

## **Central Securities Clearing System PLC**

### **Request for Proposal:**

# **SUPPLY OF SKILLED PERSONNEL FOR DOCUMENT MANAGEMENT SERVICES**

**REFERENCE NO: CSCS/SBD/DMS/09/2019**

The return date for responses for this RFP is **13<sup>th</sup> September 2019** should be submitted in the requested manner and addressed as advised. Late responses will not be considered. Note that proposals submitted that do not meet stipulated criteria shall be considered void.

2<sup>nd</sup> September 2019

Dear Sir/Ma,

**TITLE: SUPPLY OF SKILLED PERSONNEL FOR DOCUMENT MANAGEMENT SERVICES**

**Ref: CSCS/SBD/DMS/09/2019**

You are invited to submit your proposal against the requirements detailed in the Request for Proposal (RFP) attached. The information contained within this invitation shall be treated as “Commercial in Confidence” and shall also be subject to the terms of any related Non-Disclosure Agreement signed by the parties.

Part 1: The RFP gives you information about Central Securities Clearing System PLC.

Part 2: Answers and provision of details as requested to support your proposal

Proposers are requested to provide one copy of their proposal in paper format and one copy in electronic format (either Microsoft Office or PDF). Submissions to this RFP must be returned by the time stated. Late submissions will not be considered by Central Securities Clearing System Plc.

Queries

All queries should only be directed to the undersigned. We look forward to your responses soon.

Yours faithfully,

Project Management Office

[pmoffice@cscs.ng](mailto:pmoffice@cscs.ng)

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## Part 1

### 1.0 INTRODUCTION

#### 1.1 Procurement Policy on Bribery and Corruption

**Central Securities Clearing System (CSCS) Plc** strictly adheres to professional work ethics and emphasizes zero tolerance for bribery and any other forms of corruption. It is our policy that service providers involved in offering bribes will be disqualified and excluded from any potential engagement opportunity.

#### 1.2 Executive Summary of Project

The Central Securities Clearing System (CSCS) as an organization requires the services of a reputable talent management company to provide skilled personnel to carry out Document Management Services on behalf of CSCS. These services include preparation, scanning, indexing, refiling and exporting the scanned documents into M-Files Electronic Document Management Software (EDMS) – CSCS's in house document management software.

The purpose of this RFP is to seek information from potential bidders with an intention to establish an agreement between CSCS and the successful bidder. The contract that follows this process shall bind CSCS and the successful bidder to perform in a specific way, for an agreed duration to be agreed in the contract, in an event of the formation of the same.

### 2.0 TERMS GOVERNING THIS RFP

- 2.1 Recipients of this RFP are required to read all the information supplied and have a clear understanding of Central Securities Clearing System Plc requirements. Further information can be made available by contacting nominated persons listed in this RFP.
- 2.2 It is a condition of this RFP that all mandatory requirements (indicated in the body of text by the word "must" or expressed or implied accordingly) are met in full. Responses and proposals that do not conform to mandatory requirements will be deemed to be made on the basis that conformance is implied by the proposer. The contents of proposals must be submitted in the same order as that specified in this RFP.
- 2.3 Pricing should include details of all costs related to the supply of skilled personnel for Document Management Services.
- 2.4 All communication relating to this RFP must be directed to the specified key contact persons listed below. All other communications between a respondent and CSCS staff

concerning this RFP are prohibited. In no instance is a respondent to discuss cost information contained in a proposal with the CSCS contact persons or any other staff prior to proposal evaluation. Failure to comply with this section WILL result in disqualification of the proposal.

- 2.5 Central Securities Clearing System (CSCS) Plc will select the successful proposal based upon several evaluation factors including features outlined in the RFP; company stability, experience executing similar projects; implementation plan and price. The selection will be decided based on the proposal submitted by a qualified proposer that best meets the needs of CSCS. CSCS reserves the right to reject any or all proposals.
- 2.6 This RFP is a request for proposal for the supply of skilled personnel for CSCS's Document Management and other related Services. It is not a contract and no contractual obligations shall arise on behalf of CSCS. CSCS will not be liable for any costs incurred in the preparation and submission of a response to this RFP.
- 2.7 CSCS shall deduct Withholding Tax from payments to service provider (successful bidder) to account for that tax to the local tax authorities. Any agreement with the successful bidder shall be subject to CSCS being entitled to make these deductions so that CSCS will not bear an unnecessary additional cost. Service provider can usually claim a credit against their tax liabilities in respect of Withholding Tax deducted by CSCS.
- 2.8 In addition to submitting a proposal in response to this request, all proposals should be sent with a written confirmation that there is no conflict of interest issues that will prevent the firm from taking up this engagement.
- 2.9 CSCS shall evaluate proposals based on their responsiveness to the requirements of this RFP as outlined above. Each responsive proposal will be given a score. A proposal shall be rejected at this stage if it fails to respond to the requirements. The shortlisted vendors shall be invited for an oral presentation before a Committee of CSCS representatives. The vendor with the highest score after the final presentation will be invited for negotiations.

