

## REQUEST FOR PROPOSAL (RFP) FOR DIGITAL SOLUTIONS PARTNER FOR UNIFIED DIGITAL EXPERIENCE (UDX) PLATFORM

**Release Date:** 14<sup>th</sup> April 2026

**Last Date for Submission of responses:** 24<sup>th</sup> April 2026

CDSC invites you to submit your proposals for the **Design and Development of a unified digital experience (UDX) platform** to offer all CDSC services to customers. The bids shall consist of a soft copy (PDF) sent by email to [rfp@cdsckenya.com](mailto:rfp@cdsckenya.com).

Yours sincerely



**Jesse Kagoma**  
**CHIEF EXECUTIVE**

## 1. Introduction and Background

The Central Depository & Settlement Corporation (CDSC) is a private limited company licensed by the Capital Markets Authority (CMA) to provide automated clearing, delivery, and settlement services for the Kenyan capital markets.

CDSC is embarking on a strategic digital transformation initiative to deliver a modern, secure, and seamless Unified Digital Experience (UDX) for its clients, stakeholders, and internal teams. This project aims to significantly enhance accessibility, operational efficiency, transparency, and service delivery through intuitive digital channels.

CDSC seeks a qualified Kenyan-registered digital solutions partner to co-design, develop, integrate, deploy, and support native mobile applications (iOS and Android) and a secure web-based client portal. The partner will collaborate closely with CDSC in a strategic partnership model, ensuring seamless integration with CDSC's core systems and external ecosystem partners. CDSC prefers a revenue-share model, but other commercial models can be considered.

This Request for Proposal (RFP) invites eligible firms to submit comprehensive technical and commercial proposals.

## 2. Objectives

The primary objectives of this engagement are to:

- Identify a competent Kenyan-registered software development partner that CDSC can work with long-term.
- Deliver secure, user-centric mobile and web platforms that provide seamless access to current and future CDSC services.
- Digitize end-to-end processes, including client onboarding, account management, transactions, and reporting.
- Enable real-time, API-driven integration with internal core systems and external partners (e.g., payment gateways, IPRS, eKYC providers).
- Significantly improve client experience, operational efficiency, transparency, and regulatory compliance.
- Establish a scalable, resilient, and future-ready digital foundation to support CDSC's long-term growth.

**Ownership Note:** CDSC is looking to enter into an arrangement that will allow CDSC to retain full ownership of all source code, intellectual property, documentation, and deliverables developed under this engagement, and work with the selected partner for long-term ongoing support.

### 3. Bidder Minimum Qualifications

Bidders must satisfy all the following criteria:

- Legally registered Kenyan company with a valid KRA PIN and current Tax Compliance Certificate.
- Proven experience delivering secure enterprise-grade digital platforms (mobile + web) in regulated environments.
- Strong track record in financial services, capital markets, banking, fintech, or similar regulated sectors.
- Demonstrated expertise in excellent UI/UX design, API-based system integration, secure authentication/authorization (including multi-factor authentication), and digital onboarding/KYC workflows.
- Capability in secure software development lifecycle (SDLC), DevSecOps practices, and production deployment & support.
- Commitment to a long-term collaborative partnership model with effective knowledge transfer to CDSC teams.
- Provide at least two (2) relevant client references from similar projects (preferably in financial or regulated sectors), with confirmation of support for verification reference checks.

### 4. Scope of Work

The selected partner shall be responsible for the end-to-end delivery of the UDX platform, including:

#### 4.1. Key Deliverables

- Native or cross-platform Mobile Applications (iOS and Android).
- Secure, responsive Web-based Client Portal.
- Administrative / Operations Portal for CDSC staff.
- Digital Onboarding workflows with integrated eKYC support.
- Seamless API-driven integrations with CDSC core systems and external partners (including payment systems where applicable).
- Robust Authentication and Authorization mechanisms with Role-Based Access Control (RBAC).
- Communication & Notification engine (push notifications, SMS, email, in-app alerts).
- Analytics, Reporting, Audit Logging, and real-time monitoring capabilities.
- High availability, scalability, resilience, and disaster recovery readiness.
- Comprehensive UI/UX Design, architecture, development, testing, deployment, documentation, and knowledge transfer.

#### 4.2. Services

- Solution architecture and detailed technical design.
- Solution development.
- Agile implementation with regular sprint reviews and joint governance.



- Deployment to production and disaster recovery environments.
- Post-go-live support and maintenance
- Training and knowledge transfer to CDSC IT and operations teams.

### 4.3. Integration Requirements

- a) The UDX platform (mobile apps and web portal) must integrate with CDSC's existing core system through the following already available APIs:
- |  |                                  |
|--|----------------------------------|
| i. New account opening                 | vii. Pledging and Pledge Release |
| ii. New account registration           | viii. Freezing and Unfreezing    |
| iii. Holdings details view             | ix. Transfers                    |
| iv. Account statement request          | x. Dormancy lifting              |
| v. Static details amendments           | xi. Request Inquiry              |
| vi. Account registration detail's view | xii. Trade Information           |
- b) Forward-looking enhancements and integrations will include linking with Fund Managers' systems to allow portal/app users to sign up and/or aggregate their portfolio view for accounts held by different fund managers and collective investment scheme providers.

