



**REPUBLIC OF GHANA**  
**MINISTRY OF FINANCE**  
**GHANA ECONOMIC TRANSFORMATION PROJECT (GETP)**  
**IDA CREDIT NUMBER 6465-GH**  
**SPECIFIC PROCUREMENT NOTICE**  
**REQUEST FOR EXPRESSIONS OF INTEREST (REOI)**  
**(CONSULTING SERVICES –FIRM SELECTION)**

**Reference No.: GH-MOFEP-439111-CS-CQS**

**Assignment Title:** Recruitment of a Consultant to Develop an Investor Grievance Management Mechanism (IGM) System for the Ghana Investment Promotion Centre (GIPC)

The Ministry of Finance has received financing from the World Bank towards the cost of the Ghana Economic Transformation Project (GETP) and intends to apply part of the proceeds for consulting services.

The Project will be implemented through four Components, namely:

- a. Enabling Investments;
- b. Crowding-in investments;
- c. Accelerating Entrepreneurship and Micro Small and Medium Enterprise (MSME) Growth; and
- d. Project Management and Evaluation.

To achieve the Project's Development Objectives (PDOs), the GETP coordinates and collaborates with 11 Technical Implementing Agencies (TIAs). Among these TIAs is the Ghana Investment Promotion Centre (GIPC).

The GIPC considers the strengthening of its investors' grievance resolution processes as key to retaining investments, especially within this period of growing global uncertainties. The Investor Grievance Management Mechanism (IGM) is expected to lead to a continuous improvement in various outcomes to the investor ecosystem by systematizing problem-solving for investors to prevent grievances from escalating into disputes.

The consulting services ("the Services") include the Consultant's scope of work but not be limited to the following:

- a) Design of the IGM system which will include:
  - i. Identification of a taxonomy of potential grievances and corresponding grievance resolution approaches.
  - ii. Identification of ways to receive, register, assess, and respond to the different types of grievances in (i) above, including detailed process/workflow, involved entities and their responsibilities at various stages in the process, and service standards to be adhered to.
- b) Validate the designed IGM system through stakeholder engagements.
- c) Based on the design of the IGM, develop the grievance network architecture using the situation room for complaints and feedback within the program implementation structure.

- d) Develop an online platform that incorporates the schedule for the various stages of the grievance redress mechanism (including reporting lines from local to national; time limit for processing grievances and number of days for feedback and have an alert system to inform operators on the relevant steps.
- e) Develop a mobile (android) application that allows stakeholders to handle and resolve grievances.

**f) Implementation**

- i. Link the system to the developed monitoring and evaluation system of GIPC with indicators to measure the effectiveness of the mechanism.
- ii. Link or integrate the system to the developed CRM of GIPC (having assessed the needs) to track and monitor grievances.
- iii. Finalize designing, creating, and installing an Investor Grievance Management Mechanism for GIPC that has all the necessary functionality and necessary documentation.
- iv. Testing of the system: Test the system and integrate it with existing systems (CRM, M&E system, systems of key stakeholders, etc.).
- v. Launch the system following approval.
- vi. Provide user guides and operational training for various users and Capacity building on the operation of the IGM and its linkage with the CRM and the Monitoring & Evaluation System.
- vii. Provide one-year post-implementation support such as periodic maintenance services – fixing bugs among others.

The assignment is planned to be completed in 16 weeks.

The detailed Terms of Reference (ToR) for the assignment can be found at the following websites: <https://www.mofep.gov.gh/> and <https://www.gipc.gov.gh> or obtained at the address and emails given below.

The Ministry of Finance/Ghana Investment Promotion Centre (GIPC) through the Ghana Economic Transformation Project, now invites eligible consulting firms ("Consultants") to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services. The shortlisting criteria are:

1. The consulting firm must be duly registered and provide evidence of Registration Certificates with relevant regulatory authorities in the legal jurisdiction of the applicant.
2. The firm should have completed at least two similar assignments successfully for IPAs (including in Africa and elsewhere, considering that GIPC is the only IPA in Ghana, and this will be the first of such projects in its recent history).
3. Evidence of Technical and Managerial Capability.
4. Experience working with Public Sector Institutions in Ghana.

**Key Experts will not be evaluated at the shortlisting stage.**

The attention of interested Consultants is drawn to Section III, paragraphs 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016 revised November 2017, August 2018, November 2020, and July 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 as per paragraph 3.17 of the Procurement Regulations. Any false declaration will result in disqualification.

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 Consultant's Qualification Selection (CQS) method set out in the Procurement Regulations.

Further information can be obtained at the address below during office hours **9:00 am to 4:30 pm** local time.

Expressions of interest must be delivered in a written form to the address below in person, by mail, or by email by **September 4, 2024**.

**The Project Director  
Ministry of Finance  
Box M40, Accra, Ghana**

**Attn: Procurement Specialist**

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