
EUROPEAN FOREST INSTITUTE

TENDER SPECIFICATIONS

PROCUREMENT REFERENCE NUMBER (7-15.2-2022 EFITAP)

Development of Ghana FLEGT Portal Gateway software system

1. TERMS OF REFERENCE

1.1. Background

The Ghana-EU Voluntary Partnership Agreement (VPA) is in its final stages of implementation. Once the Ghana FLEGT licensing scheme becomes operational shipments from Ghana to the EU will arrive in the EU accompanied by a FLEGT license. This will require the EU FLEGT Competent Authorities (CA) to verify Ghana's FLEGT licenses.

In this regard it is essential that the necessary communication and information management infrastructure are in place to allow for efficient and timely verification of FLEGT licenses by EU FLEGT CAs.

Two communication and information sharing functionalities, not yet developed, have been identified as essential elements required to complement the Ghana Wood Tracking System (GWTS) for the effective operation of the Ghanaian FLEGT licensing scheme:

- i) **Communications Gateway functionality.** This functionality will enable the GWTS to grant the EU FLEGT CAs access to Ghana's FLEGT licensing information and includes an Electronic Data Interchange (EDI) Protocol that will effectible 'push'/' transmit' information into the EU FLEGT-IT system. Once developed and implemented the functionality will:
 - o reduce risks associated with book-keeping errors, as well as clerical mistakes in drafting, issuing, cancelling, or processing forms and licenses;
 - o improve control and cross-checking of licenses and changes therein;
 - o improve EU-Ghana coordination, which is smoother and more transparent;
 - o reduce the workload for both parties, while maintaining accountability; and
 - o ensure the ability to conduct real-time (or ex-post) data reconciliation between information in the GWTS system and that contained in the FLEGT license received in the EU.
- ii) **Portal functionality.** This functionality will enable the GWTS to receive, process and handle online licensing queries. It will allow the EU FLEGT CAs to request and receive information on the validity and authenticity of FLEGT licenses in a controlled manner directly from Ghana's Licensing Authority. The exchanges between the systems will be managed through mutually agreed standards including the use of set types of validity/authenticity queries, corresponding standard responses/ activities, timelines for responding, clear responsibilities, maintained FAQs and joint reporting.

The above functionalities are yet to be implemented as part of the current GWTS. The EFI Technical Assistance Project (EFITAP) in Ghana, funded by the Forest Governance, Markets and Climate (FGMC) Programme of the UK's Foreign, Commonwealth and Development Office (FCDO), is seeking the services of a software service provider (contractor) to provide the necessary software development upgrades to GWTS that will establish the above functionalities and equip the GWTS with the necessary tools that enable the EU FLEGT CAs and Ghana's FLEGT Licensing Authority to exchange the required information to ensure the timely and efficient validation and verification of Ghana's FLEGT licenses.

1.2. Ghana – EU FLEGT Licensing requirements

The effective operation of the Ghana FLEGT Licensing system requires an *electronic license transfer functionality* between GWTS and EU FLEG-IT system as well an *effective electronic communication protocol* between Ghana's FLEGT Licensing Authority and the EU FLEGT CAs. Communication exchanges between the systems will deal with aspects such as requests between the parties, clarifications as well as the management of issues and problems arising.

The **electronic license transfer functionality**, once developed, must be capable of implementing use cases such as:

- Issuance of License to the EU FLEG-IT system,

- Updating of License information to the EU FLEG-IT system,
- Cancellation of Licenses on the EU FLEG-IT system, and the
- Handling of return codes and other notifications received from EU-FLEG IT system.

