

Project: Business Integrity Initiative (BII) - Using Service Delivery Charters to Promote Business Integrity in Ghana

Activity: Capacity Needs Assessment

Terms of Reference for the Engagement of Consultant

1.0 Introduction/Background

Ghana Integrity Initiative (GII) and the Private Enterprises Federation (PEF) with funding support from the Department for International Development (DfID) is implementing a project titled: **Using Service Delivery Charters to Promote Business Integrity in Ghana**. The project is being implemented over a period of twelve (12) months (i.e. November 2019 – October 2020). The objective of the intervention is for more businesses to engage with public institutions on integrity issues.

2.0 Purpose/Objective

As part of the project implementation, GII and PEF are seeking the services of an experienced consultant to conduct a **Capacity Needs Assessment** for identified public institutions in Ghana. The intervention seeks to increase dialogue between the state/public entities responsible for providing services to the private sector on one hand and businesses in Ghana on the other hand on Service Delivery Charters. The results of the assessment will guide GII and PEF on advocacy themes to help address the identified challenges to ensure the enhancement of service by these institutions to the meet the expectations of the private sector.

The specific objectives of the assessment are:

- To identify existing gaps in Service Delivery Charters
- To elaborate on how these gaps affect transparent and accountable service delivery in Ghana
- To identify examples of international best practices of Service Delivery Charters for identified institutions and work with the respective institutions to develop same
- To draw up recommendations for institutional reform
- To conduct tailor-made trainings to respond to the specific needs of targeted staff of the identified institutions

3.0 Methodology

The details of the methodological approach are to be specified in the technical proposal of the consultant participating in the tender process. The following framework is to be considered:

- Review of existing documents, research studies and evaluations
- Inception report after signing contract with:
 - (i) overall outline of the study
 - (ii) results of the review
 - (iii) discussion of the institutions that are suitable for analysis (and reason for selection of institutions)
 - (iv) discussion of whether and how issues affecting business integrity can be addressed in the overall study.
- Examples may be drawn from cases where other institutions have embarked on reform programs with or without donor support.
- Questionnaire and interviews with key resource persons from identified institutions. Interviews can be undertaken over phone or at conferences/meetings, etc.
- The report shall be written in a concise manner, include a summary of 2 pages and contain concrete and highly operational recommendations. Recommendations must be advocacy oriented for actionable reforms. The total volume shall not exceed 40 pages plus annexes.
- Presentation of the main results of the study to the implementing partners (develop a power point presentation of 10-15 slides). The partners will be involved in the peer review of the study. After the presentation and the peer review of the draft study, comments should be included in the final version of the study.

4.0 Scope of Work/Terms of Reference

- Develop a research concept, outlining detailed proposed research methodology and workplan, target groups and key stakeholders for gaps analysis in the identified institutions.
- Undertake a comprehensive review of relevant documents and engagements (physical and over-the telephone interviews) with relevant institutions on international best practices.
- Develop relevant data collection tools, undertake data collection, data analysis and subsequently develop research report detailing challenges identified and policy recommendations to improve the situation. The consultant will also be required to review existing Service Delivery Charters for the respective agencies where available and develop new draft Charters where none exists.
- Undertake capacity needs assessment on the selected public institutions, develop training manuals for identified public institutions.
- Present draft report (s) and Service Delivery Charters to GII, PEF and relevant stakeholders for inputs at a validation meeting to be organised by GII and PEF.
- Incorporate inputs from validation process into the report (s) and Service Charters and

provide the final research report and Service Charters to GII and PEF.

- Develop policy briefs detailing the recommendations for further advocacy action by GII and PEF.
- Conduct training workshop for 2 representatives each of 10 targeted staff of identified institutions.
- Provide technical guidance to the identified public institutions on how to publish the developed Service Delivery Charters at points of service.
- Provide technical guidance to the identified public institutions on how to set up complaint units/corruption reporting mechanisms.
- Deliver a presentation at a workshop for Members of Parliamentary Select Committee on Trade, the Ministry of Trade and Industry, Attorney General and the Private Sector to share the need for an enactment on an omnibus bill to ensure the effective functioning of these agencies.
- The consultant should be willing and ready to participate in all meetings that will be organized under this project.

5.0 Expected Outputs

- Technical proposal developed
- Comprehensive research report on the gaps in the identified institutions and how these undermine transparent and accountable service delivery in Ghana
- Service Delivery Charters to guide the operations of these agencies in issuing certificates, licensing and permits to the private sector.
- One validation meeting organized and inputs from stakeholders documented
- Draft report (s) and Service Charters developed and presented to GII and PEF
- Final report developed on research findings and recommendations
- Final Service Charters developed in collaboration with the respective agencies.
- Training Manuals for identified institutions
- Training workshop held for targeted staff of identified institutions.

GII and PEF retain sole rights with respect to all distribution, dissemination, and publication of deliverables

6.0 Requirements

An expert who understands corruption related governance issues.

- Expert knowledge of good governance and anti-corruption in Ghana
- A minimum of five or more years of research experience
- Significant experience in undertaking similar research projects
- Be skilled in various research techniques (qualitative and quantitative)

- Ability to deliver high quality outputs in compliance with strict guidelines
- Understanding of corporate and commercial law and practice

7.0 Timeframe

The study shall start immediately after contracting. The total consulting days for this undertaking is **25 days**. Within this period, the consultant is to ensure completion of all deliverables.

8.0 Application

All interested and qualified applicants should apply by sending the following:

- A current Curriculum Vitae
- A technical proposal outlining with the research approach, detailed work plan and a budget for consideration.

Attention to:

**The Executive Director
Ghana Integrity Initiative
PMB CT 317
Cantonments, Accra**

Or via email to jobs@tighana.org

OR

By hand delivery at H/No 21 Abelenkpe Street, Abelenkpe, and Accra.

The Title/Subject on the envelope or e-mail should be **BUSINESS INTEGRITY INITIATIVE – CAPACITY NEEDS ASSESSMENT**.

The deadline for receipt of all applications is **Friday, March 20 2020**. Kindly note that only shortlisted applicants will be contacted.