Negotiations will be held with the aim of reaching an agreement on all points and subsequently engage the successful vendor. If negotiations fail, the vendor with the second highest score will be invited to negotiate an agreement.

After negotiations are completed, CSCS will promptly notify other vendors on the shortlist that they were unsuccessful.

- 2.10 The following are key contacts for information you may seek for enquiries:
- a. Theodore Anyanwu[tanyanwu@cscs.ng]
  - b. Project Management Office [pmoffice@cscs.ng]

2.11 Timeline to be observed for this RFP:

Milestones	Due Date
RFP issued by Central Securities Clearing System PLC	2 <sup>nd</sup> September
RFP questions received by Central Securities Clearing System PLC in writing	2 <sup>nd</sup> – 13 <sup>th</sup> September 2019
RFP questions responded to by Central Securities Clearing System PLC	2 <sup>nd</sup> – 13 <sup>th</sup> September 2019
RFP response due	13 <sup>th</sup> September 2019
Presentation date	To be communicated

- 2.12 All bids shall be submitted by providing one copy of the proposal in paper format and one copy in electronic format (either Microsoft Office or PDF). Both paper and electronic copies of your proposals should be submitted on or before close of business on Friday, 13<sup>th</sup> September 2019. The electronic copy should be sent to: [rfpsubmission@cscs.ng](mailto:rfpsubmission@cscs.ng)

The paper copy will be deposited in the Tender Box, on the 13th floor of Central Securities Clearing System Plc., Stock Exchange Building and should be addressed to:

**Isioma Lawal**

**Head, Internal Control**

Central Securities Clearing System Plc.

13th Floor, Stock Exchange House

2/4 Customs Street, Lagos Nigeria

Email: [rfpsubmission@cscs.ng](mailto:rfpsubmission@cscs.ng)

### 3. SERVICE PROVIDER'S ACTIONS REQUIRED FOR THIS RFP

- 3.1 Read Part 2 carefully which contains the under listed sections. Complete them accurately and concisely where required
- A. Service Providers Declaration
  - B. Service Provider Information Questionnaire
  - C. Statement of Requirements
  - D. Methodology/ Description of Approach
  - E. Price Schedule
  - F. Evaluation Criteria
  - G. Bid Securing Declaration

3.2 Sign service providers declaration (A) indicating your compliance and acceptance of the terms of this RFP

3.3 Provide your responses to the Service Provider Information Questionnaire (B). They must be precise and concise without unnecessary marketing/advertising materials. If there is any other information which, it is felt should be included because of its relevance to the proposal please feel free to do so but this must be separate from the required structured response.

3.4 CSCS may issue addenda notices to the bid documents to advise of any changes and clarifications thereto or to respond to queries from bidders or for any other reason that the company deems necessary. Addenda Notices will be numbered, and the bidder shall acknowledge receipt via email and inclusion in their Bid.

CSCS may issue additional information for reasons that the company deems necessary at any time for bid submission as nominated in the Invitation to Bid or subsequent Addendum. Such information shall be included in the Contract award.

The Company shall use its sole discretion to make any changes to the date of Bid closing from that advised in the Bid schedule which may result from an addendum.

3.5 Any request for clarification must be emailed to: [pmoffice@cscs.ng](mailto:pmoffice@cscs.ng)  
CSCS reserves the right to distribute answers to questions to other suppliers who may not have asked that question but where CSCS feels that the answer corrects a mistake, adds clarity or removes ambiguity from the original RFP.

3.6 Authorized representatives of the firm shall initial every page of the RFP and no further questions will be taken or meetings held regarding this RFP until after the receipt of proposal/s, unless otherwise advised by CSCS.

3.7 Please ensure the bid declaration is a computation of total cost of the project implementation.

- 3.8 The subject matter of the information provided or gained in relation to this Request for Bid may contain valuable property rights of the Company. This information is to be treated in strict confidence by the Bidder and its employees and shall not be used except for the specific purpose of preparing and submitting a Bid. Upon receiving notice, unsuccessful Bidders shall return such information to the Company whose property it shall remain.
  
- 3.9 Submit response to CSCS in line with the milestone dates stated in 2.12.



## Part 2: Service Providers Response to This RFP

### A. SERVICE PROVIDERS DECLARATION

To:

**The Head, Internal Control,**

Central Securities Clearing System Plc.

13th Floor, Stock Exchange House,

2/4 Customs Street, Lagos, Nigeria.