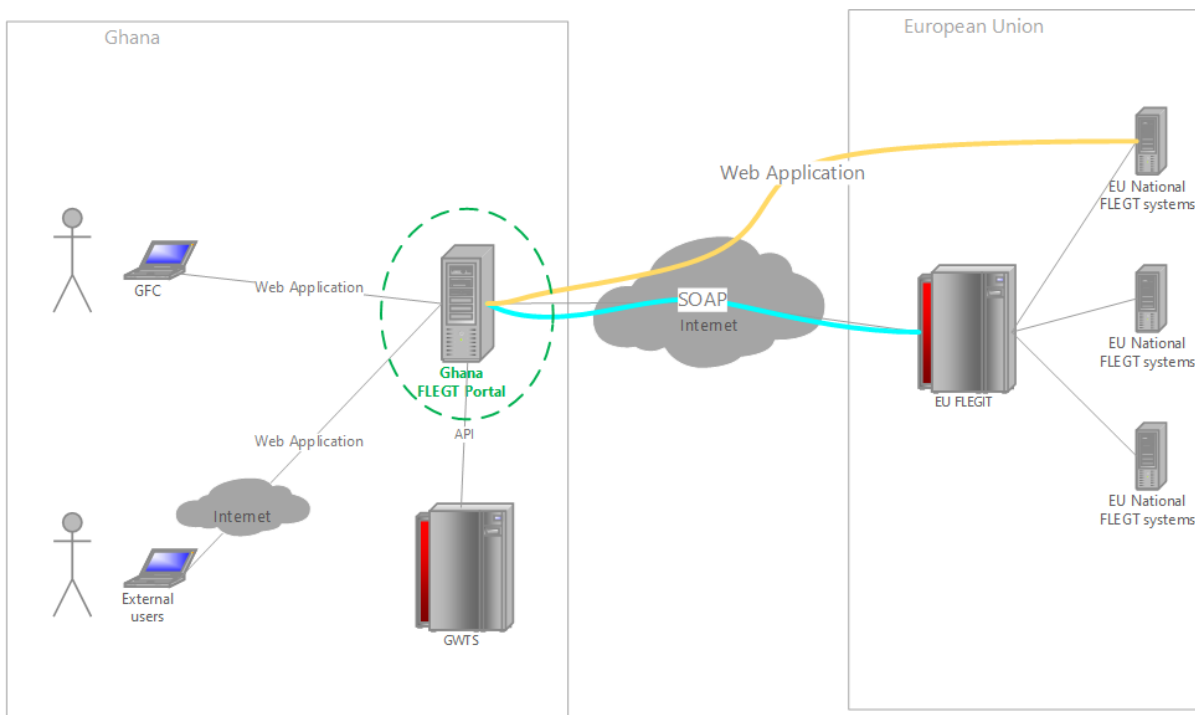
The **communication portal**, once developed, must be capable of implementing aspects such as:

- An agreed issue classification scheme (e.g., *HS CODE mismatch, volume mismatch, weight mismatch, mismatch with other shipment and transport documents*);
- Standardized queries from EU FLEGT Competent Authorities on the authenticity and validity of the FLEGT License, with the possibility to expand the set of standardised queries by adding new ones;
- Standardized responses from Ghana’s FLEGT Licensing Authority on the authenticity and validity of the License, with the possibility to expand the set of standardised responses by adding new ones;
- Agreed timelines for responding;
- Maintained frequently asked questions (FAQs); and
- Standardized reporting template of licensing issues (e.g. types and number of queries raised, number resolved, etc).
- Querying, online viewing and downloading electronic copies of issued FLEGT Licenses

The **portal management functionality**, once developed, will address the following aspects:

- User management,
- User Role management,
- Access rights management,
- Password management, and
- Security.

High-level System Architecture and Scope



1.3. The objective

The objective of this assignment is to **develop and operationalize a functioning and secure Ghana FLEGT Portal Gateway** system that allows:

- i) Interfacing with Ghana Wood Tracking System (GWTS) system using Web Services technologies.
- ii) Interfacing with, and relaying Ghanaian FLEGT License data to the EU FLEG-IT system using a specific communication protocol based on Web Services.
- iii) Managing communication between Ghana's FLEGT Licensing Authority and EU FLEGT Competent Authorities.
- iv) Querying, online viewing and downloading electronic (PDF) copies of issued FLEGT Licenses.
- v) Managing users, roles and access rights in the portal system.
- vi) Enforcing adequate cyber security controls that must be implemented throughout the system.

The contractor will develop the portal gateway solution in accordance with the interface specifications (in 1.2). A documented test plan, describing the testing scope, resources and schedule of the testing plan will also be developed by the contractor and agreed to by a technical team that will be established by EFITAP.

1.4. Scope of the work and deliverables

1.4.a. Scope of the work:

- Participation in meetings.

The contractor will participate in all physical and virtual meetings required for the successful development, installation, operation and **transfer** of the Communications Gateway Portal which may include:

- o Inception meeting on the scope of the work and development of a work plan for the timely development of the work, and
- o Any other technical or other meetings required for the successful delivery of the work and the timely completion of the assignment.

- Development of a detailed Work Plan.

