additional functionality can be added or functionally upgraded)
 - d. Select database for Content Repository and define scalability approach
 - e. Develop a responsive Single-Window Platform to include but not limited to the following modules;
 1. Client Portal Module
 2. Application & Registration Management Module
 3. Document Management System
 4. Inspection, planning module
 5. Compliance and Monitoring Module
 6. Payment module for payment services
 7. Reporting Services
 8. Asset and Land Management Module
 9. System integration services with other government agencies like ORC, NIA, GIS, etc
 10. User management services
 - f. Develop Mobile Application (android and ios) for the Project
 - g. Provide a dynamic back-end interface for the management of content and processes in all sections of the system.
 - h. Specify, procure, configure and install various software, hardware, plugins required to make the System fully functional, inclusive of recommended redundancies, security and back-up.
 - i. Procure hosting services for the developed system
 - j. Ensure that the third-party software, additional modules or applications are properly licensed to make the system meet all functional and legal requirements.
 - k. Optimize the developed system for better performance and automate/enable data analytics for precise reporting on data and performance.
 - l. Document the design, configuration and access codes of the system.
 - m. Functional Testing (Systems Integration Test and User Acceptance Test)
 - n. Carry out security audit and resolve all vulnerabilities before Go Live

- o. Deliver training sessions to prepare Administrators to be able to update content/data as well as the management and maintenance on the system.
 - p. Deliver smooth Go Live and provide maintenance support based on agreed schedules and cost.
 - q. Support the Ghana Free Zones Authority in the organization of the official launch ceremony for the developed Single-Window Platform.
- iii. Data Migration
- a. Review the mode of storage of existing data and recommend appropriate storage system
 - b. Migrate all data in compliance with the newly developed system
- iv. Training of users
- a. Train core staff to serve as Trainer of trainers and system administrators before Go Live and after Go Live.
 - b. Develop training manuals
- v. Go Live
- a. Carry out security audit and resolve all vulnerabilities before Go Live
 - b. Deliver smooth Go Live and provide maintenance support based on agreed schedules and cost.
 - c. Ensure proper system integration with all relevant stakeholders
 - d. Support the Ghana Free Zones Authority in organising the official launch of the developed Single-Window Platform.
 - e. Support the Authority to organise all public education, including providing inputs for the production of radio announcements, video clips, digital adverts.

4.0 KEY DELIVERABLES/OUTPUTS

The deliverables expected at the completion of the assignment are as follows:

- a. Inception report detailing how the project will be executed and Quality Assurance Plan
- b. Detailed report on Needs/ Gap Assessment
- c. Business Process Review Report
- d. Business Requirements specification document, System Requirement Specification document
- e. Data Migration Strategy and Plan
- f. Single-Window Platform accessible to key stakeholders with fully functioning systems, applications and servers as specified in the contract
- g. Submit all Technical and Operating Manuals (including evidence of licenses, warranties and all proprietary rights in the name of Ghana Free Zones Authority)
- h. System Integration Test (SIT) Report
- i. User Acceptance Test (UAT) Report
- j. Backup and Maintenance Plan/Schedule
- k. Go-live Report (with Usage and Performance Data Analysis)
- l. User Manual including Trainer of Trainers manual

5.0 CLIENT INPUTS

The following inputs will be provided to the Consulting Firm

- i. Office space as and when needed for stakeholder engagements.

- ii. Coordinate the engagement of stakeholders
- iii. Provide logistics for stakeholder meetings, conference and workshops
- iv. Provide counterpart staff throughout the design and the implementation stage
- v. Provide access to existing systems, relevant documents and data which would be considered or necessary to be integrated into the new Single-Window Platform to be developed.

6.0 DURATION OF THE ASSIGNMENT

The Portal development services are to be delivered over a period of Twelve (12) months.

