

**INVITATION FOR BIDS (IFB)**  
**NATIONAL COMPETITIVE BIDDING**

**The Republic of Ghana**

**Ministry of Communication, Digital Technology and Innovations**

REFORMATION OF THE PUBLIC RECORDS & ARCHIVES ADMINISTRATION  
DEPARTMENT THROUGH DIGITISATION

**Credit No IDA 70960-GH**

**IFB No: GDAP/Comp 2.1.13- GH-MOC DTI-474467-NC-RFB**

**ADDENDUM 1**

**CLARIFICATIONS TO REQUESTS**

Reference is made to the above invitation which was published on April 17, 2026 with submission deadline May 19, 2026.

As a result of the clarification requested by bidders, we attach responses to the clarifications as follows and propose to extend the bid submission deadline to **June 2, 2026** at 10:00 a.m.

**Reformation of the Public Records & Archives Administration Department through Digitisation**  
**GDAP/Comp 2.1.13- GH-MOCDTI-474467-NC-RFB**

No.	REQUEST	CLARIFICATION
1.	The Specific Procurement Notice (SPN) states a Bid Security of <b>GHC 600,000 (bank guarantee) / GHC1,800,000.00 (insurance bond)</b> , while the Bid Data Sheet (BDS) – ITB 20.1 states <b>GHC6,000,000 (bank guarantee) / GHC18,000,000.00 (insurance bond)</b> .	Bid Security of <b>GHC600,000.00 and an Insurance Bond of GHC1,800,000.00</b> are the correct figures
2.	Extension of the bid submission deadline to allow sufficient time to arrange the required security instrument	The Bid Submission and Opening date has been extended to <b>Tuesday, June 2, 2026</b>
3.	Some sections <b>state 9 months, BDS says 8 months from commencement, and implementation plan says 8 months</b> . Please confirm the governing contract duration and whether commencement-to-completion is 8 months or 9 months.	The governing contract duration is <b>8 months</b>
4.	The <b>document alternates between consultant and vendor in a non-consulting services tender</b> . Please confirm whether this is purely non-consulting services and whether no consultant-selection rules apply.	This is purely non-consulting services. “Consultant” and “vendor” was used interchangeably.
5.	<b>Qualification says essential equipment N/A, yet delivery requires substantial equipment</b> . Please confirm whether bidders are required to provide evidence of access to proposed equipment even though “Essential Equipment” is marked Not Applicable	The “Essential Equipment” is not the same as the ICT equipment and furniture which are to be procured for PRAAD. The ICT equipment and furniture are for PRAAD’s use. The vendor is expected to provide their own equipment for the implementation of the assignment.
6.	This appears unusual for an archival digitization tender. <b>Please confirm the intended scope of “Experience in Fintech reusable components and API ecosystem is crucial.”</b>	There is a technical requirement for the E-Commerce platform, which must integrate ideally with the Ghana.gov payment gateway for secure transaction processing. Ghana. Gov APIs will be provided for integration by NITA and not necessarily a full payment platform. Experience in Fintech is not critical as others.
7.	<b>One section requires ISO/IEC 27001:2013 certification while security requirements mention achieving ISO 27001 within 12 months of deployment</b> . Please confirm whether pre-award certification must be 27001:2013 or whether current valid ISO/IEC 27001 certification in updated version is acceptable.	<b>Pre-Award:</b> Vendors must hold valid ISO/IEC 27001 certification (any current version - 2013, 2022, or later) at bid submission. The reference to "2013" denotes the standard family, not exclusively that version. <b>Post-Deployment:</b> The deployed systems must achieve ISO 27001 compliance certification within 12 months of go-live. <b>Conclusion:</b> Current valid ISO/IEC 27001:2022 certification is fully acceptable for vendor qualification.
8.	Project Manager, PCU team, and PRAAD appear in various approval roles. Please confirm the formal acceptance authority for each milestone and the final sign-off hierarchy.	All key milestones require dual sign-off from both the PRAAD and the PCU Team before progression to the next phase.
9.	The <b>bid document does not state an estimated contract value, a budget ceiling, or an indicative cost for the scope of works</b> . Without this information, bidders cannot verify whether their pricing is within the expected range or assess whether the project is financially viable to pursue. Please confirm whether there is an indicative budget, cost estimate, or contract ceiling for this procurement. If so, please state the amount or confirm that bidders should price the full scope without reference to a budget limit.	This bid is not a fixed budget bid so estimates cannot be disclosed. Vendors should use their best efforts to price.
10.	NFR-LEG-01 states that 'all data must be stored within Ghana or approved jurisdictions.' The Employer's Requirements further state that 'all data must be	<b>(a) Approved Jurisdiction Definition:</b> For this contract, "approved jurisdiction" means <b>Ghana only</b> . All primary data, backups, and disaster