The contractor will develop a detailed work plan and submit it for approval by the GFC and EFI which will cover:

- o Goals and completion criteria
- o Stakeholders, Roles and responsibilities
- o Description of deliverables
- o Schedule
 - o Inception
 - o Specification
 - o Implementation
 - o Integration
 - o Piloting
 - o User Acceptance Testing
 - o Commissioning
 - o Training
- o Issues and risks, risk mitigation plan
- o Communication plan

- **Development of a Communications Gateway Portal.**

The contractor will, working in close coordination with the Ghana Forestry Commission (GFC) and the EFI in respect of the requirements and functionalities of the gateway, develop a Communications Gateway Portal that is acceptable to both Ghana's FLEGT Licensing Authority and EU Competent Authorities. The system developed must interface with the existing GWTS and EU FLEG-IT systems as well as capable of implementing adequate cyber security controls for the system.

- **Develop required technical documentation**

The contractor will document any, and all technical requirements associated with the Communications Gateway Portal and its integration with existing systems.

- **Develop end-user guide and administration guide documentation**

The contractor will develop user manuals in English language for system administration as well as user manuals for end users. Separate end-user manuals must be created for distinct user groups including Ghana Forestry Commission, and Foreign Competent Authorities as the available functionalities differ between the user groups.

- **Conduct the required User Acceptance Testing (UAT).**

The contractor is required to arrange and conduct UAT testing and training as per the approved UAT plan as well as implement the required 'bug fixing' that may have been identified during testing. It is anticipated that the staff from the Timber Industry Development Division (TIDD) and the Timber Validation Department (TVD) of the Ghana Forestry Commission along with representatives of the EU FLEG-IT Team, and the EU FLEGT Competent Authorities will conduct the testing of the developed Portal Gateway solution.

The contractor will develop UAT plan, cooperating closely and incorporating input from the staff of above mentioned departments and organizations.

- **Develop required training material and conduct necessary user training.**

The software services provider is required to develop a portal training manual and provide training to GFC staff in the use, maintenance and troubleshooting of the developed, delivered and deployed system.

- **Complete deployment of the portal and its interfacing with the existing GWTS.**

Following the acceptance testing and fixing the identified deficiencies, the contractor will complete a full deployment of the portal and its interfacing with the existing GWTS. This includes but is not limited to installing the system on a computing platform appointed by GFC, establishing secure communication channel to EU-FLEG-IT system from the installed system (Requesting appropriate firewall openings as necessary, installing relevant certificates etc).

- **Detailing 3rd party software licence requirements.**

The system must be capable to be hosted both in a virtualized environment by Ghana Forestry Commission in their data center or in the cloud environment chosen by GFC at the time of deployment. The tenderer is required to detail any necessary 3rd party software licenses required for the system to be operational (the use of open-source components is strongly encouraged).

- **Final beneficiary .**

The final beneficiary of the system is the Ghana Forestry Commission, who will assume full ownership of it once developed, delivered, tested and found to comply with the technical specifications established in the contract.

- **Warranty and maintenance services**

The contractor will provide, at a minimum, a 1 year warranty period to be exercised by the GFC that covers the software system (including development components) that will be effective from the date of final acceptance of the new configuration. In addition, after this period, the contractor will provide the necessary maintenance services required for the normal operation of the system.

1.4.b. Deliverables and timetable

The assignment will be carried out preferably between June and October 2022 and in any case must be completed by 30 of November 2022 with the exception of the warranty and maintenance/support service.

The contractor will submit the following deliverable within the time frame established above:

- Inception report (one month after enforcement of the contract)
- Technical specification, including specification of required 3rd party software licenses.
- Communications Gateway Portal Software system, developed, tested and deployed
- Test plan and Test reports.
- Training plan and training report.
- Administration- and end-user guides
- Maintenance and support services

1.5. Costs

The tenderer is invited to present a financial offer, which should include, separately to the experts' fees, reimbursable costs for covering development and trainings (licenses fees, travels, visas, per diems and accommodation).

1.6. Clarification/ Information session.

A 2 hours clarification meeting will be held virtually on Wednesday 1st of June 2022, 14.00 CEST, UTC +2 using Zoom Video conferencing environment to answer any questions on the tender dossier which have been sent to EFI ¹in writing prior to the meeting or which are raised at the meeting.