Bidders must demonstrate in their technical proposal:

- Deep understanding of how to consume and integrate with these existing APIs.
- Proposed integration architecture, including error handling, retry mechanisms, security controls, and data mapping.
- Any middleware, API gateway, or orchestration layer they recommend (if applicable).
- Approach to ensuring data consistency, transaction integrity, and real-time or near-real-time synchronization.
- Contingency plans in case of API changes or downtime on the core system side.

## 5. Technical and Non-Functional Requirements

The proposed solution must be:

- Highly scalable to handle increasing concurrent users and transaction volumes.
- Secure – compliant with industry standards for data encryption, audit trails, and secure APIs.
- High availability – minimum 99.9% uptime with robust monitoring and alerting.
- Responsive and performant across various devices and network conditions.
- Modular and API-first using modern, open standards for future extensibility.
- Compliant with Kenyan regulations (CMA guidelines, Data Protection Act) and international best practices.

Bidders must clearly demonstrate how their architecture, technology stack, and methodologies meet or exceed these requirements.

## 6. Project Timeline and Implementation Approach

- **Implementation Duration:**
  - **Phase one (section 4.3a):** Maximum **3 months** from contract award to go-live (phased approach strongly recommended) with an MVP target of one month after contract award.
  - **Subsequent phases (section 4.3b):** Subject to further discussions.
- **Warranty & Support:** Minimum 12 months' post-go-live, supported by clear Service Level Agreements (SLAs).
- **Preferred Methodology:** Agile, with defined milestones and deliverables.

Bidders should include a realistic phased implementation plan with key milestones, risks, and mitigation measures.

## 7. Commercial requirements

- The CDSC wishes to engage willing bidders on a revenue share model, but other commercial alternatives can be considered.
- The CDSC wishes to engage with bidders who will be willing to transfer source code and IP ownership to CDSC and enter a long-term support arrangement with CDSC that covers future enhancements and upgrades.
- CDSC is willing to consider viable alternative commercial terms in response to this RFP.

## 8. Submission Requirements

Bidders must submit **two separate proposals**:

- **Technical Proposal:** Including company profile, solution details, architecture, methodology, team CVs, references, QA/SLA, etc.
- **Commercial Proposal:** Including detailed revenue-share or other models' terms, cost breakdown, support costs, and total cost-plus VAT. **The single currency for pricing is Kenya Shillings.**

**Mandatory Documents:**

- Signed copy of this RFP.
- Company profile, ownership structure, team composition, and relevant certifications.
- Business registration or incorporation certificate
- Copy of tax compliance certificate
- At least two (2) client references with contactable referees.
- Proposed implementation plan and risk management approach.
- Draft Service Level Agreement (SLA) with proposed costs.
- Commercial proposal



## 9. Evaluation Criteria

Proposals will be evaluated as follows:

### Preliminary Evaluation

Your proposal will be assessed based on the following evaluation criteria: -

#### Mandatory Requirements

	A. PRELIMINARY EVALUATION	MANDATORY
1.	Certificate of Incorporation/ Business registration	YES
2.	Filled Confidential Business Questionnaire (Appendix 1 -KYC)	YES
3.	Valid Tax compliance certificate	YES
4.	CR 12 Certificate	YES
5.	A commitment letter stating that the proposed team/individual will be available throughout the contract period	YES

#### Technical Evaluation (70%)

- Quality and completeness of the proposed solution
- Alignment with CDSC's digital transformation objectives
- Bidder experience, capability, and quality of reference
- Architecture, security, integration, and UI/UX approach
- Implementation methodology, scalability, resilience, and support model
- Innovation and overall value-add

#### Financial Evaluation (30%)

Provide detailed, itemized unit and total costs for each component and service proposed, indicating as appropriate optional and required components and services, as well as any value additions you are offering.

Only bidders who achieve the minimum technical threshold (recommended: 70/100) will proceed to financial evaluation. Best value for money will be considered.

CDSC reserves the right to request presentations, demonstrations, or site visits.

## 10. General and Commercial Terms

- **Bid Validity:** 180 days from the submission deadline.
- **Contract Duration:** Initial implementation + minimum 12 months support (renewable).
- **Payment Terms:** Milestone-based upon successful delivery, testing, and commissioning.
- **Intellectual Property:** All IP and source code shall be exclusively in CDSC.
- **Confidentiality:** All information shall be treated as confidential.
- **Warranty:** Minimum 12 months with 99.99% system availability.
- CDSC reserves the right to accept or reject any bid without providing reasons.



- Vendor terms shall not override this RFP unless expressly accepted in writing by CDSC.