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	<p>hosted within Ghana's territorial jurisdiction unless otherwise approved by Government policy.' <b>It is unclear what constitutes an 'approved jurisdiction,' what the approval process is, and whether any jurisdictions have already been pre-approved under existing Government policy.</b> Please confirm: (a) what constitutes an 'approved jurisdiction' for the purposes of data storage under this contract; (b) whether any non-Ghana jurisdictions are currently pre-approved under Government policy; and (c) whether any disaster recovery or backup infrastructure hosted outside Ghana would require separate Government approval, and if so, what that approval process entails.</p>	<p>recovery infrastructure must be hosted within Ghana's territorial jurisdiction using in-country hosting facilities (NITA G-Cloud). Kindly contact NITA for quotations based on the proposals</p> <p><b>(b) Pre-Approved Non-Ghana Jurisdictions:</b>  <b>None.</b> No non-Ghana jurisdictions are currently pre-approved under Government policy for this project unless otherwise stated at the time of contract implementation.</p> <p><b>(c) Disaster Recovery/Backup Outside Ghana:</b>  <b>Not permitted.</b> All disaster recovery and backup infrastructure must be hosted within Ghana on the government secondary infrastructure. No external hosting will be approved for this contract.</p>
11.	<p><b>FR-EARCH-01 requires the E-Archival System to provide "secure storage of minimum 3.5M digitized archival pages with expansion to 100M pages."</b> The contract scope covers digitization of 3.5 million pages. The 100 million page expansion represents a 28-fold increase with no defined timeframe, trigger, or budget allocation.</p> <ul style="list-style-type: none"> <li>• Must vendors provision infrastructure capable of storing 100 million pages at the outset, or is it sufficient to demonstrate a credible scalability architecture that can reach that capacity over time?</li> <li>• If full 100M-page capacity must be provisioned upfront, please confirm whether the associated infrastructure costs are to be included in the bid price or will be separately funded.</li> </ul>	<p>Vendors are <b>not required</b> to provision infrastructure for 100 million pages upfront. The requirement is to demonstrate credible <b>scalability architecture</b> that can expand from the initial 3.5 million pages to 100 million pages over time through modular capacity additions. The bidder must design the system architecture to support horizontal scaling (additional storage, compute resources) without requiring complete system redesign. Initial infrastructure provisioning should accommodate 10 million pages, with documented expansion procedures and capacity planning guidance for future growth as PRAAD's digitization program expands.</p>
12.	<p><b>NFR-ENV-01 requires hosting on the Government G-Cloud with NITA support, yet no information is provided on its readiness or cost allocation.</b></p> <ul style="list-style-type: none"> <li>• Is G-Cloud operational and ready to receive the system at contract commencement?</li> <li>• Who bears the hosting costs during the 8-month implementation period?</li> <li>• Should we propose an alternative compliant hosting environment if G-Cloud readiness cannot be confirmed before bid submission?</li> </ul>	<p>Based on the National ICT policy Directives, the platforms are expected to be hosted on the existing And operational G-Cloud environment hosted at NITA.</p> <p>Each bidder will be required to determine the specifications of resources required for the hosting of the platforms, budget for the cost of hosting services and include this in their bid price. Kindly contact NITA for quotations based on the proposals</p> <p>NITA at the time of implementation, shall provide support by expediting conversations for the provisioning of the hosting services.</p> <p>Bidders are expected to be guided by the Ghana Enterprise Architecture and Interoperability Framework in designing technical solution for hosting platforms which can be found on the NITA website.</p>
13.	<p>Phase 1 requires restoration of 12,000 sheets and Section 9.1 prescribes a detailed Bill of Materials (BoM) with specific equipment and quantities.</p> <p><b>Bill of Materials</b></p>	<p><b>Bill of Materials</b>  Bidders can propose an optimized BoM to meet the deliverable</p> <p><b>Restoration Scope</b>  Yes, 12,000 is fixed for this particular assignment.</p>

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	<ul style="list-style-type: none"> <li>Must bidders procure all items exactly as listed in Section 9.1 regardless of actual conservation needs, or may they propose an optimised BoM provided the 12,000-sheet deliverable is met?</li> </ul> <p><b>Restoration Scope</b></p> <ul style="list-style-type: none"> <li>Is the 12,000-sheet quantity fixed or subject to revision following the Phase 1 condition assessment? If the assessed volume differs materially, what is the variation and cost mechanism?</li> </ul> <p><b>Sample Document Access</b></p> <ul style="list-style-type: none"> <li>May prospective bidders inspect a representative sample of the archival materials — physically at the PRAAD Head Office or through photographic/condition documentation — prior to bid submission to enable accurate pricing of Phase 1?</li> </ul>	<p><b>Sample Document Access</b> Yes, they are welcome to see the documents to be restored</p>
14.	<p><b>Section 9.2 specifies a 46-inch map scanner at 9,600 DPI.</b> No commercially available wide-format scanner at this size achieves 9,600 DPI optical resolution. Maximum optical resolution on 46-inch scanners is typically 600–1,200 DPI. Complying with this specification is technically impossible and any alternative proposed may be deemed non-responsive.</p> <ul style="list-style-type: none"> <li>Please confirm whether 9,600 DPI for a 46-inch scanner is a typographical error and issue a corrected, commercially achievable specification.</li> <li>Please clarify the primary use case (e.g., cadastral maps, historical cartographic records) so bidders can propose the most appropriate compliant solution.</li> </ul>	<p>a. Yes – The 9,600 DPI was a typo, and the Required specification is <b>600-1,200 DPI</b> b. Both- Cadastral Maps and Cartographical Records</p>
15.	<p><b>Preservation materials and tools</b> - Provide full specs and quantities of items, tools and machines required</p>	<p>Please refer to SECTION VII-Activity Schedule for the PRESERVATION AND CONSERVATION EQUIPMENT &amp; MATERIALS SPECIFICATIONS for the quantities of items, tools, and machines required. <b>NB: However, any other appropriate tested solutions (material, tools, technology, etc) are acceptable to do this activity.</b></p>
16.	<p><b>Office furniture-</b> Provide size required</p>	<p>Please find the specifications below:</p> <ol style="list-style-type: none"> <li>Executive Swivel Chairs</li> <li>Executive Office Desk</li> <li>Office desk for secretaries</li> <li>Swivel chairs for secretaries</li> </ol>
17.	<p>Restoration and Setting up of Centers (Phase 1 and 2) - Can payment of 20% be split into payment for restoration works and payment for supply of goods? Can we provide prices for goods purchased abroad in USD to maintain a competitive price and avoid loss to the client due to exchange rates?</p>	<p>Currency denomination for this project is in GHS. All payment-related processes should be referred to <b>Section XII-Special Conditions of Contract.</b></p>

