

INVITATION FOR BIDS (IFB)

Issuing date of the IFB: April 11, 2019
NATIONAL COMPETITIVE BIDDING

The Republic of Ghana
Ministry of Communications
e- Transform Project

Review, Design and Upgrade of Government Online Services Portal, ePayment Portal and Data Exchange Hub

Credit No IDA 5304-GH
IFB No: eTransform/RComp 3.4.2

1. This Invitation for Bids (IFB) follows the General Procurement Notice (GPN) for this project that appeared in UNDB issue No WB5553-11/14 of November 4, 2014.
2. The Government of Ghana has received a Credit from the International Development Association toward the cost of *the eTransform Ghana Project*, and it intends to apply part of the proceeds of this *credit* to payments under the agreement(s) resulting from this IFB: Service Provider for the Upgrade of E-Services and E-Payment Platforms.
3. The *Ministry of Communications (MoC)* will serve as the implementing agency for the project, and now invites sealed bids from eligible Bidders for *the “Review, Design and Upgrade of Government Online Services Portal, ePayment Portal and Data Exchange Hub”* for the *National Information Technology Agency (NITA)*.

The Government of Ghana requires the design, build and deployment of best in class e-Services & Payment Web and Mobile portals with industrial strength software tools that will provide scalability and robustness to support a large user base. The Government e-Services & Payment Portals are one-stop-shop for online services offered by various government institutions to citizens, businesses and non-governmental organisations.

Rather than having to hunt for a particular service on the internet, citizens, entrepreneurs or officials can simply visit the e-Services site or mobile portal and find the right link or contact details for the eService they need and make payments appropriately. The approach to the solution architecture shall be based on deploying reusable services and making them available for integration to sets of applications for particular MDAs.

4. Bidding will be conducted using the National Competitive Bidding (ICB) procedures specified in the World Bank’s Guidelines: Procurement of Goods, Works, and Non-Consulting Services under IBRD Loans and IDA Credits & Grants January 2011 Revised

July 2014 and is open to all Bidders eligible as defined in these Guidelines that meet the following minimum qualification criteria.

a) Experience

- (i) The vendor must have been in software integration business for over 5 years and must have developed eService portals, ePayment systems or other line of business applications for government Agencies.
- (ii) The vendor must demonstrate a clear understanding of the business of government and how MDAs transact their services to the citizens and businesses of Ghana.
- (iii) The eServices & ePayment platform upgrade is to be provided by the vendor who has previously deployed or involved in the integration of eServices or ePayment. The solution must serve as gateway for deploying Citizen's eServices Portal to be developed by NITA, which represents unified system of electronic services.
- (iv) Vendor must have experience as Systems Integrator and demonstrate its ability to help develop skills and build capacity of NITA's technical team to be able to reuse the platform for future projects. The Systems Integrator must have a support and maintenance capability in Ghana to be able to provide second level support to NITA.

b) Technical Capacity:

- (i) The Bidder shall have experience in Development, Customization, Configuration and Integration of Exchange hub for Government Data sharing system application as per scope of service.
- (ii) Shall have offices in Ghana or should furnish an undertaking that in case of being selected and awarded the contract it will set-up an operational office for the Integration of Exchange hub for Government Data sharing system project in Accra, Ghana after award of contract.

c) Financial Capacity

- (i) Minimum average annual turnover of US\$1 million calculated as total certified payments received for contracts in progress or completed within the last five (5) years Bidders are required to submit audited balance sheets and income statements for the last five (5) years as part of their financial statements.
- (ii) Demonstrate evidence of the firm's liquidity in the form of cash flow, liquid assets and/or credit lines net of other ongoing commitments at the minimum required amount of USD 2 million.
- (iii) Each joint venture member or sub-contractor undertaking a significant portion of work under this contract (20% or greater of the estimated value of the contract) must be financially stable, with gross revenue base of at least US\$1 million annually over the last three (3) years, and liquid assets of at least US \$0.5 million.

5. Interested eligible Bidders may obtain further information, and inspect the bidding documents at the address given below for purchase of the bidding documents from 9:00

a.m. to 5:00 p.m. A pre-bid meeting which potential bidders may attend will be held on **April 30, 2019.**

6. A complete set of bidding documents in English may be downloaded or emailed free of charge. **Soft copies of the bidding documents are available free of charge online but hard copies may additionally be purchased** by interested Bidders on submission of a written application to the address below and upon payment of a non-refundable fee of Four hundred Ghana Cedis (GH¢400.00) or one hundred US Dollars (US\$100.00). The method of payment will be cash or bank draft in the name of the Ministry of Communications. **The document may be directly downloaded from the website** and/or collected at the address given below or sent by courier upon specific written request and payment of an additional non-refundable amount for US\$150.00 for overseas delivery costs or GHS200.00 for local delivery costs by the bidder

7. Bids must be delivered to the address below at or before: **10:00 hours GMT on May 30, 2019.** Electronic bidding **will not** be permitted. **All bid must be accompanied by a Bid Securing Declaration. Late bids will be rejected.** Bids will be opened in the presence of Bidders’ representatives who choose to attend at the address below at: **10:00 hours GMT on May 30, 2019.**

8. The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which can result in ineligibility to be awarded World Bank-financed contracts.

The addresses for Download and or **Purchase and submission of the Bidding Documents** referred to above are:

Address for Purchase of Bid Documents	Address for Submission of Bid Documents
The Chief Director Attn: The Project Coordinator eTransform Project Rooms 39 Fifth Floor, Ministry of Communications Office Complex Abdul Diouf Street, near Kofi Annan ICT Center of Excellence P.O. Box M.38, Ministries, Accra Ghana Email: piu.etransform@moc.gov.gh URL: www.moc.gov.gh ;	The Chief Director Attn: The Project Coordinator eTransform Project Six Floor Conference Room Ministry of Communications Office Complex Abdul Diouf Street, near Kofi Annan ICT Center of Excellence P.O. Box M.38, Ministries, Accra Ghana