## **11. Data protection**

- Each Party shall comply with its respective obligations under the Data Protection Act, 2019, and any other applicable data protection and privacy laws.
- CDSC shall only process personal data of the Bidder or its personnel in accordance with the Bidder's written instructions or as otherwise required by law and shall implement appropriate technical and organizational measures to protect such personal data against unauthorized or unlawful processing and against accidental loss, destruction, or damage.
- The Bidder confirms that it has obtained all necessary consents and provided appropriate notices to its employees, agents, or any third parties whose personal data may be processed by the CDSC pursuant to this RFP.
- In the event of a data breach involving personal data processed under this RFP, the affected party shall notify the other party within 48 hours of becoming aware of the breach. It shall cooperate fully in addressing the incident and mitigating any potential adverse effects.

## APPENDIX 1 - KYC

### CONFIDENTIAL BUSINESS QUESTIONNAIRE FORM

You are requested to give the particulars indicated in Part 1 and either Part 2(a), 2(b), or 2(c), whichever applies to your type of business. NB. Registration/Tax /PIN certificates, Trade Licenses SHALL be attached to the form when submitting the proposal.

#### PART 1 - GENERAL:

<b>Business Name</b>	
<b>Location of Business Premises</b>	
<b>Plot No.</b>	
<b>Street/Road</b>	
<b>Postal Address</b>	
<b>Tel. No.</b>	
<b>Nature of Business</b>	
<b>Current Trade License No.</b>	
<b>Expiring Date (Trade License)</b>	
<b>V.A.T No.</b>	
<b>ETR No.</b>	
<b>Tax Compliance Certificate No.</b>	
<b>Expiring Date (Tax Compliance)</b>	
<b>The maximum KES value of the business which you can handle at any one time:</b>	
<b>Name of your banker(s)</b>	
<b>Branch</b>	

**PART 2 (A) SOLE PROPRIETOR:**

<b>Your name in full</b>	
<b>Age</b>	
<b>Nationality</b>	
<b>Country of origin</b>	
<b>Citizenship details</b>	

**PART 2 (B) PARTNERSHIP**

Give details of partners as follows:

<b>Name</b>	<b>Nationality</b>	<b>Citizenship Details</b>	<b>Shares</b>

**PART 2 (C) REGISTERED COMPANY:**

<b>Private or public?</b>	
<b>Nominal Kshs</b>	
<b>Issued Kshs</b>	



Give details of all Directors as follows: -

Name	Nationality	Citizenship Details	Shares

## APPENDIX 2

### Relevant Services Carried Out in the past that Best Illustrate Your Qualifications

Using the format below, provide information on each assignment for which your firm either individually, as a corporate entity or in association, was legally contracted.

#### a) Reference one

<b>Assignment Name:</b>	<b>Country:</b>
<b>Location within Country:</b>	<b>Name of Client:</b>
<b>Client Contact Person:</b>	<b>Address:</b>
<b>No. of Professional Staff Provided by Your Firm/Entity (Profiles):</b>	<b>No. of Staff-Months / Duration of Assignment:</b>
<b>Start Date (Month/Year):</b>	<b>Completion Date (Month/Year):</b>
<b>Approx. Value of Services (Kshs):</b>	<b>Senior Staff Involved &amp; Functions Performed:</b>
<b>Name of the Senior Staff involved (Project Director/Coordinator, Team Leader) Involved and Functions performed:</b>	
<b>Narrative Description of the Project:</b>	



<b>Description of Actual Services Provided by Your Staff:</b>
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**b) Reference two**

<b>Assignment Name:</b>	<b>Country:</b>
<b>Location within Country:</b>	<b>Name of Client:</b>
<b>Client Contact Person:</b>	<b>Address:</b>
<b>No. of Professional Staff Provided by Your Firm/Entity (Profiles):</b>	<b>No. of Staff-Months / Duration of Assignment:</b>
<b>Start Date (Month/Year):</b>	<b>Completion Date (Month/Year):</b>
<b>Approx. Value of Services (Kshs):</b>	<b>Senior Staff Involved &amp; Functions Performed:</b>
<b>Name of the Senior Staff involved (Project Director/Coordinator, Team Leader) Involved and Functions performed:</b>	
<b>Narrative Description of the Project:</b>	
<b>Description of Actual Services Provided by Your Staff:</b>	

**c) Reference three**

<b>Assignment Name:</b>	<b>Country:</b>
<b>Location within Country:</b>	<b>Name of Client:</b>
<b>Client Contact Person:</b>	<b>Address:</b>
<b>No. of Professional Staff Provided by Your Firm/Entity (Profiles):</b>	<b>No. of Staff-Months / Duration of Assignment:</b>
<b>Start Date (Month/Year):</b>	<b>Completion Date (Month/Year):</b>





<b>Approx. Value of Services (Kshs):</b>	<b>Senior Staff Involved &amp; Functions Performed:</b>
<b>Name of the Senior Staff involved (Project Director/Coordinator, Team Leader) Involved and Functions performed:</b>	
<b>Narrative Description of the Project:</b>	
<b>Description of Actual Services Provided by Your Staff:</b>	