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18.	<p><b>ICT Equipment Payment vs. 2nd Milestone Payment - Potential Double Counting and Trigger Ambiguity</b></p> <p>Section 6.4 establishes two parallel payment mechanisms. The 2nd progress milestone payment (20% of contract sum) is conditioned on equipment being <b>installed</b> and scanning Centres being operational. A separate clause in the same section states that 80% of the total cost of ICT equipment and furniture is paid upon <b>supply</b> of all items, with the remaining 20% paid upon <b>installation and acceptance</b>.</p> <p>Please clarify the following: (a) Is the cost of ICT equipment and furniture included within the "contract sum" against which the milestone percentages are calculated, or is equipment priced and paid separately outside the milestone structure? (b) If equipment cost is within the contract sum, how should the vendor price the bid to avoid double payment - once under the 80/20 equipment clause and again as part of the 2nd and 3rd milestone percentages? (c) Since both the 20% equipment balance and the 2nd milestone payment are triggered by the same event - installation and acceptance - will MoCDTI process these as a single combined payment or two separate invoices?</p> <p><b>ISO 23195:2021 Certification Requirement</b>-Section 5.1.10(k) requires bidders to hold a valid ISO 23195:2021 certification. ISO 23195:2021 is titled "<i>Security objectives of information systems of third-party payment services</i>" and is a standard designed for payment service providers operating as intermediaries between payers, payees, and account-servicing institutions. This project is being tendered to a digitization and archival services vendor, not a payment service provider. Please confirm whether ISO 23195:2021 is the intended standard for this requirement, or whether a different ISO standard was intended</p>	<p>a. All prices are in the contract sum and not outside the scope of the budget. All payment procedures can be referred to in <b>Section XII-Special Conditions of Contract. The equipment and furniture in the document are meant for only PRAAD.</b> Vendors are to use their <b>OWN</b> equipment to deliver this assignment.</p> <p>b. This certification is <b>not mandatory</b>. The payment gateway integration component does not require the vendor to be a licensed payment service provider.</p>
19.	<p><b>International Council on Archives (ICA) – Category B Membership.</b> We are not a member yet, could ARMAG suffice for this?</p> <ul style="list-style-type: none"> <li>• Please confirm the intended ICA membership category for commercial bidders and archival service providers.</li> <li>• Please confirm whether ICA Category C membership, affiliate membership, or another equivalent ICA membership category will be accepted in place of Category B.</li> </ul>	<ol style="list-style-type: none"> <li>1. The requirement for International Council on Archives (ICA) membership is intended to ensure alignment with recognised international archival standards and professional practice relevant to this assignment.</li> <li>2. ICA Category B or Category A membership shall be accepted for the purposes of this procurement.</li> <li>3. Membership in other archival or records management associations, including ARMAG, shall not replace the ICA membership requirement.</li> <li>4. For Joint Ventures (JV), the ICA membership requirement may be satisfied by any JV partner responsible for the archival and digitization scope of work.</li> </ol>

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	<ul style="list-style-type: none"> <li>Please confirm whether this requirement must be held by the lead bidder, or may be satisfied through a JV partner or named subcontractor.</li> </ul>	<p>5. As stated in the bidding document, subcontractor qualifications and experience shall not be considered for qualification purposes. Accordingly, ICA membership held solely by a subcontractor will not be accepted for compliance.</p>
20.	<p><b>E-Commerce Service Catalogue</b></p> <ul style="list-style-type: none"> <li>Could you please provide the exact list of archival services expected to be available through the e-commerce portal at go.</li> <li>For each service, should the portal support payment per individual request/document, predefined service packages, subscription packages, or a combination of these models?</li> <li>Are institutional access packages expected, and if yes, what should they include (e.g. monthly access, annual access, number of downloads, number of users, or defined research packages)?</li> <li>Should service packages be configured by PRAAD administrators through the system, including price, validity period, usage limit, customer group, and included service types?</li> <li>Which services should be available for individual citizens, researchers, students, corporate users, government institutions, and other institutional customers?</li> <li>Should the system support one-time purchases, prepaid packages, post-paid institutional billing, and subscription-based access in the same platform?</li> <li>Should users be able to buy access to a specific document, a set of documents, a search result, an archival collection, or a wider thematic package?</li> </ul>	<ol style="list-style-type: none"> <li>List of archival services <ol style="list-style-type: none"> <li>Registration/Subscription</li> <li>Reproduction/Printing</li> <li>Contract/Expert search services</li> <li>Certified True Copies of archival records</li> <li>Licensing and Permission</li> </ol> </li> <li>A combination of both</li> <li>Yes- Annual Access</li> <li>Yes</li> <li>The Public Records (Archive Access) services of the Archives are not segregated</li> <li>Subscription-based (One-time purchase on the same platform)</li> <li>Yes</li> </ol>
21.	<p><b>Search and Document Selection</b></p> <ul style="list-style-type: none"> <li>What should be the exact basis of document selection on the portal: keyword search, metadata filters, archival hierarchy, date range, document type, collection/fonds/series, geographic area, subject, person name, institution, or other criteria?</li> <li>Should users first search and identify documents themselves, or should they submit a research request for PRAAD staff to perform the search/selection on their behalf?</li> <li>Should the portal allow users to select individual records from search results and add them to a cart for purchase?</li> <li>Should the portal support assisted search, where PRAAD staff review the request and propose available documents before payment is requested?</li> <li>Should full-text search based on OCR be available to public users, or should public search be limited to approved metadata only?</li> </ul>	<ol style="list-style-type: none"> <li>All the above-listed</li> <li>The system should allow both, with a limited number of pages in the case of the preview</li> <li>Yes</li> <li>Document availability should be predetermined by the system</li> <li>Approved metadata</li> <li>All metadata can be searched, but the restricted/ sensitive archive will not be searched</li> <li>Yes</li> </ol>

