

SPECIFIC PROCUREMENT NOTICE

REQUEST FOR EXPRESSION OF INTEREST

ENGAGEMENT OF MANAGEMENT INFORMATION SYSTEMS SPECIALIST (MIS) AND SENIOR SOFTWARE DEVELOPER

PROJECT IMPLEMENTATION SUPPORT PERSONNEL SELECTION

GOVERNMENT OF GHANA

MINISTRY OF GENDER, CHILDREN AND SOCIAL PROTECTION (MOGCSP)

GHANA PRODUCTIVE SAFETY NET PROJECT 2 (GPSNP 2)

IDA Credit No.: IDA-68590

1.0 BACKGROUND

To enhance the coordination and delivery of effective and efficient social protection services to the citizenry, the Government of Ghana in collaboration with the World Bank is implementing the Ghana Productive Safety Net Project (GPSNP 2). The GPSNP 2 seeks to, among other things, strengthen Ghana's social protection systems to facilitate the provision of tailored support to the poorest households.

The GPSNP 2 ultimately seeks to expand and enhance social safety nets that improve the incomes and productivity of the poor in Ghana. The GPSNP 2 is aligned with the objectives of the National Social Protection Policy and the Coordinated Programme of Economic and Social Development Policies.

The government of Ghana with support from development partners and key stakeholders have therefore continually put in place systems and leverage ICT infrastructure to provide seamless social protection services to the poor and vulnerable. These systems are largely dependent on each other and require optimal functioning, regular maintenance, necessary updates and upgrades, and diverse levels of integration and interoperability to meet the dynamic trends and needs in the social protection delivery chain.

The government therefore aims at consolidating the gains in the social protection sector by strengthening individual program delivery systems and further consolidating the building blocks of SP systems as well as enhancing and integrating these processes into a functional and coordinated SP system across all levels (i.e., national to community) of implementation.

The Ghana School Feeding Program (GSFP), a pivotal initiative of the Comprehensive Africa Agricultural Development Program (CAADP) Pillar 3, was launched in 2005. Its mandate is to enhance food security and reduce hunger, aligning with the UN Sustainable Development Goals (SDGs) goals one and two (formerly Millennium Development Goals (MDGs) on hunger, poverty, and malnutrition). This program, which you could be a part of, is a significant step towards a hunger-free future.

The need for the Ghana School Feeding Programme to mitigate its challenges, including addressing its public image, strengthening financial management, human resource capacity, procurement governance, monitoring and evaluation, and social accountability, have become necessary.

To realize the above, therefore requires consultants who have expertise in Management Information Systems and software development. The Ministry is therefore recruiting to fill the vacancies of MIS Specialist and Senior Software Developer.

1. MIS SPECIALIST

2.0 OBJECTIVE OF ASSIGNMENT

Towards the streamlining and operationalization of an effective Management Information System (MIS) for delivering social protection services to the poor and vulnerable in the country, the Ministry of Gender, Children and Social Protection (MoGCSP) is seeking to engage the services of a suitable candidate as MIS Specialist, who will be directly responsible for the Management Information Systems of the MoGCSP, and particularly in managing and providing technical backstopping to the various social protection management information systems of the Ministry as well as support the development and implementation of an integrated social protection information management system.

3.0 SCOPE OF THE ASSIGNMENT

The MIS Specialist has the overall responsibility for the effective and efficient design, development, and deployment of systems which include the Social Protection Monitoring, Evaluation and Management Information System (SP MEMIS), Ghana National Household Registry (GNHR), Livelihood Empowerment Against Poverty (LEAP), Single Window Citizen Engagement Service (SWCES) and the Ghana School Feeding Programme (GSFP). The candidate will lead an MIS team and specialized consultants, as needed.

The MIS Specialist will work with all the IT/MIS Team of the Ministry to streamline operations and ensure skills and knowledge transfer for the MIS team. The Candidate will also work very closely with the Head of the Information Technology (IT) unit, who oversees all the IT implementations of the MoGCSP including leading the design and development of new systems and supervising maintenance of existing software and hardware infrastructures. In the discharge of his/her duties, the MIS Specialist is expected to reside in Ghana and will report to the Directors for the Social Protection Directorate (SPD), Policy Planning Monitoring and Evaluation Directorate (PPMED) and Research Statistics and Information Management Directorate (RSIMD) through the Head of the Project Coordination Unit.