Join Zoom Meeting

<https://us02web.zoom.us/j/87989332838>

Meeting ID: 879 8933 2838

Dial by your location

- +1 669 900 6833 US (San Jose)
- +1 929 205 6099 US (New York)
- +1 253 215 8782 US (Tacoma)

¹ to the following Email address ipf.procurement@efi.int using the reference of the tender 7-15.2-2022 EFITAP

+1 301 715 8592 US (Washington DC)
+1 312 626 6799 US (Chicago)
+1 346 248 7799 US (Houston)
+49 695 050 2596 Germany
+49 69 7104 9922 Germany
+49 69 3807 9883 Germany
+49 69 3807 9884 Germany
+49 69 5050 0951 Germany
+49 69 5050 0952 Germany
+34 91 787 0058 Spain
+34 917 873 431 Spain
+34 84 368 5025 Spain
+32 2 788 0172 Belgium
+32 2 788 0173 Belgium
+32 1579 5132 Belgium
+32 2 290 9360 Belgium
+32 2 585 5574 Belgium
+32 2 588 4188 Belgium
+358 9 4245 1488 Finland
+358 9 7252 2471 Finland
+358 3 4109 2129 Finland
+33 1 7095 0103 France
+33 1 7095 0350 France
+33 1 8699 5831 France
+33 1 7037 2246 France
+33 1 7037 9729 France
+81 3 4579 0545 Japan
+81 363 628 317 Japan
+81 3 4578 1488 Japan
+81 3 4579 0432 Japan
+60 3 7724 4080 Malaysia
+60 3 9212 1727 Malaysia
+60 3 3099 2229 Malaysia
+60 3 7724 4079 Malaysia
+27 87 550 3946 South Africa
+27 87 551 7702 South Africa
+27 21 426 8190 South Africa
+27 21 426 8191 South Africa
+44 330 088 5830 United Kingdom
+44 131 460 1196 United Kingdom
+44 203 481 5237 United Kingdom
+44 203 481 5240 United Kingdom
+44 203 901 7895 United Kingdom
+44 208 080 6591 United Kingdom
+44 208 080 6592 United Kingdom

Meeting ID: 879 8933 2838

Find your local number: <https://us02web.zoom.us/j/kdp3UwpZX2>

Join by Skype for Business

<https://us02web.zoom.us/j/87989332838>

Non-appropriate behaviour in the meeting (as decided by EFI) will lead to removal from the session.

Minutes will be taken during the meeting and these will be published — together with any clarifications in response to written requests which are not addressed during the meeting — on [EFI website](#)².

The interface and system specifications of the FLEGT Portal and EU-FLEG-IT EDI protocol specification and GWTS FLEGT API documentation will be further discussed with the prospective tenderers during that meeting.

No further clarification will be provided after the date of the information session as referenced above. All the costs of attending this meeting will be borne by the attendees. No visits to the Ghana Forestry Commission by individual prospective tenderers will be organised or allowed.

² <https://efi.int/tenders/2022-7>

2. TENDER DOCUMENTATION

2.1. Administrative Documentation

The tender shall include the following documentation, properly filled out and signed:

- Cover letter (Annex 1)
- Identification form (Annex 2) including supporting documentation
- Bank identification form (Annex 2a)
- Declaration on Exclusion Criteria and Absence of Conflict of Interest (Annex 3)
- Nomination of Experts form (Annex 4)
- Minimum criteria declaration (Annex 5)

The consortium agreement (Annex 6) shall be included, properly filled out and signed, if the tender is submitted jointly by a consortium of economic operators. The consortium agreement (Annex 6) shall not be included if the tender is submitted by a single Tenderer proposing subcontracting of tasks.

2.2. Technical Proposal

In order to evaluate the tender against the minimum criteria and the award criteria A.I. – A.II in section 3.1. and 3.2., the Tenderer shall submit a technical proposal consisting only of the following elements:

1) A nomination of the following Experts to carry out the tasks in the Terms of Reference:

- **A team of IT experts**

The Technical Proposal shall include CV's of the nominated Experts.

The Tenderer shall be able to certify the information contained in the CV's for the nominated Experts at EFI's request.

The CV shall have all the information as in the EuroPass CV
<https://europass.cedefop.europa.eu/documents/curriculum-vitae>

The Tenderer can use the EuroPass CV template or its own CV template.