Dear Sir/Ma,

#### **PROJECT TITLE: SUPPLY OF SKILLED PERSONNEL FOR DOCUMENT MANAGEMENT SERVICES**

We have read and have examined this Request for Proposal (RFP) document, requirements, specifications, guidance notes and the terms and conditions issued with this Proposal. We offer completion of the works required against this RFP for the total price of:

.....  
..... excluding VAT or any other similar tax (in words).

This price is further broken down into individual components as requested in this RFP.

This declaration confirms that this Proposal is tendered as a bona fide competitive offer to CSCS, and the information provided in the Service provider Information Questionnaire and Service provider Response to CSCS Statement of Requirements are correct and complete.

We, the undersigned further agree that if our offer in these documents is accepted by CSCS, the resulting contract, if any, shall be based on the CSCS Standard Terms and Conditions issued with this RFP (subject to any permitted variations attached to this RFP).

Signature .....

Date .....

Name .....

Job Title .....

For and on behalf of .....

Address .....

Email .....

Telephone .....

## B. SERVICE PROVIDER INFORMATION QUESTIONNAIRE

To be eligible, bidders shall submit the documents below which will be considered under Preliminary Evaluation:

### 1. Organization Profile

<b>1.1 Registration &amp; Accreditation</b>	<b>Compliance Statement (Y/N)</b>	<b>Page Reference</b> Please refer to the page within your proposal indicating how compliance is met (Mandatory)	<b>Explanations Supporting Compliance</b>
<i>Business address</i>			
<i>VAT (Value Added Tax) Registration Number</i>			
<i>Valid Tax Clearance Certificate (where applicable)</i>			
<i>Certificate of Incorporation/Registration</i>			
<i>Submit Tax Clearance Certificate</i>			
<i>Attach Two Reference Letters</i>			
<i>Letter Confirming Banking Details</i>			
<i>Letter confirming email address where Purchase Orders and queries will be sent to.</i>			

## 2. Ownership & Financial Background

2.1 Financial-Related Information	Compliance Statement (Y/N)	Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory)	Explanations Supporting Compliance
<i>Audited financial statements for the last two (2) years. (Unless previously provided within the last one year). The Audited Financial statements shall be submitted together with the signed Auditors Opinion.</i>			

## 3. Track Record and Reference

3.1 Industry Experience	Compliance Statement (Y/N)	Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory)	Explanations Supporting Compliance
<i>How many existing clients you have? Name your key clients</i>			
<i>Similar services provided in the past 5 years</i>			
<i>Details of any cancelled contracts/projects in the past</i>			

3.2 Relationship with CSCS	Compliance Statement (Y/N)	Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory)	Explanations Supporting Compliance
<i>Product/services which you provide to CSCS (currently or previously)</i>			

<i>Value of your sales to CSCS for the past 3 years and by product/services</i>			

<b>3.3 Client Reference</b> <b>(Please provide at least 3 clients for deals similar in nature to this RFP)</b>			
	<b>Company A</b>	<b>Company B</b>	<b>Company C</b>
<i>Names of companies which can provide reference to CSCS</i>			
<i>Names &amp; job titles of contact person</i>			
<i>Contact details (email address, address, office number)</i>			

## C. STATEMENT OF REQUIREMENTS

### 1.0 INTRODUCTION

#### 1.1 Background

The Central Securities Clearing System (CSCS) Plc. was incorporated on July 29, 1992 as a Financial Market Infrastructure (FMI) for the Nigerian Capital Market. It was commissioned in April 1997 and commenced operations in April 14, 1997. On the 16th of May 2012, CSCS became a Public Liability Company (PLC) by a special resolution.

The Securities and Exchange Commission issued its license as an Agent for Central Depository, Clearing and Settlement of transactions in the Nigerian Capital Market. It operates a computerized depository, clearing, settlement and delivery system for transactions in securities in the Nigerian Capital Market.

CSCS facilitates the delivery (transfer of securities from seller to buyer) and settlement (payment of bought shares) of securities transacted on the approved Nigerian Exchanges. It enables securities to be processed in an electronic book entry form thereby substantially reducing the period it takes a transaction to commence and end.

CSCS has made visible strides in the Nigerian Capital Market and will continue to respond to the needs of the securities and commodities market to further enhance transparency and speedy settlement of transactions.

#### 1.2 Purpose of the Request for Proposal (RFP)

The Central Securities Clearing System (CSCS) as an organization requires the services of a reputable talent management company to provide skilled personnel to carry out Document Management Services on behalf of CSCS. These services include preparation, scanning, indexing, refiling and exporting the scanned documents into an Electronic Document Management Software (EDMS).

The purpose of this Request for Proposal (RFP) is to solicit proposals and appraise potential bidders for the provision of skilled personnel to carry out Document Management Services, in line with the requirements outlined in this document.