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	<ul style="list-style-type: none"> <li>• Should some metadata be searchable but not visible to public users due to sensitivity or archival restrictions?</li> <li>• Should the platform display document availability status, digitization status, access restriction status, and expected delivery time before payment?</li> </ul>	
22.	<p><b>Request and Fulfilment Flow</b></p> <ul style="list-style-type: none"> <li>• What is the expected end-to-end customer journey: search, selection, request submission, PRAAD review, quotation, payment, fulfilment, delivery, and closure?</li> <li>• Which services can be fulfilled automatically after successful payment, and which services require manual review or approval by PRAAD staff before release?</li> <li>• Should payment be collected before PRAAD staff review the request, after staff confirms document availability, or only after a formal quotation is issued?</li> <li>• Should the system support quotation-based services where the final price depends on number of pages, complexity, urgency, certification, or delivery method?</li> <li>• Should the system support partial fulfilment if only some requested records are available or releasable?</li> <li>• Should customers be able to track each request status online, including received, under review, quotation issued, awaiting payment, in preparation, ready for download, dispatched, completed, or rejected?</li> </ul>	<ul style="list-style-type: none"> <li>a. User journey will not include PRAAD review for requests, everything else suffices</li> <li>b. After payment delivery</li> <li>c. Only after a formal quotation is issued</li> <li>d. Yes, it should</li> <li>e. No, it should not</li> <li>f. Yes, they should</li> </ul>
23.	<p><b>Pricing and Revenue Model</b></p> <ul style="list-style-type: none"> <li>• Is there an existing approved PRAAD pricing table for digital archival services, or is the bidder expected to propose a revenue and pricing model based on prior experience?</li> <li>• Should pricing be calculated per document, per page, per file, per search request, per certified copy, per download, per delivery method, per urgency level, or per package?</li> <li>• Should the platform support different pricing for local users, foreign users, students, researchers, corporate customers, government institutions, and subscription customers?</li> <li>• Should PRAAD administrators be able to modify prices, create new service types, define packages, and change pricing rules without software development?</li> </ul>	<ul style="list-style-type: none"> <li>a. There is no existing PRAAD pricing model for digital archival services, as current records management processes are largely manual and non-digitised. For the purposes of evaluation, bidders are required to present a pricing and revenue model in their financial proposals based on a standardised set of end-to-end workflow service categories covering restoration, digitization, system operations, access services, training, and operations and maintenance. This ensures comparability of bids while allowing bidders to define their own commercial and revenue assumptions within each service workflow.</li> <li>b. For governmental institutions, there will be an additional dedicated portal under the E-archival system with security access with the specifications.</li> <li>c. Ghana.gov takes care of all the listed points for fees.</li> </ul>

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	<ul style="list-style-type: none"> <li>Should the portal support discounts, exemptions, promotional packages, free public access categories, or special approval-based pricing?</li> <li>Should taxes, administrative fees, payment gateway fees, and service charges be displayed separately to the customer?</li> </ul>	
24.	<p><b>Payment Service Integration</b></p> <ul style="list-style-type: none"> <li>Could you confirm whether any certification required for payment services applies to the selected payment service provider/payment gateway, rather than to Itiner Digital as the e-commerce platform integrator?</li> <li>If PRAAD or the Government of Ghana has a preferred payment service provider, can the Itiner Digital e-commerce portal integrate with that provider and rely on the provider's own regulatory and certification compliance?</li> <li>Which payment service provider or government payment platform should be integrated, and can API documentation, onboarding requirements, test credentials, and certification requirements be shared?</li> <li>Which payment methods must be supported at go-live: Mobile Money, card payment, bank transfer, Ghana.gov payment, institutional invoice payment, or others?</li> <li>What payment confirmation model is required: real-time API confirmation, webhook notification, batch reconciliation, manual finance confirmation, or a combination?</li> <li>Should the portal support refunds, cancellations, failed payments, expired payment links, chargebacks, and payment dispute handling?</li> </ul>	<p><b>Payment Gateway Certification:</b> Certification requirements apply to the payment service provider/gateway, not the vendor.</p> <p><b>Payment Gateway Integration:</b> The platform must integrate with Ghana.gov centralized payment gateway. The vendor shall work with the NITA for the integration.</p> <p><b>CRITICAL CLARIFICATION - Technology Requirements:</b> Per NFR-COMP-02 and the Digital Sovereignty requirements (Section 5.1.4.3.3), <b>all systems must be developed from scratch using open-source frameworks and libraries.</b> Proprietary platforms, commercial off-the-shelf software requiring licensing, or solutions where PRAAD does not own 100% of the source code are <b>not compliant</b> with this requirement. The vendor must demonstrate how their proposed solution ensures complete source code ownership and operational independence from any vendor or platform provider.</p>
25.	<p><b>Delivery and Access Control</b></p> <ul style="list-style-type: none"> <li>How should purchase services be delivered: secure download, email, customer account area, physical pickup, courier, certified hard copy, or a combination?</li> <li>Should downloaded documents include watermarking, access expiry, download limits, customer identification, or digital verification features?</li> <li>Should access to paid documents be granted permanently, for a limited period, for a limited number of downloads, or according to package rules?</li> <li>Should different document versions be managed separately, such as preservation master, access copy, redacted copy, certified copy, and public preview?</li> </ul>	<ol style="list-style-type: none"> <li>Combination or based on client preference</li> <li>Please refer to NFR-LEG-09 under Section VII</li> <li>Depends on the revenue model</li> <li>Yes</li> <li>PRAAD will provide categorization during deployment</li> </ol>

