

INVITATION FOR BIDS (IFB)
INTERNATIONAL COMPETITIVE BIDDING



The Republic of Ghana

Ministry of Communication, Digital Technology and Innovations

Procurement for

**DESIGN, DEVELOPMENT AND MAINTENANCE OF THE E-
GOVERNMENT PORTAL**

Credit No IDA 70960-GH

IFB No: GDAP/Comp2.1.1 - GH-MOCDTI-535504-NC-RFB

ADDENDUM 1

CLARIFICATIONS TO REQUESTS

Reference is made to the above invitation which was first published on 9th June, 2026 with a deadline of 23rd July, 2026. We wish to clarify request from bidders as captured in the table below. The Bid submission deadline has been extended to **Thursday, 6th August, 2026** at 10:00 a.m. The venue remains the conference room of the Ministry of Communication, Digital Technology and Innovations.

As a result of the clarification requested by bidders, we attach responses to the clarifications as follows:

No.	REQUEST	CLARIFICATION
1	Has the Gov Cloud been deployed and is it available for use for this scope?	Yes, it is deployed and available for use. Further information on costing and architecture should be sourced from NITA. You can send a request to businessservices@nita.gov.gh and the team will work with you to provide you with a quotation. The quotation should be added to your financials as requested by the bidding document. Kindly copy pcu.gdap@moc.gov.gh so we can also follow up and ensure you get the needed support in time.
2	Is the Gov Cloud a private cloud or is this hosted with a Hyper Scalers DC (e.g. AWS, Azure)?	It is a dedicated government private cloud.
3	Is Government of Ghana open to using a sovereign cloud on Hyper Scalers (e.g. AWS, Azure)?	No. All platforms will be hosted on the G-cloud. This approach is to ensure data sovereignty, security, and Government control over critical national digital infrastructure.
4	Procuring the infrastructure for non-production / production environments is in-scope of client or bidder?	Non-production infrastructure is in-scope for bidder and should be costed for as part of the financial proposal.
5	Can data be stored outside of Ghana, with pre-approval and appropriate governance being applied EG. Encryption, Data Residency Guardrails, Access Controls, Network Isolation and Auditing?	No, Data is to be stored within Ghana's jurisdiction.
6	Will there be a national data warehouse/lake integration requirement?	No. Data currently sits with respective mandated government agencies. The proposed platform will interact with these data sources through a National Data Exchange which is also being procured now.
7	Is there a central API gateway or integration layer already available?	The central integration layer is expected to be the National Data Exchange. Procurement for the exchange is currently ongoing. The vendor should as part of the solution consider a direct point to point API should the exchange deployment delay.

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8	What are the expectations for centralized vs federated data architecture?	The proposed solution should support federated data architecture. MDAs will retain ownership and control of their respective systems of record.
9	Will the Gov Cloud operate on a shared service model across ministries or dedicated tenancy per agency?	The cloud platform operate on a multi-tenant model allowing each government agency to operate in its own dedicated environment.
10	Are there existing national digital platforms or shared services (e.g., identity, payments, messaging) that must be integrated with the Gov Cloud?	The Platform will make use of existing DPIs like Identity, Payment, and Government Private Cloud. It will also make use of a National Data Exchange DPI which is currently being procured. Messaging should be part of the proposed solution.
11	In the World Bank procurement document, the request GH-MoCDTI-535504-NC-RFB is; Redesign of the existing Ghana.Gov platform and the published Bid document from the MoCDTI site GH-MoCDTI-535504-NC-RFB says; Design, Development, Operations and Maintenance of the eGovernment Digital Services Platform. Can this be clarified?	The activity is GH-MoCDTI-535504-NC-RFB says; Design, Development, Operations and Maintenance of the eGovernment Digital Services Platform. We are designing everything fresh from scratch.
12	Can you clearly define the scope boundary between the e-Government Portal vendor and the National Digital Payments Gateway provider, including integration responsibilities, and API standards?	The National Digital Payments Gateway is a separate activity that is being undertaken, and the E-Government portal is required to be infrastructure-ready to connect to it. APIs for the gateway will be made available. The National Payment Gateway will be an independent payment gateway for all government receivables. The digital service platform will be only one of the use cases.
13	Is there an existing helpdesk setup or needs to be setup as part of the revamped platform? If set-up is part, will procuring the helpdesk infrastructure (IVRS, Ticketing System, Call Management System etc.) also be in scope of vendor?	Helpdesk is not part of the scope. The vendor will make use of existing helpdesk infrastructure. However, the vendor will help develop helpdesk playbook and train the helpdesk workforce to be able to deliver the required SLA needed for the deployed digital service platform.
14	What all data from existing system needs to be migrated - service details, onboarded citizen details, citizen service requests etc. ?	We currently do not have this data. Most of the service data sits with the MDA (Agencies) infrastructure.

