

Procurement of a firm for the development of Jamii wallet.

Terms of reference

15 April 2025

Background

Tanzania is committed to digital transformation and seeks to enhance public service delivery by implementing the Digital Economy Strategic Framework 2024-34. One area that supports the implementation of this framework is the development of Jamii Wallet. The development of Jamii Wallet aligns with Tanzania's Vision 2025 and the Digital Tanzania Project (DTP), which aim to create a comprehensive digital platform for citizens to securely store and access digital documents, streamline interactions with public services, and foster an inclusive digital society.

Inclusive Digital Experts Africa (IDEA), in collaboration with the Ministry of Communication and Information Technology (MCIT), aspires to hire a firm to develop Jamii Wallet, which contains an integrated management information system for digital certificates issued by various institutions. Every member of the public interacts with the government countless times to access some of the many important public services offered by the Government. Such services range from applying for birth and death certificates, national identification cards, passports, and driving licenses to applying for social security cards, etc. The government is also directly responsible for healthcare services provided to its citizens, and most of us must apply for and receive National Health Insurance cards from a government agency.

Objective of the assignment

To develop a comprehensive Jamii Wallet Digital Account Platform for all Tanzanians that enhances accessibility to various public services by integrating multiple systems into a single, interoperable platform. This platform will enable users to search and access services efficiently through a unified digital interface, streamlining interactions with public service providers and improving overall service delivery.

Scope of work

The consulting firm shall perform all tasks necessary as described in the terms of reference and will work closely with the IDEA team and various institutions to be integrated in different phases of the development of the Jamii wallet platform.

Phase 1: System Design.

1. Propose a detailed system design, including:
 - i. User needs features, workflows, and integration between different institutions.
 - ii. Features such as profile creation, messaging, progress tracking, and report generation.
 - iii. User interface (UI) and user experience (UX) specifications.

Phase 2: Development and Deployment

1. Develop Jamii wallet digital platform application system as a mobile application (Android and iOS) platform with web-based compatibility.
2. Integrate features such as:
 1. Secure registration and login.
 2. Advanced matching algorithms based on the platform goals.
 3. Communication tools (integration between different institutions).
 4. Progress-tracking modules from one institution to the other.
 5. Feedback mechanisms and surveys for quality assessment.
 6. Reporting dashboard for administrators.
3. Ensure the platform is scalable, secure, and aligned with National data protection standards and all required regulations, as well as licensed to access and be accessed.

Phase 3: Testing and Training

1. Conduct user testing with selected IDEA team members to identify and address potential issues.

2. Provide training for MCIT staff and key institutions on managing and sustaining the platform.

Phase 4: Launch and Support

1. Support the Jamii Wallet digital platform's official application launch.
2. Provide post-launch support, including maintenance and troubleshooting, for an initial period of six months.
3. Support the Jamii wallet core team in building the capacity to enable the smooth running of the Jamii wallet product on their own beyond the project life.

Deliverables

The expected outcomes are to create a unified, interoperable system that integrates multiple public service platforms, enabling Tanzanians to efficiently access various services. To conduct training and certify the team with the expertise to customize, maintain, and manage the platform independently, reducing reliance on external experts and enhancing the increased availability and ease of access to essential public services.

The consulting firm will deliver the following outputs:

- System Design Document: Detailed design, including workflows, features, and technical specifications.
- Digital Jamii Wallet mobile Platform and web-based enabled: Fully functional, tested and ready for launch.
- Training Materials: Manuals, guides, and training sessions for Jamii Wallet core team and platform users.
- Launch Report: Summary of activities, feedback from initial users, and recommendations.
- Maintenance Plan: A clear digital platform maintenance, updates, and sustainability outline.
- Handover: The consultant must hand over the source code to the Jamii wallet core team.

Timeline

The consulting firm is expected to complete the development of the comprehensive Jamii Wallet digital mobile platform in 5 months with the following indicative timeline:

1. Design of the platform - 2 weeks.
2. Digital Jamii Wallet Platform Development and Deployment - 3 months.
3. Testing and Training of the digital platform: 3 weeks.
4. Launch and Initial Support: 6 months.

Qualifications and Experience

The ideal consulting firm should have:

- Proven experience in developing digital platform applications, preferably with integration to different systems and institutions.
- Expertise in web and mobile application development.
- Strong understanding of user-centric design principles (UI/UX).
- Knowledge of National data protection regulations, licenses, and cybersecurity standards.
- Familiarity with the Tanzanian institutions' system and regulations is an added advantage.
- Tanzanian firm with enough experience in ICT projects.

Reporting and Supervision

The consultant will report to the IDEA managing partner and work closely with a team designated by IDEA. Progress updates will be required biweekly to ensure alignment with project goals and timelines.

Budget requirement

The consulting firm is required to submit a detailed financial proposal, including consultancy fees, platform development costs, and any other expenses in Tanzanian Shillings.

Evaluation Criteria

Applications will be evaluated based on the following criteria:

1. Relevance of experience and qualifications.
2. Quality and feasibility of the proposed approach and methodology.
3. Cost-effectiveness of the financial proposal.
4. Alignment with IDEA's goals and requirements.

Application Process

Interested consulting firm should submit their proposal electronically to the below e-mails:

- A technical proposal detailing their approach, methodology, timeline, and deliverables
- A financial proposal with a detailed cost breakdown in Tanzanian shillings.
- Current company profile and examples of recently successfully relevant work, including links to digital platforms developed.
- CVs of key personnel involved in the development of the Jamii Wallet digital platform project.
- Names and contact information of three references who can be contacted regarding the relevant experience on executing similar tasks.
- Any queries relating to this ToR should be submitted in writing to IDEA under the following e-mail: procurement@idea.co.tz

The deadline for submission is 1600hrs East Africa Time on **8th May 2025**.

All proposals should be electronically submitted to procurement@idea.co.tz without password protection, with the subject line "**Development of Jamii Wallet Digital Platform**"

This advert can also be accessed through <https://idea.co.tz/>