No.	REQUEST	CLARIFICATION
	<ul style="list-style-type: none"> <li>Which document categories are public, restricted, confidential, or subject to the 30-year access rule, and how should these restrictions appear in the customer journey?</li> </ul>	
26.	<p><b>E-Archive System Configuration</b></p> <ul style="list-style-type: none"> <li>What internal PRAAD processes should be implemented in the e-archive system at go-live, beyond storage and search of digitized materials?</li> <li>Should PRAAD staff be able to configure forms, metadata fields, service types, workflows, approval steps, templates, notifications, and reports directly within the platform?</li> <li>What metadata fields must be captured for each archival item, and which of these fields should be used for public search, internal search, reporting, and access control?</li> <li>Are existing catalogues, finding aids, registers, spreadsheets, or legacy databases available for migration into the e-archive system?</li> <li>Should the e-archive system support manual metadata entry, bulk import, API-based import, and AI-assisted metadata extraction?</li> </ul>	<ol style="list-style-type: none"> <li>It is largely storage of records and searching as well as account, records management and digital verification(digital signature) for staff officers.</li> <li>Yes, they should</li> <li>This will be finalized with the selected vendor at implementation stage</li> <li>No existing legacy database, however, there are finding aids which are electronic and manual.</li> <li>Yes, it should</li> </ol>
27.	<p><b>AI and Data Extraction</b></p> <ul style="list-style-type: none"> <li>If all data protection, cybersecurity, and data residency requirements are respected, may AI be used for OCR enhancement, metadata extraction, classification, duplicate detection, and search improvement?</li> <li>Are there any legal, regulatory, tender-specific, or PRAAD policy restrictions that would prohibit AI-assisted processing of archival records?</li> <li>If AI-assisted extraction is permitted, must all processing take place within Ghana or within the approved hosting environment?</li> <li>Should AI-extracted metadata require human validation before becoming part of the official archival record?</li> </ul>	<ol style="list-style-type: none"> <li>Yes, AI can be used once they meet these requirements.</li> <li>No restrictions per PRAAD's policy</li> <li>Yes, within Ghana</li> <li>Yes, human validation will be required.</li> </ol>
28.	<p><b>Infrastructure and Operations</b></p> <ul style="list-style-type: none"> <li>What infrastructure is available at the 9 locations relevant to operating the e-archive and e-commerce processes, including internet connectivity, workstations, scanning rooms, local storage, power backup, and IT support?</li> <li>What is the available upload/download bandwidth, network reliability, and backup connectivity at each of the 9 locations?</li> </ul>	<ol style="list-style-type: none"> <li>There is adequate infrastructure, however, it is advised that vendors bring all required resources needed to complete the assignment including portable internet routers.</li> </ol> <p><b>Offline/Low-Connectivity Operation:</b> The system is a centralized platform and not tailored to different regional offices</p> <p><b>User Capacity and Concurrent Users:</b> The platform must support:</p> <ul style="list-style-type: none"> <li><b>Internal users:</b> Minimum 200 PRAAD staff across 9 locations</li> </ul>

No.	REQUEST	CLARIFICATION
	<ul style="list-style-type: none"> <li>Should the system support offline or low-connectivity operation for regional offices, with later synchronization to the central platform?</li> <li>What number of internal users, external users, and peak concurrent users should the platform be sized for?</li> <li>Is hosting on Ghana G-Cloud/NITA mandatory for the Itiner Digital platform, or can an alternative Ghana-hosted or hybrid architecture be proposed?</li> </ul>	<ul style="list-style-type: none"> <li><b>External users:</b> Minimum 10,000 registered public users</li> <li><b>Peak concurrent users:</b> Minimum 500 simultaneous users</li> </ul> <p>The system must demonstrate scalability beyond these baselines.</p> <p><b>Hosting Requirements:</b>  Hosting on <b>Ghana G-Cloud (NITA infrastructure) is mandatory</b> per data sovereignty requirements (NFR-LEG-01). Non-Ghana hosting is not permitted.  For proprietary platforms please refer to NFR-COMP-02 and the Digital Sovereignty requirements (Section 5.1.4.3.3) where no proprietary platform is acceptable.</p>
29.	<p><b>Handover and Long-Term Sustainability</b></p> <ul style="list-style-type: none"> <li>Regarding source code and BOT requirements, would source code escrow be acceptable for the standard Itiner Digital platform, while PRAAD receives all project-specific configurations, data models, workflows, APIs, documentation, deployment scripts, and custom developments?</li> <li>Could you clarify whether full source-code transfer applies to all standard platform components, or only to custom-developed components created specifically for PRAAD under this project?</li> <li>What exact handover deliverables are expected for the e-commerce portal and e-archive system: source code configuration export, database schema, API documentation, administrator manuals, user manuals, test cases, training materials, and operational procedures?</li> <li>After final handover, who is expected to operate and maintain the platform: PRAAD internal IT, the bidder, a local partner, a third-party provider, or a combined model?</li> </ul>	<p><b>Source Code Ownership:</b>  Per the Digital Sovereignty and Vendor Lock-In Avoidance requirements (Section 5.1.4.3.3), <b>full source code ownership applies to ALL system components</b>, including both the E-Commerce platform and E-Archival system. Source code escrow arrangements are <b>not acceptable</b> as a substitute for direct code ownership. PRAAD must receive complete, unencumbered source code that enables independent operation, maintenance, modification, and future development without dependency on any vendor or platform provider.  Solutions built on proprietary platforms (where the core platform source code is not transferable to PRAAD) do not meet this requirement. All code, whether custom-developed or platform foundation, must transfer to PRAAD ownership.</p> <p><b>Handover Deliverables:</b>  Refer to <b>Phase 4 Deliverables (Section 5.1.4.4)</b> for the complete list of required handover documentation, which includes:</p> <ul style="list-style-type: none"> <li>Complete source code for both systems</li> <li>Detailed System Design Document (architecture, database schemas, API specifications)</li> <li>Integration Documentation Package</li> <li>Security Implementation Package</li> <li>Operations and Maintenance (O&amp;M) Package</li> </ul> <p>Additionally, <b>Project Closure deliverables</b> include the Portability/Exit Test Report demonstrating successful system rebuild from source code in a clean environment.</p> <p><b>BOT Implementation:</b>  The Build-Operate-Transfer model requires that PRAAD can independently rebuild, deploy, operate, and modify all systems post-handover without vendor assistance or licensing dependencies.  The vendor should provide 1-year post implementation warranty and provide training for the PRAAD IT team.  The vendor should also provide an annual support plan separately from the project cost for future consideration.</p>