No.	REQUEST	CLARIFICATION
	What would be the estimated volumetrics across each of the system/entity?	
15	Is Role-Based delegation applicable only for the department users? For Citizens, will there be multiple roles?	Role based delegation is primarily for agencies and officers (backend support) with various responsibilities. Citizens do not have multiple roles.
16	Section 4.3, Enable AI-based fraud and anomaly detection mechanisms - The fraud and anomaly detection are on the access patterns or within the service management process?	Across the platform. Both on the access patterns, within the service management process and related processes.
17	For enabling Multi-Linguality, what languages are in-scope?	Only English for now. Other languages will be added as and when
18	Section 4.10, If hourly incremental backups are being taken, is there a need for full backups daily? to optimise can we recommend weekly full backups and hourly incremental backups with retention of 15-days (rolling 2 full backup copies and rolling 360 hourly backup copied)?	For a National Digital Service Portal, the risk is higher. Annex 1 attached is the proposed backup frequency and retention schedule at the minimum. This should guide the vendor to propose a more detailed backup strategy that will cover backup types, its purpose and typical frequency. Backup types like full backup, incremental backup, differential backup, transaction log backup, snapshot backup, image/system backup, configuration backup, application-aware backup, object storage backup, immutable backup, offline (Air-Gapped) backup and archived backup should be considered as part of the backup strategy.
19	What are the service management volumetrics for the current service management platform. This would be needed for understanding the scope for 6-year Support.	The existing environment might not depict the real picture of this project. The existing platform is mainly a payment gateway. This new project seeks to build from scratch a full digital service platform. Vendors should use their years of experience to project and propose a scalable architecture that can grow both horizontally and vertically.
20	Will the scope of support phase only be restricted to the 10-onboarded priority MDAs or onboarding of additional MDAs would also be in-scope? Will the effort of support phase need to be increased based on the onboarded MDAs and associated services?	The scope including support will be for the 10 identified agencies to be onboarded. However, onboarding of the remaining and all government agencies will begin as soon as stabilization of the platform has been achieved.
21	What would be the average count of services per key priority MDA that would be on boarded during the initial phase?	The Purchaser does not have a predetermined average number of services per priority MDA for the initial phase. The number of services will be confirmed following the discovery and assessment

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		activities undertaken during project inception. Bidders should make reasonable assumptions, based on the scope and requirements set out in the bidding documents, when preparing their technical and financial proposals. Any assumptions made should be clearly stated in their proposals.
22	With reference to Section 4.3 (Security): 1. Is there an expectation for the platform to integrate with a central Government/NITA SOC for real-time monitoring and incident detection? 2. If not, should the platform independently handle monitoring, detection, and response, with periodic reporting to relevant stakeholders?	The platform provider as part of their operations will be responsible for their monitoring, but the SOC of the GovCERT will provide another layer of real-time monitoring and incident detection. The vendor will therefore work with the managers of the GovCERT to determine the resources and events that will be monitored by the SOC.
23	Are there existing reference architectures or standards that must be adhered to (e.g., Ghana Enterprise Architecture)?	The platform must adhere to Ghana's Enterprise Architecture and eGovernment Interoperability Framework (GGEA/EGIF) and Data Exchange Hub protocols. Please refer to Annex A of the bidding document for further details. Also refer to NITA's website to download copies of the GGEA/EGIF.
24	A 6-month implementation timeline is too stringent to set up an enterprise grade solution enabled basis DPI principles and complying with global and local regulatory policies. Can this be extended for a period of 12-months?	No, The implementation timeline of 6 months cannot be extended.
25	Section 13 states Support phase of 1 year post implementation and additional 5-years as part of separate contract. However, the 6-years cost shall be used for evaluation. Within the current submission forms, where and how to provide the cost for the entire support phase?	On the Priced Activity Schedule form, you can introduce the recurrent support cost broken down annually to reflect unit cost (annual) and the total cost for the required duration. Vendors may include any additional cost elements not specified in the Priced Activity Schedule that they consider necessary to ensure the successful delivery and implementation of the proposed solution.
26	Confirm whether bidders are required to provide both forms of Bid Security (i.e., US\$100,000 Bank Guarantee and US\$500,000 Insurance Bond), or if submission of either one of the two options would be sufficient?	Bidders are to provide either a Bank Guarantee or an Insurance Bond as per ITB 20.1

