

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 a Software Requirement Specification for The Development of a Complaint Management System for The Bank of Ghana
Reference No	GH-MOF-FSD-CS-040-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 consultancy is to undertake a diagnostic review of the Bank of Ghana's Consumer Recourse Mechanism and recommend the best approach for the development of a Complaint Management System (CMS). It is our expectation that the Consultant in collaboration with the Financial Stability Department of the Bank of Ghana would develop a Software Specification Requirements for development of the CMS.

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 in ICT or in a relevant field;
- Good knowledge of all concepts and principles of complaints management system;
- 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;
- 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);
- Fluency and excellent communication in English, spoken and written.

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 **Consultancy Services to Develop Requirements and Specifications for The Development of a Complaints Management System for The Bank of Ghana** 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:

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