



**THE GHANA
CHAMBER
OF MINES**

REQUEST FOR EXPRESSION OF INTEREST

The Ghana Chamber of Mines in collaboration with EPA Ghana is requesting for Expressions of Interest (EOI) from eligible, capable and suitably qualified companies or agencies for the provision of the following services in Ghana.

DESIGNING OF A

PERMIT APPLICATION TRACKING SYSTEM (PATS)

THE REQUEST IS TO HELP IN ENHANCING THE CURRENT ENVIRONMENTAL PERMITTING TRACKING SYSTEM.

Interested Companies or Agencies with experience and capacity in the provision or designing of a Permit Application Tracking System (PATS) or software are invited to submit a written Expression of Interest ("EOI"), including a brief profile of the company/group, highlighting their relevant experience and insurance certificates.

THE SCOPE OF SERVICES INCLUDE:

- Designing of a Permit Application Tracking System (PATS) or software that is transparent with clear timelines and accessible by all stakeholders to review the status of permit / approval application process;
- System should work via web browser/email so the users do not need special software and updates;
- Documents uploaded must be stored and cannot be altered/deleted (with the exception of system issues such like viruses, worms);
- For every entry made, there should be a 'receipt' by email to the customer responsible HOD at EPA;
- The system should be able to log and track the sequence of activities and submissions as well as formal interactions between the EPA and individual mining company during the entire permitting process from start to finish;
- The system should be interactive;
- The system should be able to meet at least the following criteria;
 - Ability to monitor permitting process;
 - Ability to track progress and flag delays;
 - Ability to query permit status at various levels – government, industry, company and site levels;
 - Management (which for example is the Ministry, Chamber) should be able to monitor performance and open issues;

THE POTENTIAL BIDDERS WILL BE REQUIRED TO DEMONSTRATE THAT THEY CAN MEET THE FOLLOWING MINIMUM CRITERIA:

- Capability and proven records of successfully providing such services;
- Veritable evidence of strong operational presence in Ghana;
- Proper maintenance practices as required to support identified services;
- Well defined management structure and veritable evidence of competency of employees;
- Appropriate technical and commercial support to provide continuous improvement services;
- Ability to meet response times associated with the priority assigned to the services;
- Ability to provide uninterrupted services;
- IEEE Membership or other certificates of Competence;
- ISO Certified Quality Assurance/Quality control systems;
- Robust, effective and proven security standards and procedures regarding IT and general cyber operations;
- Adherence to Ghana laws and requirements regarding IT and general cyber services;

Please express your interest in participating in the bidding process by submitting an e-mail as soon as possible to permit.tracker@ghanachamberofmines.org indicating the name of your company, contact person and cell-phone contact details. You should briefly submit details demonstrating that you are able to comply with the above minimum criteria.

**EXPRESSIONS OF INTEREST SHOULD BE SUBMITTED TO THE ABOVE
E-MAIL ADDRESS BY CLOSE OF BUSINESS ON 6TH DECEMBER, 2016**