No.	REQUEST	CLARIFICATION										
30.	<b>Digitization payment structure-</b> Please clarify how payment will be made for the large-scale digitization phase. Can payments be made in approved batches instead of waiting until final completion?	Please refer to the SECTION X– SPECIAL CONDITIONS OF CONTRACT for payment schedules										
31.	<b>Taxes, duties, and exemptions-</b> Please confirm whether the project has any VAT, import duty, customs duty, withholding tax, or World Bank/Government tax exemptions. If not, should all taxes and duties be included in the bid price?	All taxes and duties should be included in the bid price. There is no exemption.										
32.	<b>JV/subcontractor experience-</b> If a bidder uses an international software/technology partner, must that partner be part of the JV for its experience to count? Or can subcontractor experience be considered?	<p>For the purposes of qualification, <b>only the experience of the Bidder or Joint Venture (JV) partners shall be considered.</b></p> <ul style="list-style-type: none"> <li>• If an international software/technology partner’s experience is to be counted toward qualification requirements, <b>that partner must be formally included as a JV member.</b></li> <li>• <b>Experience of subcontractors shall not be considered</b> for meeting the qualification criteria, regardless of their role in the proposed solution.</li> </ul>										
33.	<b>Technical evaluation method-</b> Section III says the award is based on the lowest evaluated cost, but the document also says key personnel and technical capacity will be assessed/scored. Please clarify whether technical evaluation is pass/fail or scored, whether there is a minimum technical threshold, and how technical quality affects award.	The technical evaluation will be done qualitatively by accessing all the listed proposal requirements under SECTION VII-Activity Schedule under 8.0. Bid responsiveness will form part of the Preliminary Examination of Bids.										
34.	<b>Site Locations-</b> Please provide the full list and physical addresses of all PRAAD sites included in the project and clarify the scope of work expected at each site.	<table border="1" data-bbox="1167 759 2085 1447"> <thead> <tr> <th data-bbox="1167 759 1626 791">Location</th> <th data-bbox="1626 759 2085 791">Scope of Work</th> </tr> </thead> <tbody> <tr> <td data-bbox="1167 791 1626 919"> <b>Greater Accra (Head Office)</b>            Castle Road, Accra             Lat/Long: 5.560819, -0.207975         </td> <td data-bbox="1626 791 2085 919">           Conservation and Restoration, Digitization procedures, Supply and install ICT equipment and furniture         </td> </tr> <tr> <td data-bbox="1167 919 1626 1102"> <b>Ashanti Regional Office</b>            Okomfo Anokye Road, Centre for National Culture, Kumasi             Lat/Long: 6.700497, -1.628788         </td> <td data-bbox="1626 919 2085 1102">           Conservation and Restoration, Digitization procedures, Supply and install ICT equipment and furniture         </td> </tr> <tr> <td data-bbox="1167 1102 1626 1286"> <b>Central Regional Office</b>            Pedu Junction, Bus station road, Cape Coast             Lat/Long: 5.124530, -1.268500         </td> <td data-bbox="1626 1102 2085 1286">           Conservation and Restoration, Digitization procedures, Supply and install ICT equipment and furniture         </td> </tr> <tr> <td data-bbox="1167 1286 1626 1447"> <b>Eastern Regional Office</b>            Kotoko Avenue, Ghana Immigration Service enclave, Koforidua         </td> <td data-bbox="1626 1286 2085 1447">           Digitization, Supply and install ICT equipment and furniture         </td> </tr> </tbody> </table>	Location	Scope of Work	<b>Greater Accra (Head Office)</b> Castle Road, Accra  Lat/Long: 5.560819, -0.207975	Conservation and Restoration, Digitization procedures, Supply and install ICT equipment and furniture	<b>Ashanti Regional Office</b> Okomfo Anokye Road, Centre for National Culture, Kumasi  Lat/Long: 6.700497, -1.628788	Conservation and Restoration, Digitization procedures, Supply and install ICT equipment and furniture	<b>Central Regional Office</b> Pedu Junction, Bus station road, Cape Coast  Lat/Long: 5.124530, -1.268500	Conservation and Restoration, Digitization procedures, Supply and install ICT equipment and furniture	<b>Eastern Regional Office</b> Kotoko Avenue, Ghana Immigration Service enclave, Koforidua	Digitization, Supply and install ICT equipment and furniture
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No.	REQUEST	CLARIFICATION	
		Lat/Long: 6.09071, -0.26007	
		<b>Western Regional Office</b> Kwesi Lamptey Avenue, close to EPA Office, Sekondi	Digitization, Supply and install ICT equipment and furniture
		Lat/Long: 4.938487, -1.713351	
		<b>Bono Regional Office</b> Sunyani Central Prisons enclave, Sunyani	Digitization, Supply and install ICT equipment and furniture
		Lat/Long: 7.34021, -2.33387	
		<b>Northern Regional Office</b> Northern Regional Coordinating Council, Tamale	Digitization, Supply and install ICT equipment and furniture
		Lat/Long: 9.41140, -0.82517	
		<b>Upper East Regional Office</b> Upper East Regional Coordinating Council, Bolgatanga	Digitization, Supply and install ICT equipment and furniture
		Lat/Long: 10.79882, -0.86459	
		<b>Volta Regional Office</b> Volta Regional Coordinating Council, Ho	Digitization, Supply and install ICT equipment and furniture
		Lat/Long: 6.60980, 0.46657	
35.	<b>Site readiness and access-</b> Will bidders be allowed to inspect all PRAAD locations before submission? Please confirm the condition of each site and whether electrical works, internet, power backup, security, and room preparation are part of the bidder's responsibility.	Bidders will be allowed to inspect all PRAAD locations before submission. No, it is not the bidder's responsibility	
36.	<b>Centralized Scanning Option-</b> Please confirm whether bidders may propose a centralized or hybrid scanning approach, where selected records from PRAAD regional offices are securely transferred for digitization at PRAAD Head Office in Accra and/or the bidder's secure archive/digitization Centre, instead of scanning all records at each regional office.	Scanning will happen at all regional offices.	
37.	<b>Delays caused by PRAAD/Government dependencies-</b> If delays are caused by PRAAD or Government-side dependencies, such as site readiness, approvals, NITA/G-Cloud, payment gateway access, Ghana Card API, or UAT delays, will the contractor receive an extension of time and protection from liquidated damages?	Please refer to section VIII GCC clause 2.5.3 for procedures for extension of time. For any delay that is not caused willfully by the supplier liquidated damages shall not be applied.	
38.	6 key staff MUST be proposed by the Bidder' but enumerates only five positions: Technical Project Manager, Quality Assurance Lead, Document Preparation and	The proposed key staff is 5 as stated.	

