

Embassy of Ghana

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REQUEST FOR PROPOSALS

Date of Issue: 13th August, 2018. RFP No.: MAD/GEN/33

1. The Embassy of the Republic of Ghana in Madrid, Spain, is soliciting proposals from interested qualified individuals, business agencies or institutions to **establish an ONLINE Consular Management System**. Interested vendors may obtain copies of specifications by contacting the Office of the Head of Chancery, at the address above.
2. The Offeror acknowledges that the submission of a proposal provides the Embassy of Ghana, Madrid, the right to inspect at a reasonable time the part of the plant or place of business of a contractor or subcontractor which is related to the performance of any contract awarded by the Embassy. Failure to allow inspection may result in the rejection of the proposal/offer.
3. The successful bidder must comply with the local business laws and shall be subject to applicable Republic of Ghana /Spain/European Union laws, taxes and fees. **Proposals must be submitted in 4 copies (1 original and 3 copies) and must be enclosed in an envelope and addressed to the above address with the Reference number indicated on the envelope.** The proposal must be inclusive of all charges and fees with a detailed breakdown of same attached. It should also bear the name and contact details of the authorised official or agent of the company submitting the proposal.

4. In addition to the hard copies of the proposal, **one complete and exact copy** of the entire proposal on CD-ROM or Flash Drive in Microsoft Office or Microsoft Office compatible format or PDF format shall also be submitted.
5. The electronic copy **must be a mirror image** of the hard copy. The Embassy of Ghana must receive proposals by 1700 hours **(Spanish/C.E.T) on 31st August, 2018** which is the closing date of this RFP.
6. This is an open competitive tender and proposals received after the closing date of this RFP may not be considered.

Albert Kan Dapaah Jnr.

Head of Chancery

Embassy of the Republic of Ghana, Madrid

A. BACKGROUND OF GHANA EMBASSY, SPAIN – HISTORY, CLIENTS, PARTNERS, ETC.

- (i). The Embassy of the Republic of Ghana to the Kingdom of Spain was opened in 2005 to represent the interests of Ghana, Ghanaians in Spain and to work directly with the Government of Spain to improve its relations with Ghana.
- (ii). The Consular Management System is expected to serve the staff of the Mission and its clientele.

B. OBJECTIVE

Our primary objective is to create a Consular Management System that enables all consular applicants to easily fill in and submit application forms anytime they want to apply. In keeping with this objective, the following outcomes are envisioned:

- (i). To maximize the use of web-based technologies
- (ii). To increase the use of the web-based consular application system.
- (iii). To strengthen the Mission's relationship with consular applicants.
- (iv). To improve business efficiency.

C. PURPOSE AND DESCRIPTION

- (i). The Ghana Mission in Spain has need of an efficient Consular Application system that reflects the vision and mission of the Embassy and incorporates the latest web technology. The system must be easy to use and be of comparable standard with others available and in use by other Embassies.
- (ii). It should also be accessible by all consular clients who need to apply for any kind of documentation from the Mission or to register as Ghanaian nationals. Additionally, It should be very intuitive to use and allow for the great disparities in capabilities of the various users.

D. SPECIFICATIONS

Organizational Profile of bidding company

- (i). Company/Organization name.
- (ii). Company/Organization headquarters and mailing address.
- (iii). Company/Organization headquarters telephone number, including country code.
- (iv). Organizational chart of Company/Organization.
- (v). Name of parent company (if any) and the name of affiliations or subsidiaries (if any).
- (vi). (a) Contact person for the RFP with name, designation, postal address, email address, Telephone number, Including mobile number (b) Additional contact person with similar details
- (vii). Website link of the Bidding Company giving details of the activities of the company including outsourcing activities
- (viii). Number of years of experience in the field or any other activities under which the company has become eligible to take part in the tender process.
- (ix). List of proposed Key personnel to be involved in the project; must include detailed CV/Resumes and information on similar previous projects.

E. REFERENCES

- (i). Name of the referral Company/organization with Postal, Email address, Telephone No. and website link
- (ii). Field of activity of the referral company/organization
- (iii). Name of the contact person, designation, email address and telephone number of the referral company/organization
- (iv). Number of years of association of the Bidding Company with the referral Company/ organization

- (v). The references may be advised that the Embassy may contact them for any verification.

F. MINIMUM CRITERIA

Any interested vendor shall be pre-qualified in order to be deemed eligible to bid. Vendors must certify by having their authorized representative acknowledge by affixing their initials next to each statement below.