7.0 MINIMUM QUALIFICATION AND EXPERIENCE

A. The Firm

- i. The firm or consortium required for the assignment must have at least five (5) years experience in developing and maintaining interactive web-enabled portal(s) and enterprise systems with a dynamic back-end Content Management System and User Management Interfaces.
- ii. The firm must have successfully completed at least three (3) similar assignments in the last ten (10) years.
- iii. Out of the three similar assignments, at least one should have been with a government agency with the similar National E-Government platforms related to trade.
- iv. The firm's must knowledge of policy, legal and regulatory environment in Ghana's export, trade and investment promotion.
- v. Vendor Certification required in respective field of Server Administration, Networking, Security and Data Centre

B. Key Personnel

The firm must also have the following key personnel:

i. A project manager / team leader

- a. At least Master's degree in Computer Science/Computer Engineering/Information Technology/Electrical, Business Administration/Management, Project Management.
- b. Have at least 10 years of professional experience in leading and/or coordinating and/or managing similar projects in a developing country
- c. Previous knowledge/experience with various project management (PM) tools, enforcing permanent in-project usage of PM functionalities, like project status monitoring and task progress supervising.
- d. Professional certificates: proof(s) of professional certification in project management (PMI PMP) or related field. In addition, must have Information System Audit or Governance (CISA, CGEIT or COBIT) or Lean **Six Sigma**;

ii. Business Process Analyst / Designer

- a. University degree in Engineering, Computer Science, Operations Management, Information Systems, or other related scientific or technical discipline.

- b. Have 10 years of professional experience on business process analysis / management / reengineering jobs, along with reorganizing and restructuring duties on an organization level.
- c. At least five (5) years experience in defining and implementing business processes in a related field

iii. Solution and Data Architect

- a. Must have at least Master's in computer science and engineering with any other related IT field & relevant certifications.
- b. Should have at least 10 years' experience in IT Solutions Architect (including Technical Architectural Consulting) systems implementation and integration.
- c. Have at least five (5) years experience in extensive business process re-engineering and developing strategic information systems architectures and plans preferably for government single window system;
- d. Understanding of high level and low-level design elements and should be able to define system solutions based on user/client needs, cost and required integration with existing applications, systems, or platforms.
- e. At least five (5) years experience in installing and upgrading the database server and application tools, good experience in Database Performance Tuning, modifying the database structure, as necessary, from information given by application developers
- f. Five (5) years experience in Planning for backup and recovery of database information and under Storage Area Network (SAN) environment
- g. Have good communication skill and very good command in English language.
- h. Network and System Administration Professional
- i. Must have at least Master in Computer Science/Computer Engineering/Information Technology/Electrical from any recognized university.
- j. Should have at least 10 years' experience in Quality assurance of single window Network and system infrastructure, Server Administration, Storage, Networking, Virtualization, Data Security and Data centre technology & management.
- k. At least five (5) years experience in IT infrastructure solution design and implementation projects of similar size and scale
- l. At least five (5) years experience required in Web base application deployment and data synchronization
- m. At least five (5) years experience in under Storage Area Network (SAN) environment
- n. Have advanced professional international certification/accreditation will be a plus
- o. Have good communication skill and very good command in English Language

8.0. REPORTING PROCEDURES AND REQUIREMENTS

The consultant will report to the Chief Executive Officer or any designated official(s) of the Ghana Free Zones Authority during the period of the consultancy, and any agreed maintenance

period. All reports are to be submitted in three (3) hard copies and shall include detailed usage and performance monitoring data. All manuals and the final report must include an electronic copy on a Pen Drive.

8.1. Reporting Schedule

Name of report	Content of report	Time of submission	Payment Schedule
Inception Report	Needs/Gap Analysis report incorporating work plan for the project including hardware requirements	No later than one and half months (1.5) after signing of contract	On approval of Inception report 20% payment of lump sum
Business Process and IT Analysis Report	Progress report on: Draft Technical report on design and development including planned work for the next 3 months (Business Process Review Report, User and Functional Requirements Specification Documents)	No later than 2 months after implementation period.	30% of lump sum and approval of progress report
Solution Component	<ul style="list-style-type: none"> i. Complete system developed with data migrated including installation and testing of the system. ii. Provision of system hosting services including recommended plug-in. 	No later than 5 months after the start of the implementation period.	30% of lump sum on completion of development, testing of various modules, approval of progress report
Users Acceptance and System Go Live	System documentation, Training Manuals, Trainer of trainers and administrators; final project report incorporating review comments, if any and providing required support for official launch	3 Months prior to the end of the contract and after receiving comments on the final report from the Project Manager identified in the contract.	20% of lump sum on submission and user acceptance of final report subject