

REPUBLIC OF GHANA



**MINISTRY OF FINANCE
REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – INDIVIDUAL CONSULTING SELECTION)**

Name of Project	Ghana Financial Sector Development Project
Loan No./Credit No./Grant No	6310 GH
Project Number:	P161787
Assignment Title	Consultancy Services to Develop Requirements and Specifications for the Development of a Complaints Management System for the Securities and Exchange Commission (SEC)
Reference No	GH-MOF-FSD-CS-072-INDV

The Government of Ghana has received financing from the World Bank toward the cost of the Ghana Financial Sector Development Project and intends to apply part of the proceeds for consulting services.

The objective of the assignment is to assist the Securities and Exchange Commission (SEC) to undertake an assessment for the supply and installation of a complaint management system to enable SEC receive, manage and analyze complaints for effective and efficient regulation of the capital market

The detailed Terms of Reference (TOR) for the assignment can be found at the following website:
<https://www.mofep.gov.gh>.

The Ministry of Finance now invites eligible individual consultants (“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 by submitting the most current CV.

The short-listing criteria from the CV are:

- At least a First Degree holder in ICT or in a relevant field with:
- Good knowledge of all concepts and principles of complaints management system, particularly in the financial sector / capital markets.
- Minimum of five (5) years in the provision of consulting services in the financial sector and regulatory experience in similar country context, and practical experience in internal or external dispute resolution in the financial sector.

- Minimum of 5years of experience in managing and implementing Management Information System solutions, project management and data analysis, for a financial sector regulator or provider.
- Proved previous experience in the design and deployment of a complaint management system or similar applications, preferably in the financial sector.
- Understanding of issues relating to technology used to enhance efficiency and effectiveness of supervisory activities and regulatory compliance (suptech/regtech).
- The Consultant should possess good knowledge of the Ghanaian Capital Market operations and infrastructure support, and in-depth knowledge of the SEC consumer protection directives.
- Demonstrated balance of international and local experience and expertise in the financial sector, and particularly Capital Market.

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 and August 2018. Setting forth the World Bank's policy on conflict of interest.

A Consultant will be selected in accordance with Individual Selection Method set out in the

Procurement Regulations. Expressions of interest which must bear the title **DEVELOPMENT OF A COMPLAINTS MANAGEMENT SYSTEM FOR THE SECURITIES AND EXCHANGE**

COMMISSION (SEC) must be delivered in a written form to the address below (in person or by mail, or by e-mail) by 5:00pm GMT on December 18,2020

Further information can be obtained at the address below during office hours from 8:30 am to 4:30 pm, local time or through fsdp@mofep.gov.gh

Address – For Submission of Expressions of Interest:

Ministry of Finance,

28th February Road,

Finance Drive,

P.O. Box MB 40

Accra-Ghana

New Block, Room 114

Attention: Procurement Expert,

Financial Sector Development Project (FSDP)

Telephone Number +233(0)240-956-958

Online submission: fsdp@mofep.gov.gh