

## **PUBLIC SERVICES COMMISSION (PSC)**

### **REQUEST FOR EXPRESSION OF INTEREST PUBLIC SERVICE INNOVATION CHALLENGE GRANT IN SERVICE DELIVERY IN THE GHANA PUBLIC SERVICE**

The Public Services Commission (PSC), one of the implementing entities of the Public Sector Reform for Results Project (PSRRP) under the Office of the Senior Presidential Advisor, wishes to announce a Request for Expression of Interest from Central Management Agencies (CMAs) and Ministries, Departments and Agencies (MDAs) for the maiden edition of the Public Service Innovation Challenge Grant (PSICG).

The Challenge seeks to build a culture of innovation among institutions in the public sector of Ghana and provide an opportunity for the public sector to identify innovative approaches aimed at improving service delivery. For the first round of this Innovation Challenge, submissions will be sought from CMAs and Public Service Organisations (PSOs) under the oversight of PSC that focus on new ideas in specific focus areas to improve public service delivery. In the implementation phase, winners will be supported with an award grant to realize their dreams. The innovations selected are expected to be problem-solving innovations that will help make life easier or qualify as potential solutions for institutional inefficiencies.

In an effort to support the Central Management Agencies (CMAs) and Public Service Organisations (PSOs) to implement innovative reforms for improving public service delivery, the Commission is calling for the submission of proposals under specified areas listed in the attached Terms of Reference (TOR).

The detailed Terms of Reference (TOR) for this assignment is attached for your information and reference.

Expressions of interest (EoIs) can be submitted by soft (in PDF) via email address stated below or can be delivered in written form to the address below not later than **11:00am on March 20, 2024**.

Shortlisted applicants for the next phase of the challenge will be notified through e-mails.

For further information on PSICG application processes, please send a brief email to [edward.darah@psc.gov.gh](mailto:edward.darah@psc.gov.gh).

#### **EOI Submission Address:**

**Attn:** Dr. Nana Agyemang Frimpong

PIT Coordinator

Public Services Commission

Ministries, Accra

Email: [procurement.psrrp@gmail.com](mailto:procurement.psrrp@gmail.com)



**PUBLIC SERVICES COMMISSION (PSC)**

**PUBLIC SECTOR REFORM FOR RESULTS PROJECT (PSRRP)**

**~TERMS OF REFERENCE~**

**OPERATIONALIZATION OF THE INSTITUTION OF PUBLIC SERVICE  
INNOVATION CHALLENGE GRANT IN SERVICE DELIVERY IN THE GHANA  
PUBLIC SERVICE**

**MARCH 2024**

## 1.0 INTRODUCTION

The public sector plays a very significant role in modern economies. In the business sector, innovation can be a major source of growth in productivity, cost saving and improvement in service delivery. The need for the public sector to innovate is therefore increasingly seen as a critical factor for performance improvement.

The Project, Instituting the Public Service Innovation Challenge Grant (PSICG), seeks to build a culture of innovation among institutions in the public sector of Ghana and provide an opportunity for the public sector to identify innovative approaches aimed at improving service delivery. It is a Government of Ghana initiative with support from the World Bank and forms part of actions under the Public Sector Reform for Results Project (PSRRP) 2019-2023.

Innovation has been acknowledged as a key pillar in socio-economic development. One sure way of encouraging and building a culture of innovation in the Ghana Public Service is to Institute and operate a Public Service Innovation Challenge Grant for public service organizations (PSOs) from time to time. The PSC believes that implementing initiatives that reduce the cost, time taken for delivering a public service or the number of visits to be made by the service recipient will be an important step that can result in efficient service delivery in the Ghana Public Service. The PSICG provides an opportunity for PSOs to streamline service delivery using innovative approaches.

As part of the process under the activity, the PSC will call for submission of proposals from Central Management Agencies (CMAs) and Ministries, Departments and Agencies (MDAs) for the Public Sector Innovation Challenge, in line with ongoing efforts to support government institutions to adopt innovative reforms for improving public service delivery. For the first round of this Innovation Challenge, submissions will be sought from CMAs and PSOs under the oversight of PSC that focus on new ideas in the underlisted focus areas to improve public service delivery.

- Business Model Innovation (An innovation that allows PSOs to differentiate themselves from private entities by offering unique value propositions)
- Strategy Innovation (An innovation that guides decisions on how resources are to be used to meet an institution's objectives to deliver value and build competitive advantage)
- Product/Service Innovation (A Product innovation enhances the physical appearance and functionality of a product or develops new and unique products to improve the way of living, while service innovation is an intangible process that will provide clients/customers with value and improve their performance.
- Business Process/ workflow Innovation (An enhanced activity that assists in accomplishing a specific organizational goal)
- Technology Innovation (Enhanced product or process whose technological characteristics are significantly different from before)
- Productivity Innovation (An innovation that Optimizes what's already there and makes it more efficient)
- Organizational/People Innovation (A People-oriented innovation that enhances fairness, supportiveness, and respect for people)

## **2.0 CONTEXT**

Innovation has been a very critical factor in the socioeconomic transformation of nations. This is evidenced in notable market economies of Japan and China and the emerging African economies of South Africa, Egypt, and Kenya and does not need to be emphasized to make a difference in addressing a country's urgent development challenges. Modern innovation challenges are beneficial in developing solutions to tough issues by including diverse participants, resulting in various innovation-related impacts. Innovation may contribute to a country's prosperity, but to be innovative, the Public Service must have a confident attitude and mechanisms that allow it to be receptive to new ideas.

In pursuit of the above, the PSC, together with the Project Management Unit (PMU) of the PSRRP, contracted a consultant for various activities, including the:

1. Development of a Management Plan and criteria and monitoring Framework to measure the success of the Innovation Award.
2. Support the administration of the Award/Grant

The PSICG is to be managed by Project Steering and Technical Steering Committees. It will consist of the underlisted phases:

- Submission of Expression of Interest (EOIs)
- Evaluation of EOIs received.
- Submission Technical and Financial Proposals (RFPs)
- Evaluation of RFPs received
- Residential training for the shortlisted entries (boarding and lodging)
- Negotiations, Grant Approval and Contracting
- Grant Close-Out & Completion

### ***Expression of Interest:***

The Challenge targets at least two Hundred (200) applicants (CMAs and PSOs) to submit expressions of interest, from which at least 50 entries will progress to submit Technical and Financial Proposals at the next stage.

### ***Request for Technical and Financial Proposal:***

After evaluating the contesting Technical and Financial Proposals, twenty-five (25) pitchers will be selected as finalists for the implementation phase.

### ***Implementation:***

In the implementation phase, winners must be supported with the award grant to realize their dreams. The innovations selected are expected to be problem-solving innovations that will help make life easier or qualify as potential solutions for institutional inefficiencies.

## **3.0 CONCLUSION**

The PSICG is being implemented in line with the efficiency promotion mandate of PSC to spur quality service delivery in the Ghana Public Service.