2) A description of no more than **four (4) pages**, making reference to the **Terms of Reference** and the **previous experience of the Experts** showcasing understanding of the aims and the context of the tasks and addressing the following topics:

- The problems and challenges to be addressed by the assignment and their importance
- The identified risks and challenges for the completion of the service

3) A presentation of no more than **eight (8) pages** on the Tenderer's methodology for the assignment – building upon the **Terms of Reference** and the **experience of the Experts** – addressing the following elements under separate headings:

- The technical approach adopted to address identified problems and challenges being addressed
- The Methodologies for carrying out the activities and obtaining the expected outputs, and the degree of detail of such outputs highlighting the compatibility of those methodologies with the proposed approach.

- A detailed Work Plan including the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports/and deliverables
- Organization and Staffing with the structure and composition of the team of experts, the main disciplines of the assignment, the experts responsibilities and their respective time allocation, and proposed technical and support staff.

2.3. Financial Proposal

The Tenderer shall submit a financial proposal, which shall be completed by using the form in annex 7 and by following the instructions therein.

The full general conditions applicable to the payment of fees and per diem as well as the reimbursement of costs can be found in annex 8 (model contract).

3. EVALUATION OF TENDERS AND AWARD OF THE CONTRACT

3.1 Minimum Criteria

The **Tenderer** nominated must meet the following criteria:

N°	Criteria description
M.I.	At least 3 previous assignments with similar scope (delivering software development and implementing and deploying software in the field) engaged either individually as distinct corporate entities or jointly as members of an association or consortium of corporate entities in the last five (5) years.

The **Experts** nominated must collectively meet the following criteria:

N°	Criteria description
M.II.	Software development experience in Forestry Sector, or related information management systems in the last five (5) years.
M.III.	Direct working experience in training of end user for deployed software system during the last five (5) years.
M.IV.	Strong writing, data analysis, management and organizational skills.
M.V.	Excellent communication and interpersonal skills and proven ability to communicate clearly about technical subjects.
M.VI.	Proficiency in English, meaning that the experts can understand, speak and write English as demanded with respect to all tasks covered by the Terms of Reference.

Tenders not fulfilling the minimum criteria will be rejected.

3.2 Award Criteria

Tenders which fulfil the minimum criteria will be evaluated using the following award criteria:

A. Technical component (maximum 75 points)		
N°	Award criteria	Max points
A.I.	Understanding of:	20
i.	The problems and challenges to be addressed by the assignment and their importance	10

ii.	The identified risks and challenges for the completion of the service in response to the ToRs	10
A.II.	Proposed methodology for the implementation of the tasks	55
i.	The technical approach adopted to address identified problems and challenges being addressed	15
ii.	The Methodologies for carrying out the activities and obtaining the expected outputs, and the degree of detail of such outputs highlighting the compatibility of those methodologies with the proposed approach.	15
iii.	A detailed Work Plan including the main activities of the assignment, their content and duration, phasing and interrelations, milestones (including interim approvals by the Client), and delivery dates of the reports/and deliverables	10
iv.	Organization and Staffing with the structure and composition of the team of experts, the main disciplines of the assignment, the experts responsibilities and their respective time allocation, and proposed technical and support staff.	15

The Technical component (TC) is calculated according to the following formula:

TC = A.I. + A.II.

Tenders must receive a score of more than half of the maximum Technical component to be considered qualitatively acceptable.

Tenders not considered qualitatively acceptable will not be considered further.

B. Financial component (maximum 25 points)

Tenders presenting a total financial proposal (Fo) superior to the maximum contract value of EUR seventy thousand (70.000) will not be considered further.

For tenders being considered, the Financial component (F) is calculated according to the following formula:

F = (Fmin / Fo) x 25

where

F_{min} is total sum in the tender in the evaluation with the lowest total financial proposal; and

F_o is the total sum in the financial proposal being considered.

C. Most economically advantageous tender

A combined score (CS) will be calculated according to the following formula:

$$CS = TC + F$$

The Tenderer with the highest combined score (CS) for Technical component (TC) and Financial component (F) will be awarded the Contract.

Where two or more tenders have an equal combined score the contract will be awarded according to the highest score for the financial component (F).

ANNEXES

Annex 1	Cover letter
Annex 2	Identification form
Annex 2a	Bank identification form
Annex 3	Declaration on exclusion criteria and absence conflict of interest
Annex 4	Nomination of Experts form
Annex 5	Minimum criteria declaration
Annex 6	Consortium agreement
Annex 7	Financial Proposal form
Annex 8	Model contract