1. _____The Bidding Company and its subsidiaries are not allowed to bid separately for the same tender.
2. _____The bidders shall not at any time make any public statements in relation to this RFP or any proposal without obtaining prior written approval from the Procurement Officer. Requests for further information must be in writing and be sent to the contact person mentioned in this document.
3. _____In submitting a proposal to this RFP, the bidder will be deemed to have understood this RFP, obtained all requisite information and verified the correctness of any information to be relied upon, as may be necessary to prepare the proposal.
4. _____The Bidding Company must provide documentation to show that it has personnel of adequate qualifications for key positions in the project. CVs/Resumes of proposed key personnel and their experience record must be provided.
5. _____The Bidding Company must certify that the company and its subsidiaries/partners are not involved in any unlawful or illegal activity.
6. _____The Bidding Company must certify that it has not been convicted for, or involved in, bribery, corruption or fraud.

G. DESCRIPTION

The Embassy requires a vendor who has prior experience in the design of consular application systems to:

- (i). Work with the client to create a flexible, easy to use system that would be intuitive for the use of all consular and visa applicants.
- (ii). The system must include a passport application system, visa application system, and a diaspora registration system that can be linked to the passport application system as further proof of identification.
- (iii). The system should be designed in a user-friendly way that enables it to keep and direct information to the needed officials.
- (iv). Develop a web-based, data driven administrative tool that allows key consular personnel to easily analyse data and bring out reports as needed.
- (v). Protection and access control to the data should be guaranteed, in line with Ghanaian and European Union laws and regulations.
- (vi). The system must be capable of being modified as and when consular demands on reporting or analysis changes.

H. SCOPE OF WORK AND GUIDELINES

The scope of this project is to develop a consular and visa application as well as a diaspora registration system that will be linked to the Ghana Embassy's website. It should be incorporated with a stop list system and must grant access to Consular officials for processing applications and generating reports, using the back-end of the application system.

I. MAJOR TECHNICAL SYSTEM FUNCTIONS

The Consular Management System must be capable of:

- (i). Receiving visa, passports and consular applications online
- (ii). uploading passport-sized photographs of Applicants

- (iii). Receiving payment by major credit and debit cards
- (iv). Printing Visas and receipts
- (v). Collecting appropriate information on to a database
- (vi). Generating reports and specific queries
- (vii). Integrating Data with key/relevant Government Agencies
- (viii). Allowing visa exceptions (by country or profession) or on the authority of Consular officials
- (ix). Stopping/detecting persons of interest, utilising a Stop List system (By name, image, Passport no. etc.) which will be updated as and when necessary.
- (x). Receiving both visa and passport application forms online
- (xi). Verifying Paid applications
- (xii). Tracking of multiple applications of visas and passports
- (xiii). Allowing detection of multiple applications by same person by utilising facial recognition and other biometrics and data
- (xiv). Processing applications remotely
- (xv). Clear definition and management of user security (user rights, privileges and access controls)

J. ADDITIONAL COMPONENTS

- (i). Work with the client to transfer substantial data already acquired to new system.
- (ii). The application forms on the system should conform to Government of Ghana standards currently in use.
- (iii). Each page of the form should have the Ghana government logo prominently displayed on it, as needed and should have a common look and feel.

- (iv). The use of Government of Ghana logos, fonts and layout should be consistent throughout the system.
- (v). The application system should be easy to navigate. Information should be grouped and presented in a logical manner and that will make the user find the desired information easily.
- (vi). Provide necessary software and licenses to maintain the system internally and externally
- (vii). Provide search capabilities using key words or phrasing that will identify content throughout the site.
- (viii). Provide data management and analytics capabilities

K. **CLIENTELE**

- (i). Visa applicants
- (ii). Passport applicants
- (iii). Diplomats
- (iv). Governments/Government Officials
- (v). Ghanaian community members
- (vi). Members of the general public
- (vii). Employees of the Ghana Embassy, Madrid
- (viii). Students
- (ix). Investors
- (x). Press
- (xi). Policy makers etc.
- (xii). General public

L. TRAINING

The successful bidder would be required to provide training sessions for all consular staff on the use of the system.

M. COST PROPOSAL

The bidder should present the cost proposal on a separate document from the proposal. If a specific payment schedule is required, it must be indicated. Such a payment schedule cannot be guaranteed and shall be at the discretion of the Mission.

N. A RECEIVED PROPOSAL SHALL CONTAIN THE FOLLOWING:

- (i). Information on Company/Organization and relevant experience (Section
- (ii). Information on previous successful database implementation projects (Section B)
- (iii). Bio-Data of person or persons who will perform the required service (Section C)
- (iv). Pricing: Fee proposal and payment schedule requested (Section D)
- (v). A detailed plan and schedule for accomplishment of the above task

O. RFP TIMELINE:

- Bidding Period – 13th August, 2018 – 31st August, 2018
- All Enquiries and Clarification shall be received by the Embassy of Ghana no later than 5pm (C.E.T) – 20th August, 2018.

- Enquiries/requests for additional information shall be directed to administration@ghanaembassypain.com for the attention of the Head of Chancery.
- Potential finalist interviews/demonstrations: If necessary, the Procurement Officer will notify vendors for additional information and/or discussions. However, it is required that proposals shall be inclusive of any and all information needed for the Mission to make a determination on the best proposal.