No.	REQUEST	CLARIFICATION
	<p>Conservation Specialist, Database Management Specialist, and Environmental, Health and Safety Specialist.</p> <p>Section III lists the same five positions as scored Key Personnel.</p> <ul style="list-style-type: none"> <li>• Please confirm whether bidders are required to propose five (5) or six (6) key staff.</li> <li>• If six, please specify the omitted position together with its qualification requirements and expected role.</li> </ul>	
39.	<p>Section 4.0 and the regional breakdown table consistently state a total of 3,500,000 pages, distributed across the Head Office and eight regional offices.</p> <p>The deliverables table in Section 9.3 (Phase 5b: Phase I &amp; Phase II digitization) refers to '3 million records'.</p> <p>Clarification requested:</p> <ul style="list-style-type: none"> <li>• Please confirm the binding total volume of pages to be digitised (we presume 3,500,000) and correct the deliverables table accordingly.</li> <li>• Please clarify if the actual unit of measure is pages or documents.</li> </ul>	<p>The confirmed number of pages is 3,500,000. The unit of measurement is pages.</p>
40.	<p><i>Reference: Section 5.1.8 and Expected Project Outputs (ICT equipment, including servers and storage devices); Section 9.2 (Office Furniture and ICT Equipment table); non-functional requirement NFR-ENV-01 referencing G-Cloud and NITA.</i></p> <p>The RFP requires the bidder to procure and install ICT equipment for the digitisation centres and elsewhere refers to modern ICT equipment including servers and storage devices. However, NFR-ENV-01 states that the platform will be “hosted on the government G-Cloud service, with the support of NITA”.</p> <p><b>Clarification requested:</b></p> <ul style="list-style-type: none"> <li>• Please confirm whether the E-Archival System and E-Commerce Website are to be deployed on (a) the NITA G-Cloud, (b) bidder-supplied on-premises infrastructure, or (c) a hybrid architecture.</li> <li>• If G-Cloud is the required hosting environment, please confirm whether PRAAD/NITA will provide the required cloud capacity and related platform services at no cost to the bidder, or whether any G-Cloud charges are to be included in the bid price.</li> </ul>	<p>Based on the National ICT policy Directives, the platforms are expected to be hosted on the existing and operational G-Cloud environment hosted at NITA.</p> <p>Each bidder will be required to determine the specifications of resources required for the hosting of the platforms, budget for the cost of hosting services and include this in their bid price. Kindly contact NITA for quotations based on the proposals</p> <p>NITA at the time of implementation, shall provide support by expediting conversations for the provisioning of the hosting services.</p> <p>Bidders are expected to be guided by the Ghana Enterprise Architecture and Interoperability Framework in designing technical solution for hosting platforms which can be found on the NITA website.</p>

