REPUBLIC OF GHANA

MINISTRY OF FINANCE
GHANA ECONOMIC TRANSFORMATION PROJECT (GETP)

TERMS OF REFERENCE (TOR)

Assignment Title: Recruitment of a Consultant to Develop an ICT Management System including Database, Automation of Ghana National Accreditation Service (GhaNAS) Procedures/Processes and Training.

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 will focus 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 will focus 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 will support 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 will include 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 will support 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 enactment of the Ghana Accreditation Service Bill 2023, approval of a National Quality Policy, accreditation of conformity assessment activities, and the development of national and regional labs among others.

1.2 About the Ghana National Accreditation Service

GhaNAS was set up in September 2018 under the *Companies Act of 1963 (Act 179)* replaced by the *Companies Act, 2019 (Act 992)* as a "company limited by guarantee" by the Ministry of Trade and Industry. It is entirely dependent on the Ministry. The current highest decision-making body of **GhaNAS** is the Management Board.

The functions of GhaNAS include accreditation of conformity assessment bodies, issuing of technical publications on accreditation, training as well as advising government and its agencies on matters related to accreditation. GhaNAS is working to improve its processes and structures to facilitate service delivery.

GhaNAS needs to automate its processes in order to be more efficient in their service delivery and make its services easily accessible to stakeholders and potential clients in Ghana and beyond.

B. OBJECTIVES OF THE ASSIGNMENT

GhaNAS' digitalization assignment seeks to address and improve on the following;

i.   Design a website to enhance the credibility as well as information exchange with clients of GhaNAS
ii. Automate GhaNAS business process in order to prevent or minimize human errors that could occur from bureaucratic manual processes.
iii. Improve customer service by developing a customer portal for all client requests
iv. Provide continuity of business growth by implementing a Customer Relation Management (CRM) module as part of the overall system.
v.   Improve service delivery through efficient automated process.

C. SCOPE OF WORK

The scope of service must include the digitization of all core business processes within GhaNAS. The staff of GhaNAS and its valued clients are the intended beneficiaries of this digitization assignment.

The scope of service for the Consultant will include but not limited to developing the following main systems:

1. Website
2. Customer portal
3. CRM software

1. WEBSITE

Design a website, that is responsive, interactive and easy-to-navigate.
This will include Gap Analysis, Customization and Testing, Deployment, Training, Pilot Run, Go Live, Support and Maintenance. At the minimum, the website should include the following features:
i.   FAQs section

ii.   An About GhaNAS section
iii.   A Contact Us section
iv.   Services section
v.   Downloads section
vi.   Media section

2. **Customer portal**

Design an interactive customer portal embedded in the website which allows GhaNAS clients (Conformity Assessment Bodies, or CABs) to create accounts, submit accreditation applications, track their application status, and access their accreditation information. The proposed web application system is expected to eliminate manual processes within GhaNAS. Planning, requirement gathering/analysis, design, development, testing, implementation deployment, training, go live, support, and maintenance will be among the activities.
The selected vendor is required to document all milestones and deliverables as part of the project implementation plan.

The following modules and features must be present in the proposed system at a minimum:
i.   Online application for accreditation;
ii.   Online Payment/Gateway integration;
iii.   Online review of application;
iv.   Documentation review;
v.   Management of assessments;
vi.   Application status tracking;
vii.   Reporting;
viii.   Register of CABs;
ix.   Risk Assessment Register;
x.   Request for training;
xi.   Online customer complaints and appeals; and
xii.   Interim progress reports on monthly basis.

3. **Customer Relationship Management software**

Collaborate closely with GhaNAS to identify a CRM Software for managing all client interactions in both the public and private sectors. Ideally, this should be built into the customer portal application.

I. **REPORTS/OUTPUTS DELIVERABLES**
1. Inception report which will propose an approach/methodology to deliver or implement the assignment.
2. An assessment report covering the digitization of all processes under directorates and units within GhaNAS.
3. Documentation of workflow systems or the digitization process and the identification of any additional types of equipment needed.
4. Installation of the systems as per the required specifications and conduct testing.
5. Training of identified staff and development of user manuals.
6. Final report after system testing, running and handover to GhaNAS
7. Aftercare support and maintenance for at least one year
J. REPORTS/OUTPUTS/DELIVERABLES /PAYMENT

The following outputs are expected:

S/N	Description of output	Period after commencement	Payment (%)
1	Acceptance of final Inception Report	2 weeks	10
2	Assessment Report covering automation of all processes under the scope	4 weeks	20
3	Successful installation and implementation of systems	18 weeks	40
4	Training and submission of final report	24 weeks	30

K. SUPERVISION AND REPORTING ARRANGEMENTS

The Consultant will report directly to the Director-General of **GhaNAS** during the execution of the assignment. **GhaNAS** will provide the needed administrative support to facilitate the execution of the assignments.

L. DURATION OF THE ASSIGNMENT

The duration of this assignment will be 24 weeks.

M. LOCATION OF THE ASSIGNMENT

The consultant will be based at Accra.

N. FACILITIES TO BE PROVIDED BY CLIENT

GhaNAS will provide the consultant the following:
i. Manuals, procedures, forms and formats detailing GhaNAS accreditation rules and processes
ii. Documents describing **GhaNAS** accreditation schemes
iii. Relevant legislation on conformity assessment and accreditation
iv. Relevant AFRAC/ILAC/IAF guidelines and requirements
v. Any other relevant documents available

O. QUALIFICATION AND STAFF REQUIREMENTS

i. A firm with requisite experiences in the different identified areas required for supporting the digitization and automation of business processes and operations for an organization. Preferably public institutions.
ii. The Firm must be a legally registered with relevant regulatory authorities and a minimum of ten (10) years existence.
iii. Registration Certificate with relevant regulatory authorities
iv. The Firm must demonstrate professional capacity. with experiences in designing and implementing digitization and automation of business processes and operation; and must have carried out a minimum of three (3) similar assignment in the last five (5) years
v. The Firm must have 10 years' experience in software development and custom implementation of Software-As-A-Service (SAAS) in a similar public organization.
vi. The Firm must have 8 years' experience in undertaking organizational change management and training; and must have undertaken at least two (2) of similar assignments.
vii. The Firm must demonstrate Technical and Managerial Capability; and

viii. The Firm must have experience working with public sector institutions in Ghana or similar countries;

ix. Preference will be given to firms with working experience in public institutions.

x. All team members must demonstrate a strong understanding of the work to be carried out as outlined in the ToR, and demonstrable knowledge of the consultants proposed methodology/approach.

Qualification and Experience of Key Experts

The key expert must possess a minimum master's degree in computer science or information systems and in any other relevant field. Must maintain a technical team of the following roles during the supply and installation activities under the contract.

i. Technical lead: ten years' experience
ii. Business system analyst five years
iii. Database experts five years
iv. Software developer five years
v. Security expert/ system administration experts five years
vi. Training experts five years
vii. Documentation experts five years

P. ESTIMATED MAN-MONTHS

The estimated man-months for the entire assignment is Six (6) man-months.