

## PSGH Unified Digital Platform: ERP, Website & Mobile Apps with Practice-Group/Regional Sub-Portals

### 1) Background (Why this project matters)

The **Pharmaceutical Society of Ghana (PSGH)** is the professional association and umbrella body of all pharmacists in Ghana. The PSGH serves pharmacists across the country by supporting membership in continuous professional development (CPD), conferences, elections, welfare, jobs, advocacy, and the Ghana Pharmaceutical Journal. Today, many of these activities sit in different tools or manual processes, which makes work slower for members and the Secretariat.

**Goal:** Build one simple, modern system (ERP + Website + Mobile Apps) that brings everything together, is easy-to-use, and connects smoothly to the systems we already rely on.

### 2) Objectives (What we want the system to do)

1. **One home for everything:** Membership, dues, CPD, events/AGM, abstract submissions, elections, welfare, complaints/ethics, jobs, sponsors, and the Ghana Pharmaceutical Journal managed in one place.
2. **Sub-portals for our Practice, Interest groups & regions:** Each Practice and Interest group (e.g., Community, Hospital/Clinical, Industrial, Academic/Research, Lady Pharmacists, Early Career Pharmacists) and each regional branch gets its own “mini-site” inside the platform news, events, notices, files, polls, and member lists that are specific to that group/region.
3. **Easy access for members:** A clean website and mobile apps (Android/iOS) for payments, CPD, events, votes, ID, and updates.
4. **Digital Member ID:** Secure QR/barcode/NFC that proves “good standing” and speeds up event check-in.
5. **Secretariat control:** User-friendly admin tools for data, content, and reporting so PSGH can manage everything day-to-day.
6. **Integrations:** Smooth connections with Pharmacy Council/CPD, Ghana Co-operative Pharmacists Credit Union, Accounting software, and Banking/MoMo rails (with room to add more later).

### 3) Who will use this (Personas)

- **Everyday Pharmacist:** renews membership, pays dues via MoMo/online Banking, tracks CPD, registers for AGM, submits abstracts, reads the Journal, and follows practice & interest group/regional news in their sub-portal.

- **Practice-Group/Regional Officer:** posts updates, schedules meetings, manages local dues/events, runs polls, and views group-specific reports.
- **Secretariat Staff:** oversees membership, finance, approvals, complaints/ethics, Journal workflows, elections, reports, and integrations.
- **Public/Employers/Regulators:** verifies a pharmacist's status and accesses public information.

## 4) Scope of Work (What the vendor will build)

### A. Membership & Digital Identity

- Full member profiles (grade, practice group, region, committees, fellow/retiree).
- Status engine for “good standing” (configurable)
- Digital ID (QR/barcode) for quick verification & event access (with revoke/replace).

### B. Finance & Payments

- Dues, levies, invoices, receipts, refunds, payment reminders.
- Split remittances to practice groups/regions where applicable.
- Reconciliation tools and Excel/CSV exports.
- **Integrations:**
  - **Accounting software** (e.g., QuickBooks/Sage/Tally/Xero or local equivalent) for automated posting to the general ledger.
  - **Banking & MoMo** for online payments and settlement confirmation.

### C. Events, AGM & Abstract Submissions

- Event setup (sessions, fees), online registration, ticketing, and scan-in using IDs.
- **Abstract submission portal:**
  - Authors submit; reviewers assign scores and comments; authors see decisions.
  - Accepted abstracts can flow into the AGM site/programme and, if approved, into the Journal pipeline.
- **E-voting for elections:** eligibility rules, secure ballots, transparent tallies, and auditable reports.

### D. CPD & Professional Development

- Host CPD materials (courses, videos, readings) and track attendance/scores.
- Members can see CPD points to date and what's outstanding for renewal.
- Integration with Pharmacy Council/CPD (data exchange or reconciliation upload).

### E. Ghana Pharmaceutical Journal (GPJ)

- Online Journal portal: call-for-papers, author guidelines, submission, peer review, editorial decisions, production queue, DOI/metadata fields, and searchable archives.
- Link accepted abstracts/papers from the Events portal, where appropriate.
- Public reading access with member benefits (as defined by PSGH).

### F. Welfare & Ethics

- Welfare requests (forms, checks, approvals, disbursement tracking).
- Complaints & Ethics case management: intake, triage, panel assignment, decisions, and outcomes; secure records with audit trails.

## G. Jobs & Opportunities

- Employer posting, PSGH moderation, expiry dates, and member-status verification by employers.

## H. Communications & Sponsors

- Email/SMS/push notifications—target by group, region, or interest.
- Sponsor spaces (logos, partner pages, analytics on views/clicks).

## I. Practice-Group & Regional Sub-Portals (the “mini-sites”)

Each practice group and region will have its own area with:

- **Custom home page:** news, notices, upcoming events.
- **Member directory** (only members of that group/region can view).
- **Files & resources:** guidelines, templates, minutes.
- **Mini-events & CPD** sessions unique to that group/region.
- **Micro-polls & feedback** to quickly collect member views.
- **Committee/Officer tools:** publish updates; approve members who request to join (where relevant); send targeted messages.
- **Local reporting:** membership counts, dues collected, attendance, CPD participation.

## J. Reporting & Secretariat Database Management

- Dashboards for membership, finance, CPD, events, abstracts, Journal pipeline, welfare, complaints, and jobs.
- Export options (Excel/CSV/PDF) and scheduled email reports.
- **Admin Console** for the Secretariat: add/edit content, change fees, create forms, manage roles, and set “good-standing” rules all without coding.

## 5) Integrations (start now; add more later)

The platform should connect via secure APIs, webhooks, or file exchange to:

- **Pharmacy Council/CPD systems** (reconciliation or API where available).
- **Ghana Co-operative Pharmacists Credit Union** (membership/benefit flags, eligibility checks; optional bulk-purchase or welfare links).
- **Accounting Software** (automated journal posting, mapping of fee types).
- **Banking & MoMo** (payments, settlements, refunds/chargebacks).
- **Email/SMS/Push** providers.
- A documented **Integration Catalogue** so future connectors can be added easily.

## 6) Member Journeys (so success is obvious)

- **Renew & Register in 3 minutes:** Member opens the app → sees outstanding dues → pays by MoMo → instantly receives receipt and “good standing” badge → taps Events → registers for AGM.
- **Submit an Abstract:** Member completes the online form → receives a tracking number → reviewer feedback appears in the portal → if accepted, it flows into the AGM programme and (where applicable) the Journal queue.
- **Practice-Group Update:** Hospital/Clinical group secretary posts a notice and a CPD session → members get push/SMS → attendance is scanned on the day → CPD points reflect in members’ dashboards.
- **Employer Verifies a Pharmacist:** Employer enters the member’s ID/QR → sees name, status, and group (public verification—no private data).

## 7) Deliverables & High-Level Timeline

1. **Inception:** Workshops; refine scope; integration & data audit; success metrics agreed.
2. **Design:** User journeys, wireframes, visual style, data model, API plan; sub-portal templates for groups/regions.
3. **Build:** Core ERP, website, mobile apps; **sub-portals**; Finance/Payments; **Abstracts**; **Journal**; CPD; Elections; Jobs; Welfare; Communications; initial integrations (Accounting, CPD, Banking/MoMo, Cooperative Union).
4. **Pilot:** Pilot with feedback and fixes.
5. **Roll-out:** Nationwide launch; member comms; support “hyper-care”.
6. **Stabilization:** Training, documentation, handover, and improvement sprint.

## 8) Training & Change Management

- Live training for Secretariat, practice& interest group/region officers, and general members.
- Clear admin manuals; help-desk and in-app help.
- Communications plan before, during, and after launch.

## 9) Vendor Qualifications (must have)

- **10+ years** delivering IT solutions in Ghana.
- Proven **ERP** projects for **professional bodies/associations and regulators**.
- Evidence of **national-scale roll-outs** in both public and private sectors.
- Good standing with **Registrar-General**, **GRA** (tax compliance), SSNIT, and applicable data-protection registrations.
- Capability to deliver **web + mobile + ERP** together, with at least three relevant live references.

## 10) Evaluation Criteria

- Technical Proposal – 40%
- Relevant Experience & References – 20%
- Financial Proposal – 30%
- Delivery Timeline & Risk Plan – 10%

## 11) Data Protection, Security & Ownership

- Comply with Ghana Data Protection Act (2012) and good cybersecurity practice.
- Role-based access, audit logs, encrypted data in transit/at rest.
- PSGH owns its data and deliverables (vendor's pre-existing tools remain with vendor).
- Clear exit plan: data export in open formats (CSV/JSON/PDF) if needed.

## **12) What to include in your Proposal**

- Technical Proposal (how you'll deliver each module and the sub-portals).
- Financial Proposal
- Team Composition
- References
- Compliance Documents