No.	REQUEST	CLARIFICATION
	<ul style="list-style-type: none"> <li>If G-Cloud is required, please advise the procurement and provisioning timeline for the NITA-managed environment, and any required NITA approvals or technical onboarding steps.</li> <li>If on-premises or hybrid hosting is required, please confirm the primary hosting site, redundancy/disaster-recovery requirements, backup arrangements, and connectivity requirements between the nine (9) PRAAD sites.</li> </ul>	
41.	<p>The RFP states that the systems should transfer to PRAAD with “no proprietary restrictions or recurring fees” and further requires that the software must be open source and must not come with licence subscriptions or fees.</p> <p>At the same time, some required integrations or enabling services may involve third-party costs or service charges, including payment gateway services, OCR components, SMS/email notification services, hosting/platform services, security monitoring tools, and support or maintenance subscriptions.</p> <p><b>Clarification requested:</b></p> <ul style="list-style-type: none"> <li>Please confirm whether the no-proprietary-software and no-licensing-fee requirements apply only to the custom-developed E-Archival System and E-Commerce Website, or also to all third-party tools, platforms, integrations, and managed services used to deliver the solution.</li> <li>Please confirm whether bidders are required to propose an open-source-only solution, or whether third-party proprietary or commercial services may be used where necessary for payment processing, OCR, hosting, cybersecurity, notifications, or related integrations.</li> </ul> <p>Please confirm which third-party service charges, transaction fees, hosting costs, maintenance costs, or support subscriptions must be included in the bid price, and for what duration after BOT handover.</p>	<ol style="list-style-type: none"> <li><b>No Proprietary Software / Licensing Fees Requirement</b> The Institution does not accept solutions that include proprietary software, commercial off-the-shelf platforms, or any form of licensing or subscription fees. <ul style="list-style-type: none"> <li>The E-Archival System and E-Commerce Website must be designed and developed from scratch specifically for PRAAD.</li> <li>The solution must be built entirely using open-source frameworks and libraries.</li> <li>PRAAD shall retain full ownership of the complete source code, with no restrictions, dependencies, or recurring licensing obligations.</li> </ul> </li> <li><b>Use of Third-Party Services</b> Third-party services may be used <b>only as external service integrations and must only be open-source frameworks and libraries with enterprise support.</b></li> <li><b>Open-Source Requirement</b> The entire solution must be based on <b>open-source technologies</b>, ensuring full transparency, portability, and independence. No proprietary frameworks, platforms, or licensed software components shall be used in the system.</li> <li><b>Cost Requirements</b> Bidders shall: <ul style="list-style-type: none"> <li>include all service-related operational costs e.g. G-Cloud hosting in their financial proposal for the implementation and initial support period.</li> <li>If there are any additional costs please declare in the proposal.</li> </ul> </li> </ol> <p>No software licensing or subscription fees shall be included under any circumstances.</p>
42.	<p><b>ISO 23195:2021 Certification Requirement</b>-Section 5.1.10(k) requires bidders to hold a valid ISO 23195:2021 certification. ISO 23195:2021 is titled "<i>Security objectives of information systems of third-party payment services</i>" and is a standard designed for payment service providers operating as intermediaries between payers, payees, and account-servicing institutions. This project is being tendered to a digitization and archival services vendor, not a payment service provider. Please</p>	<p><b>ISO 23195:2021 Requirement</b> This certification is <b>not mandatory</b>.</p> <p><b>ISO/IEC 27001 Certification</b> As previously clarified, bidders must hold a valid ISO/IEC 27001 certification at the time of bid submission. <b>Certification under ISO/IEC 27001:2013, ISO/IEC 27001:2022, or any current valid version</b></p>

No.	REQUEST	CLARIFICATION
	<p>confirm whether ISO 23195:2021 is the intended standard for this requirement, or whether a different ISO standard was intended.</p> <p>ISO/IEC 27001:2013 has been withdrawn and replaced by ISO/IEC 27001:2022. ISO 23195:2021 relates to security objectives for information systems of third-party payment services, which appears relevant to the e-commerce and payment gateway scope.</p> <ul style="list-style-type: none"> <li>• Please confirm that ISO/IEC 27001:2022 certification will be accepted in place of ISO/IEC 27001:2013.</li> <li>• Please confirm whether ISO 23195:2021 is required because of the payment gateway/e-commerce scope, and whether equivalent payment security certifications or standards will be accepted.</li> <li>• Please confirm whether all listed ISO certifications must be held by the lead bidder, or whether they may be satisfied by any JV partner responsible for the relevant scope of work.</li> </ul> <p>Please confirm whether certifications held by a named specialist subcontractor may be considered where that subcontractor is responsible for the certified function.</p>	<p>is acceptable. The reference to “2013” denotes the standard family and is not limited to that specific version.</p> <p><b>JV (Joint Venture) Arrangements</b> For Joint Ventures, ISO certifications may be held by <b>any JV partner</b>, provided that:</p> <ul style="list-style-type: none"> <li>• the partner holds the certification relevant to the portion of the scope they are responsible for, and</li> <li>• the overall JV demonstrates full compliance with the requirements.</li> </ul> <p>As stated in the bidding document, <b>the experience and qualifications of subcontractors shall not be considered</b> for meeting the bidder qualification requirements. Accordingly, certifications held by subcontractors <b>will not be considered</b> for compliance with the stated requirements.</p>
43.	<p>Section III requires experience 'on a National scale' and Section 5.1.10(i) requires 'similar assignments with a National Archive either in Ghana or outside the country.'</p> <p>Section III also states that subcontractors' experience will not be taken into account.</p> <p>Clarification requested:</p> <ul style="list-style-type: none"> <li>• Please confirm whether 'National Archive' refers strictly to a country's official national archives institution, or extends to other nationwide archival/records-management deployments (e.g. ministerial archives, judicial archives).</li> <li>• Please confirm whether the National Archive experience may be brought into a JV by any JV partner, or whether it must be held by the Lead JV member.</li> <li>• Please confirm whether a named subcontractor's National Archive experience can be considered as an exception to the general subcontractor exclusion.</li> </ul>	<ol style="list-style-type: none"> <li>a. Experience with other large-scale records or archival systems (e.g. ministerial, judicial, private or multi-agency platforms) is considered relevant <b>where they demonstrate comparable scope, scale, and complexity</b>, but do not replace the requirement where explicitly stated.</li> <li>b. <b>Please refer to SECTION III – Evaluation and Qualification Criteria in the bidding document</b></li> <li>c. As stated in the bidding document, the experience of <b>subcontractors shall not be considered</b> for the purposes of meeting the qualification requirements. No exceptions shall apply.</li> </ol>