**E-Transform Project**

<table>
<thead>
<tr>
<th>Project ID:</th>
<th>P144140</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country:</td>
<td>Ghana</td>
</tr>
<tr>
<td>MDB:</td>
<td>The World Bank</td>
</tr>
<tr>
<td>Total Project Cost:</td>
<td>$97 million</td>
</tr>
<tr>
<td>Status:</td>
<td>Active</td>
</tr>
<tr>
<td>Expected Project Completion Date:</td>
<td>October 2018</td>
</tr>
<tr>
<td>Expected Loan Closing Date:</td>
<td>June 2019</td>
</tr>
<tr>
<td>Borrower:</td>
<td>Ministry of Finance and Economic Planning</td>
</tr>
<tr>
<td>Implementing Agency:</td>
<td>Ministry of Communication</td>
</tr>
<tr>
<td>Lending Instruments / Financing Type:</td>
<td>Investment Project Financing</td>
</tr>
</tbody>
</table>

**Project Lifecycle:**

1: Identification  
2: Preparation  
3: Appraisal  
4: Approval  
5: Implementation  
6: Completion  

**Description:**

The objective of the e-Transform Project ("Project"), approved in October 2013 by The World Bank, is to improve the efficiency and coverage of government service delivery using information and communications technology ("ICT").

Project has the following four main components:

- Enabling environment for electronic government and business component (estimated cost: $15.5 million), which will support policies, laws, regulations, and institutional capacity building to stimulate supply and demand of electronic
services with the help of a transparent, secure, and open environment, and will include revisions to the existing laws and regulations as may be necessary.

- Support for upgrading national identification system and online verification services (estimated cost: $29.2 million), which will provide support to develop a robust national identification system based on international standards to help prepare Ghana for a modern e-commerce industry, improved e-government services and alleviate poverty.

- Scale up of applications to improve service delivery in priority sectors (estimated cost: $41.6 million) to support the use of ICT to improve quality and reach of services in the health and education sectors where the Government of Ghana is lagging in achieving the Millennium Development Goals (“MDG”), as well as to complete key e-applications currently being implemented under e-Ghana project.

- Project management (estimated cost: $7.1 million), which will support the implementation team in overall project coordination and management, and will provide communication, procurement, financial management, and monitoring and evaluation.

### Procurement Plans:

**Procurement of Products / Solutions**

1. **Contract Description**: Design, supply and installation for cloud storage system.  
   **Estimated cost**: $4.5 million  
   **Procurement Method**: International Competitive Bidding (“ICB”)

2. **Contract Description**: Mini data center for National Identification Authority.  
   **Estimated cost**: $1.5 million  
   **Procurement Method**: ICB

3. **Contract Description**: Supply / installation of an integrated system for data protection commission.  
   **Estimated cost**: $1 million  
   **Procurement Method**: ICB

4. **Contract Description**: Mobile registration / verification workstations.  
   **Estimated cost**: $6 million  
   **Procurement Method**: ICB

5. **Contract Description**: Upgrade of automated fingerprint identification system.  
   **Estimated cost**: $2.5 million  
   **Procurement Method**: ICB
**Procurement of Consulting Services**

6. **Contract Description:** Development of content for Open Government  
   **Estimated Cost:** $500,000  
   **Procurement Method:** Quality and Cost Based Selection (“QCBS”)

7. **Contract Description:** Impact assessment of digital switchover.  
   **Estimated Cost:** $300,000  
   **Procurement Method:** QCBS

8. **Contract Description:** Strategy and standards for consolidated digital identity and verification systems.  
   **Estimated Cost:** $300,000  
   **Procurement Method:** QCBS

9. **Contract Description:** Situational analysis and strategic plan for integrated e-health system in Ghana.  
   **Estimated Cost:** $1 million  
   **Procurement Method:** QCBS

**Additional Insights:**

- Ghana has been a pioneer in the African telecommunications sector reform, as one of the first countries in Africa to liberalize and deregulate the telecommunications market. The government is complementing private sector efforts with additional investments in communications infrastructure to address gaps, especially in the underserved parts of Ghana through the construction of a fiber optic broadband backbone infrastructure on the Eastern Corridor of Ghana.

- Despite these successes and the significant increase of low-priced Internet bandwidth, people of Ghana has not yet fully adopted ICT in their daily lives and in business operations. Today, Ghana has the potential to develop a knowledge-based economy and become a strategic destination for ICT-based business processes in the region.

- To achieve this, the country needs to create a critical mass of users for e-enabled services by promoting online local content, services and applications (for entertainment, agriculture, health, education, banking, taxes etc.) that are interesting, relevant and affordable to attract enough users (both individual and corporate) to pay for or use these services; and mobile payment systems that offer micro-transactions to facilitate easy payment for services done at scale.

- Digitizing data is also a critical step in making information-based services available online. Automated processes and information systems in Ghana, despite the early successes, are still at an early stage, and vast archives continue to be left in paper form, with citizens unable to access data electronically at their convenience.
Digitized information can go a long way to improve interoperability across government agencies, upgrade workflow, and achieve business continuity in government agencies by securely retaining important electronic records.

- Ghana recognized the importance of such digitization and Project is expected to put in place a robust IT architecture and interoperability framework to ensure that the processes and organizational structures in government are closely aligned to achieve greater efficiency, accountability, responsiveness and transparency.

### Additional Details:

#### Key Contacts

<table>
<thead>
<tr>
<th>Lending MDB Contact</th>
<th>Mavis A. Ampah</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Senior ICT Policy Specialist</td>
</tr>
<tr>
<td></td>
<td>Phone: 5337+4113</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:mampah1@worldbank.org">mampah1@worldbank.org</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Implementing Agency Contact</th>
<th>Kwaku Ofosu-Adarkwa</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Chief Director, Ministry of Communication</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:ofosuadarkwa@yahoo.co.uk">ofosuadarkwa@yahoo.co.uk</a> / <a href="mailto:kwaku.ofosu-adarkwa@moc.gov.gh">kwaku.ofosu-adarkwa@moc.gov.gh</a></td>
</tr>
</tbody>
</table>

#### Documents Available

- Implementation Status and Results Report (June 2014)
- Project Appraisal Document (September 2013)
- Integrated Safeguards Data Sheet (August 2013)
- Project Information Document (August 2013)
- Environmental Assessment (July 2013)