The interested vendors would be required to respond to each of the requirements as outlined in this RFP document, clearly indicating their ability to meet the requirements and their associated costs.

The CSCS team will then evaluate the various responses submitted and choose a more suited vendor. The awarding of the contract will not only be based on the amounts indicated in the proposals but also on the overall suitability of the proposal meeting CSCS's approach, strategic objectives and goals.

## **2.0 PROJECT OBJECTIVES AND SCOPE**

### **2.1 Project Objectives**

CSCS requires skilled personnel to provide document management services i.e. preparation, scanning, indexing, refiling and exporting scanned documents into an Electronic Document Management Software (EDMS) to its clients.

Clients generate large amounts of hard copy documents over years (Estimated volume of documents is 4 million per year) which need to be properly managed. In order to preserve business values, they require CSCS's document management services to digitize these documents. The digitization of hard copy documents is done after due consideration of the format and indexing requirements peculiar to each client.

As a result, the objective is to digitize numerous hard copy documents for clients in order to preserve their business values.

### **2.2 Scope**

The project focuses on delivering Document Management Services, to preserve business documents and meet the format and indexing requirements of CSCS's clients. We would therefore require the vendor to act within the scope described by the list below;

1. This tender is not for supply of personnel on permanent basis. But on project by project basis. And to meet sudden demands and the deficits that cannot be met by the regular employees of the company.
2. The bidders shall not appoint any sub company/agency to carry out any obligation under this contract. The bidders shall maintain a daily attendance register including the number and names of the workers engaged in the office for works as per scope of the contract.
3. The period of initial contract will be for one year or as specified in the contract, which will be subject to further extension for a specified period of not more than two years, on year to year basis, depending upon the satisfactory services as assessed by CSCS.

## **2.3 Operational Requirements**

The following are the list of requirements the bidder is expected to meet:

1. Bidders must propose a high-level description or plan on how they intend to carry out the work, taking into consideration that no downtime must be observed in order not to delay in delivering of the services.
2. Bidders must have a strong level of account and project management and staff dedicated to the implementation of the services at the designated premises.
3. The bidders must propose appropriate safeguards to ensure the confidentiality, integrity, and availability of clients' data accessed by the staff assigned in delivering the service
4. Bidders must supply skilled personnel for Document Management Services. (Preparation, Scanning, indexing, refiling and exporting the scanned documents into M-Files Electronic Document Management Software (EDMS). Estimated volume of documents is 4 million per year.
5. The bidders must fulfill all conditions required under Nigeria Labour Act.
6. The bidders should make suitable arrangement for supervision of the personnel engaged and other related works wherever required.
7. The personnel employed by the supplier shall be above 21 years & below 50 years of age. They are to be well disciplined, medically and physically fit and skilled enough to carry out the job.
8. If required, the engaged personnel will wear proper uniform as approved/required by CSCS or the client.

## **2.4 Responsibilities**

The selected vendor will be responsible for the following during or after the project is executed:

1. All the liabilities of engaged personnel directly or indirectly.
2. Any dispute of personnel engaged, and the personnel so provided shall not in any way be the employees, agents or representatives of CSCS.
3. Making the payment directly to the engaged personnel by depositing payment in their bank account or in cash at the end of each month.
4. All injuries and accidents to persons employed by him. The personnel shall be insured against personal accidents arising from and during their duties. In the event of injury, illness or mis-happening to any worker, CSCS will not be liable to pay any compensation.

## **2.5 Personnel Requirements**

### **2.5.1 Qualifications**

1. The minimum educational requirement for the engaged personnel must be an Ordinary National Diploma (OND) certificate



2. The engaged personnel must have some minimum required level of IT competency skills such as Microsoft Office Suites, as well as soft skills

### **2.5.2 Skillset and Competencies**

1. Experience in at least one Document Management Services processes – document preparation, sorting, document classification and categorization, archiving, scanning, indexing and quality assurance
2. Experience in any Electronic Document Management tool/solution is an added advantage

### **2.6 Implementation Requirements**

The selected vendor must be able to:

1. Develop a project timeline, summarizing the entire process beginning with this proposal.
2. Develop a transition process that will be employed.
3. Provide a detailed description of the implementation plan, CSCS's role in the process, requirements and time frames.
4. Provide an estimate of the total number of weeks/months required to complete this process – recruitment, onboarding, training etc.

## D. METHODOLOGY/DESCRIPTION OF APPROACH

In this section, the Bidder will provide a comprehensive description of how it will provide the required services. Information provided must be sufficient to convey to CSCS that the Bidder has enough understanding of the effort required to provide the requested services and that it has an approach, methodology and work plan to overcome possible challenges.

Your proposal should include, among others, the following:

- I. