

## **Consultant firm to develop demo Inclusive Instant Payment System (IIPS) platform**

### **Request for Proposals (RFP)**

#### **About AfricaNenda Foundation**

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AfricaNenda Foundation is an African-led team of experts committed to unlocking the potential of digital financial services for the financially excluded across the continent by accelerating the scale-up of Inclusive Instant Payment systems. AfricaNenda's approach is to provide public and private sector stakeholders with technical expertise and the capacity to reduce barriers to digital payments.

AfricaNenda's mission is to enable everyone in Africa to carry out seamless digital transactions and at a low cost wherever they are on the continent by 2030.

Visit our website for more information: [www.africanenda.org](http://www.africanenda.org)

#### **Project Background**

Payment systems serve as critical infrastructure in the financial ecosystem by enabling the secure and efficient transfer of funds between financial institutions, businesses, governments, and individuals. They form the backbone for the smooth functioning of financial markets, impacting overall economic performance and the stability of the financial system. Payment systems also play a central role in implementing monetary policy, facilitating credit extension, and supporting the economy.

For AfricaNenda, the development of payment systems, particularly retail payment systems, is essential to integrate underserved and non-served segments of the population into the formal financial sector across the continent, thereby contributing to broader financial inclusion goals and AfricaNenda's mission. Through this project, AfricaNenda aims to provide adopters of payment systems with a suite of tools that clearly outline the critical steps required for successful implementation and operation of retail payment systems. These tools will help clarify key considerations around use cases, processes, and operational procedures. A standalone demo platform will play a pivotal role by visually demonstrating these steps, addressing common gaps in understanding, and offering practical insights. Ultimately, such a platform will support deeper financial inclusion by enabling a comprehensive and replicable approach to delivering accessible, affordable, and high-quality financial services.

The current Terms of Reference (TOR) outline the requirements for the development of a standalone demo Inclusive Instant Payment System (IIPS) platform as part of the broader strategic goals of supporting potential adopters, in particular central banks, to comprehend what is required to deploy an accessible retail payment infrastructure which will ensure equitable access to financial services for all.

## Terms of Reference for Consultants

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As part of the initiative to develop a demo platform for AfricaNenda, the contracted company will play a crucial role in the design, development, and implementation of the demo payment platform.

The platform developed will be fully owned and operated by or for AfricaNenda. The contracted technology company will not own any IP for the finished product, documentation and resources developed.

Bidding firms should note that this Request for Proposal (RFP) does not guarantee an award of business and that all costs incurred by the Bidders associated with the RFP response are the responsibility of the Bidder.

Receipt of this RFP in no circumstances implies a commitment or contract by or with AfricaNenda for any purpose.

## Scope of work

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AfricaNenda has identified an opportunity to build an in-house demo of a retail instant payment system to enhance its service delivery and customer value proposition to central banks and other adopters considering implementing an IIPS. Rather than building a full-scale IIPS platform, the focus will be on showcasing selected use cases—such as P2P, P2M, P2G, G2P, cross-border transactions, loan disbursements, and loan repayments—through realistic demonstrations. These simulations will be supported by interactive visualizations, clear documentation, and multimedia content to provide a practical, engaging, and informative representation of how an IIPS operates in real-world contexts.

The contracted company will be responsible for the following tasks:

- Design and documentation of the demo platform.
- Work closely with AfricaNenda and any other institutions appointed by AfricaNenda to identify key challenges that need to be addressed for the demo platform simulations to be implemented successfully.
- Providing full access/ownership and capacity-building support to the team at AfricaNenda.
- Testing and documentation of the demo platform to ensure its reliability, security, performance and compliance with any relevant or applicable regulations.
- Providing technical support and maintenance of the demo payment platform, including resolving any issues that may arise within the first 24 months after its deployment.
- Provision of an interactive simulation portal or website to host access to the demo platform. This portal should have some form of registration by users so that AfricaNenda knows who is registering or is interested in accessing the portal.
- Registration of a domain for the above portal or website and maintenance services for the same.
- Development of end user interfaces to support the simulation of common transactions and transaction flows that are hosted on the portal.

- Design a clean, intuitive, and interactive front-end that mimics the typical user experience for consumers and merchants and other actors in an IIPS.
- Develop illustrative admin and system dashboards that visualize flows and transactions.
- Create interactive visualizations, animations, or explainer videos that walk through each use case and process.
- Support creation of additional multimedia content, such as graphics, or tutorials, to aid stakeholder understanding.
- Embed educational prompts or walkthroughs for policy makers, regulators, and technical stakeholders.
- Illustrate various governance approaches for an IIPS project implementation and subsequent operation.
- Provision of visual interactive workflows that illustrate the process of implementing an IIPS project.
- Illustrative simulation and guidance on how to onboard financial institutions to an IIPS.
- Interactive simulation and guides on how to prioritise use cases for adoption on an IIPS.
- Interactive visual workflow simulations for the various use cases to demonstrate how these work and how they can be leveraged by participants and end users.
- Operation consideration and models for an IIPS and how to transition from implementation to operations. Interactive visual demonstrations on how to scale up operations from P2P to additional use cases (such as P2P, P2M, P2G, G2P, Loan disbursement and repayment, cross border payments).
- Visual simulations of operational processes that will guide operators on how these should be implemented. This should include settlement, liquidity management, fraud management, end-to-end support cases as well as recourse mechanisms (dispute resolution).
- Ensure simulated flows reflect end-user experience: onboarding, transaction initiation, authentication, and confirmation.
- Ensure the demo platform follows basic cybersecurity hygiene for public portals and simulates user journeys in a way that reflects best practices in compliance and data protection, without handling or storing real financial data.
- The demo must include clear disclaimers that it is a non-production environment and should not be used for real financial transactions.
- Develop user interface samples that will illustrate the operational tools that technical and business operational teams will need to operate and monitor an IIPS platform, detect issues and how they can confirm resolution of issues.
- Develop interactive guides for the implementation of end-to-end support processes

## Technical requirements

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The demo platform must meet the following technical requirements:

- Realistic and interactive simulation of transaction processing for various use cases
- Robust security measures
- Compliance with relevant security and data protection regulations

- Design and implementation that will support demonstration of the various concepts in an accessible way.
- User-friendly interface that is easy to use and navigate.
- Support for content in multiple languages
- Be targeted for both a non-technical and technical audience.

## **Deliverables**

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It is expected that the contracted company will deliver outputs based on the scope of work, and these will include the following deliverables:

- Design workshop with members of the AfricaNenda team to define how the platform will be delivered. It is expected that this will be implemented in phases to cater for the delivery of additional use cases, processes and procedures incrementally.
- Detailed design and specification document outlining the demo retail platform to satisfy the identified functional and non-functional requirements for the demo platform and related tools and documentation.
- Source code for the demo platform and related tools.
- Tools to guide potential adopters on what they should consider when integrating financial institutions to an IIPS platform.
- Interactive guide to simulate how the use cases and transaction flows, processes (such as onboarding, and governance) and procedures (technical and business support) can be implemented. This should also highlight some common exceptions.
- Illustrative test plans and test results for both functional and non-functional requirements.
- Governance structure approach and sample terms of reference for members of the various committees, workstreams and groups. This should also illustrate options for ownership and participation with roles and functions for the various entities such as the central bank, participants, and switch operator and how they may interact.
- Assuming a central bank led implementation approach, a sample transition plan from a development and implementation project team to an operational team. It should also illustrate the transition to operation by either a central bank team, a standalone private sector entity or a joint venture entity held by the central bank and participants.
- Sample deployment plan, including considerations and high-level instructions for migrating a payment system to a production environment and onboarding financial institutions to it.
- User guide and relevant training materials.
- A checklist of requirements that would be considered for going live.
- A sample risk management plan both project and operational.
- A knowledge transfer plan for both the local switch operator and identified local supporting system integrators (SIs)
- System overview that shows the architecture of a typical IIPS and the interaction between components
- Illustrative dashboards that technical and business operations teams would use for IIPS monitoring, control and support

- Any other deliverables that will support the delivery of the scope of work and the agreed-on design.

### Submission and timeline

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Proposals should be submitted electronically by 1:00 PM EAT Thursday, 12<sup>th</sup> June 2025 to [info@africanenda.org](mailto:info@africanenda.org).

Proposals received after the deadline will not be considered.

All proposals must be submitted electronically by 1:00 PM EAT on the RFP response deadline as set out in the table below. Late responses will not be considered. Bidding firms should email a copy of their Technical and Financial proposals.

Response email address: [info@africanenda.org](mailto:info@africanenda.org)

Following an assessment of the submitted Technical and Financial proposals, the bidding firms will be advised if they have been shortlisted to make a presentation. The format of this presentation will be communicated to the short-listed Bidders.

Following the evaluation process, the evaluation team will make recommendations to the senior management before a final decision is made and communicated to Bidders.

Task	Duration	Start Date	End Date
Issue out RFP to potential bidders	1 day	29 <sup>th</sup> May 2025	29 <sup>th</sup> May 2025
RFP response deadline	2 weeks	12 <sup>th</sup> June 2025	12 <sup>th</sup> June 2025
Initial evaluation of bids	2 days	13 <sup>th</sup> June 2025	16 <sup>th</sup> June 2025
Oral evaluation of bids	2 days	17 <sup>th</sup> June 2025	18 <sup>th</sup> June 2025
Final evaluation of bids	2 days	19 <sup>th</sup> June 2025	20 <sup>th</sup> June 2025
Communicate to successful bidders	1 day	20 <sup>th</sup> June 2025	20 <sup>th</sup> June 2025
Contracting and commencement of work		23 <sup>rd</sup> June 2025	TBD

The dates shown in the table above are indicative and are subject to change. Any changes to the dates above will be communicated.

All queries relating to this RFP should be sent via email at the email address indicated below.

### Qualifications

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Some of the selection criteria to be used in the assessment of proposals are given below. The criteria provided is a high-level guide only. AfricaNenda reserves the right to alter the selection criteria without notification.

- 1) **Technical expertise:** The contracted company should have extensive experience in developing payment solutions and a proven track record of delivering high-quality and reliable payment systems. The company should also deeply understand payment systems, payment processing, and relevant security and data protection regulations. Where necessary, the contracted company should indicate similar previous work completed.
- 2) **Strong project management skills:** The company should present a detailed project plan that includes clear timelines, budgets, and deliverables. The company should be able to effectively manage the development and implementation of the demo platform in an agile and collaborative way with AfricaNenda.
- 3) **Experienced team:** The company should have a team of experienced project managers, business analysts, software developers, system architects, product managers and quality assurance testers who are knowledgeable and dedicated to delivering the project on time.
- 4) **Financial proposal and commercial value for money:** The company should have a strong financial track record and the resources necessary to support the development and implementation of the demo payment platform. The financial proposal should detail payment modalities as well as post deployment maintenance and service level agreements.

For any queries /clarifications please send an email to [info@africanenda.org](mailto:info@africanenda.org)