

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – FIRMS SELECTION)**

COUNTRY	GHANA
NAME OF PROJECT	GHANA DIGITAL ACCELERATION PROJECT (P176126)
CREDIT NO	IDA-70960-GH
ASSIGNMENT TITLE	ENGAGEMENT OF CONSULTING FIRM FOR THE IMPLEMENTATION OF ONLINE GRIEVANCE REDRESS MECHANISM (GRM) PORTAL AND GRM TOLL-FREE NUMBERS FOR THE PROJECT
REFERENCE NO.	GH-MOC--380281-CS-QCBS

The **Ministry of Communications and Digitalisation** has received Credit from the World Bank toward the cost of the Ghana Digital Acceleration Project (GDAP) and intends to apply part of the proceeds for consultancy services to develop GRM Online portal and GRM Toll free numbers for the project.

Objective of the assignment

The objectives of this assignment include the following:

- Capture general grievances submitted by Project Affected Persons (PAPs).
- Integrate Gender-Based Violence (GBV) risk management procedures, including the establishment of a secure and encrypted pathway for the reception and confidential handling of GBV grievances, with a focus on protecting survivors and victims.
- Empower Safeguard Officers to classify complaints based on standardized risk levels.
- Support GRM-related matters by providing secure access and comprehensive management capabilities to staff of the Coordinating Agency (CA), governed by a clearly defined permission structure.
- Assure the utmost integrity and confidentiality of all grievances stored within the GRM.

The following are the vendor qualification requirements for the assignment:

- The firm must be a registered legal entity with at least 7 years of experience in similar assignments.
- The vendor/firm must be a reputable company with at least 5 years of experience in hosting complex online platforms related to GRM. **(Provide at least two certificates of completion to demonstrate your experience)**
- Solid knowledge of website security and website hosting service such as Amazon Web Services, Valcato) as well as on in-house servers.

- Expertise in maintaining full backups of the platform and associated data
- **The firm must demonstrate experience in implementing similar web applications with features for the physically challenged, especially the blind and the deaf.**

Duration of the Assignment: The assignment spans an initial period of 4 months working days, dedicated to the development of the GRM system for GDAP. Over the course of the project, the Ministry's IT team and NITA will consistently provide support, ensuring the system's maintenance. This support extends to activities such as staff training and implementing portal enhancements on the website.

Key Experts will not be evaluated at the shortlisting stage.

The attention of interested Consulting firms is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" September 2023 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest. In addition, please refer to the following specific information on conflict of interest related to this assignment on paragraph 3.17 of the Procurement Regulations.

Consultants may associate with other firms to enhance their qualifications but should indicate clearly whether the association is in the form of a joint venture and/or a sub-consultancy. In the case of a joint venture, all the partners in the joint venture shall be jointly and severally liable for the entire contract, if selected.

A Consultant will be selected in accordance with the **Qualification and Cost Based Selection (QCBS)** method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours from 0900 hours to 1600 hours GMT or through pcu.gdap@moc.gov.gh

Expressions of Interest (one (1) original and four (4) copies) must be delivered in a written form to the address below (in person, by mail or by e-mail) by 1600 hours GMT September 06, 2024. Envelopes must be marked "EXPRESSION OF INTEREST TO DEVELOP GRM ONLINE PORTAL AND GRM TOLL FREE NUMBERS FOR THE GHANA DIGITAL ACCELERATION PROJECT. In addition to the hard copies, kindly provide a pdf soft copy on a USB drive.

**The Chief Director
Attn: The Project Coordinator: Ghana Digital Acceleration Project (GDAP)
Project Rooms 39 Fifth Floor,
Ministry of Communications and
Digitalisation Office Complex
Abdul Diouf Street, near Kofi Annan ICT
Centre of Excellence
P.O. Box M.38, Ministries
Accra Ghana
Digital Address: GA-079-0539**

To Email: pcu.gdap@moc.gov.gh

Website: www.moc.gov.gh