No.	REQUEST	CLARIFICATION
27	Can the submission deadline be extended by 2 additional weeks to allow for a bespoke response to the bid request?	Any change in deadline will be communicated through the formal addendum.
28	- Is there a designated period and process for submitting requests for clarification on the bidding documents? - Will the Employer organise a pre-bid conference, bidder briefing, or any stakeholder engagement session for prospective bidders? If so, kindly advise the proposed arrangements. - Will responses to clarification requests be communicated to all prospective bidders through formal addenda or clarification notices? - Is pcu.gdap@moc.gov.gh the designated email address for all procurement-related clarification requests concerning this procurement? - Are prospective bidders permitted to submit multiple clarification requests during the clarification period, provided they are submitted before the applicable deadline?	- Yes, Deadline for clarification is 21 days before bid submission. - No, There will be no pre-bid conference. There was an early market engagement that was conducted on the 29th of May, 2026 - Yes, all clarifications will be communicated to all prospective bidders - Yes, the designated email address for all clarification requests is: pcu.gdap@moc.gov.gh - Yes. So far as the deadline for clarification has not passed, vendors can submit as many clarifications as possible.
29	Award of Contract We understand from the RFP that contracting currency can be US dollar. Please reconfirm.	No, Please refer to Section IX- Special Conditions of Contract- Appendix D- Page 190 - Breakdown of Contract Price in Foreign Currency(ies) is Not Applicable Also refer to SCC clause 6.2 (b).
30	Please provide details on volume of Structure and unstructured data, no of Data objects to be migrated?	We currently do not have this data. Most of the service data sits with the MDA (Agencies) infrastructure.
31	Is bidder expected to provide training to MDAs users? If yes, then please provide the details like no. of users to be trained, different categories like Normal users, Admin users etc. across MDAs.	Yes, the bidder is expected to provide training to MDA users. The data for the number and category of users is not available. Estimations should be made.
32	We assume that the bidder is only required to integrate with the SMS Gateway and Email Gateway based on the integration mechanism	No. Per Section VII- Activity Schedule , under the 5.5 System Architecture, the system is to connect to the SMS gateway. Bulk SMS should be part of the costing.

No.	REQUEST	CLARIFICATION
	agreed upon. We also assume that the bidder is not required to factor in the cost for the Bulk SMS and it would be procured separately by GDAP. Please confirm the assumptions	
33	Support an initial baseline of 50,000 concurrent users for year one (1) • scale up to 200,000 concurrent users or more without architectural design in year two (2) • scale to 500,000 concurrent users or more without architectural redesign in year three (3) Please clarify the definition of concurrent users. Is it logged in Users on Portal or the users performing concurrent transactions on Portal? We request to review the expected concurrency and reconfirm the numbers. The mentioned concurrency looks extremely high for eServices Portal.	Users performing concurrent transactions on the portal.
34	What kind of services are expected to be implemented using USSD? Please provide Business scenarios/use cases of USSD.	The detailed key scenarios will be determined during the discovery phase.
35	UAT is mentioned under Roles and Responsibility of Vendor. We understand Vendor will provide the required support and UAT will be done by MDA SMEs. Please confirm.	No. Vendor will conduct and lead the UAT with support from the MDA
36	The provided statement on Electronic Document Wallet is generic and impact the scope at later stage. Please provide high-level requirements of Electronic Document Wallet?	Electronic Document Wallet is another activity which is being procured separately. The system should be infrastructure ready to connect to it.

Annex 1 – Proposed Backup Frequency and Retention Schedule

Backup Type	Frequency	Retention
Transaction Logs	Every 5–15 minutes (or continuous)	7 days
Incremental	Hourly	7–15 days
Daily Full/Synthetic	Daily	30 days
Weekly Full	Weekly	12 weeks
Monthly Archive	Monthly	12 months
Annual Archive	Yearly	5–7 years (or per records policy)