4.0 KEY RESPONSIBILITIES

• Strategic Leadership:

- Define and implement the MIS technical vision, standards, and roadmap aligned with organizational objectives.
- Collaborate with stakeholders to identify and translate business needs into actionable technology solutions.
- Develop and manage MIS budgets, ensuring cost-effective and efficient resource utilization.

- Advice and assist in areas of software upgrade and system maintenance.

- **Solution Delivery & Project Management:**

- Oversee the end-to-end delivery of MIS projects, from requirements gathering to deployment and maintenance.
- Lead cross-functional teams to develop and implement functional specifications, statements of work, and project plans.
- Manage integration and interface development across various systems and tools.
- Ensure projects are completed on time, within budget, and meet quality standards.

- **Team Leadership & Development:**

- Manage and mentor a MIS team which includes Software Developers, Data Analyst, Database Administrator, Network Administrator, MoGCSP IT Officers etc., fostering a culture of collaboration and continuous improvement.
- Provide technical guidance and expertise to the team, ensuring adherence to best practices and industry standards.
- Build capacity within the team through training, knowledge sharing, and professional development opportunities.

- **Technical Expertise & Innovation:**

- Proficient in requirement analysis, system design, deployment and maintenance strategies
- Analyze existing business processes and systems to identify opportunities for optimization and automation.
- Stay abreast of emerging technologies and industry trends, evaluating their potential impact on the organization.
- Research and recommend innovative solutions to improve efficiency, productivity, and data-driven decision-making.

- **Systems & Data Management:**

- Design and maintain robust information systems architecture, ensuring scalability, security, and data integrity.
- Oversee the development and implementation of data protection processes and quality assurance measures.
- Monitor system performance and infrastructure, proactively addressing any issues or vulnerabilities.
- Ensure compliance with relevant laws, regulations, and industry standards.

- **Communication & Stakeholder Engagement:**

- Effectively communicate the MIS strategy and progress to stakeholders at all levels of the organization.
- Partner with business units to ensure seamless information flow and knowledge transfer.
- Foster strong relationships with external vendors and partners, optimizing collaboration and service delivery.

5.0 QUALIFICATIONS

- **Education**

- A bachelor's degree (a postgraduate degree is an added advantage) in a relevant field with 5 years of significant experience in the design and implementation of MISes.

- **Experience**

- Five (5) years of management experience leading, requirement analysis, the design, development, deployment and overseeing the entire product/software life cycle, scaling of software and hardware systems across an organisation.
- 5+ years of experience writing functional specifications, and providing direction to creative, usability, development and quality assurance stakeholders.
- Must have proven experience in System Analysis, Agile Development and SCRUM Project Management.
- Proven track record of successful implementation of complex MIS information systems within budget and timeline constraints.
- Experience in software development and implementation is required and will be an added advantage.
- Experience managing external software development teams and consultants.
- Experience with relevant technologies and platforms used in the software development industry.

- **Skills**

- Excellent communication and interpersonal skills, with the ability to effectively interact with technical and non-technical stakeholders at all levels.
- Strong leadership, decision-making, and problem-solving abilities.
- Proven project management and organizational skills, with the ability to manage multiple projects simultaneously.
- In-depth knowledge of industry best practices and trends in MIS and software development.
- Ability to quickly learn and adapt to new technologies and platforms.
- Experience with data analysis and reporting tools.
- ability to work with teams and in teams,
- have good negotiation skills,
- be innovative and
- have mastery skills in presentation.

2. SENIOR SOFTWARE DEVELOPER

1.0 OBJECTIVE OF ASSIGNMENT

This assignment aims to select a suitable candidate for the senior software developer position. The candidate should be able to lead the design, development, and maintenance of software solutions and ensure the integrity and security of all MIS systems.

2.0 SCOPE OF THE ASSIGNMENT

The scope of work includes, but is not limited to, the following:

- Take over the existing C# codebase and deploy the software on Linux and Windows on public and private cloud platforms.
- Debug, troubleshoot issues and refactor the existing code
- Develop new features and enhancements as required
- Design and develop APIs to integrate various Management Information Systems (MIS) tools across the MoGCSP
- Collaborate with the team to identify and prioritize project requirements
- Write clean, efficient, and well-documented code
- Participate in code reviews and contribute to the improvement of the overall code quality
- Troubleshoot and resolve issues with the application in production, staging, and training environments
- Lead the GSFP's MIS function, ensuring the integrity and security of all MIS systems
- Streamline procedures, automate operations, and carry out routine administrative duties
- Assist in developing an MIS policy and security policy
- Train users on MIS systems and ensure adoption
- Ensure backups and business continuity plans are in place according to the ISMS policy
- Deploy systems on AWS cloud and manage resources according to AWS pricing strategies
- Manage source code, and user manuals in collaboration with MIS Specialist and MoGCSP, IT Unit Head.
- Develop and maintain mobile Application for the GSFP system

3.0 QUALIFICATIONS

The candidate should have:

- Bachelor's/Master's degree or Diploma in Engineering, Computer Science (or equivalent experience)
- 5+ years of experience in C# development
- Proficiency in .NET Core, T-SQL, and PL/pgSQL programming (for PostgreSQL database)
- Expertise in deploying applications on both Windows and Linux platforms on Private or Public Cloud platform
- Strong knowledge of web servers (IIS and Apache) and databases (Microsoft SQL Server and PostgreSQL), front-end development frameworks, and Mobile Applications (USSD, Android, IOS).

- Strong understanding of Software Security
- Strong understanding of web development principles and RESTful APIs
- Experience with API design and development
- Familiarity with version control systems such as Git
- Strong problem-solving skills and attention to detail
- Ability to read and understand system design
- Excellent communication and collaboration skills
- Experience with Windows (IIS & Microsoft SQL Server) migration to Linux
- Experience with AWS cloud services and understanding of AWS pricing strategies
- Experience in leading MIS functions and developing MIS policies
- Familiarity with ISMS guidelines and business continuity planning.
- Good understanding of Agile Software Development Approach

DURATION

The assignments shall be for an initial period of twelve (12) months from the date of contract signature renewable subject to satisfactory performance.

EXPRESSION OF INTEREST

The Ministry of Gender, Children and Social Protection has received financing from the World Bank towards the cost of the Ghana Productive Safety Net Project 2 (GPSNP 2) and intends to apply part of the proceeds for consulting services.

The Ministry of Gender, Children and Social Protection (MoGCSP) now invites eligible Project Implementation Personnel to indicate their interest in providing the Services. Interested Consultants should provide information through their Curriculum Vitae and other means, demonstrating that they have the required qualifications and relevant experience to perform the assignment. The selection will be carried out through open competition among qualified shortlisted individuals and in accordance with Section VII paragraphs 7.32 of the World Bank's Procurement Regulations for IPF Borrowers (5th edition). The Consultants having the required experiences and competencies relevant to the various positions shall be assessed and compared using pass/fail.

Further information can be obtained at the address below during office hours (i. e. 8:00 am to 5:00 pm).

Expression of interest must be delivered in a written form to the address below in person or by mail and clearly marked "**Management Information Systems Specialist or Senior Software Developer for the Ghana School Feeding Programme- Ghana Productive Safety Net Project 2**" by **5:00 pm on Friday, 28th June, 2024.**

The address referred to above is:

The Chief Director

Ministry Of Gender, Children and Social Protection (New Office Complex near Ridge Church)

P. O. Box MBO 186

Ministries Accra, Ghana

Tel: 0595490910

Email: procurement@mogcsp.gov.gh

Website: www.mogcsp.gov.gh

Attention: Head, Procurement and Supply Chain Management Unit, Room 213, MoGCSP

Only short-listed individuals will be contacted.

NOTE

MoGCSP reserves the right not to hire for a position if it determines that a candidate suitable for the position (s) was not identified. For such an event the position (s) so affected will be re-advertised.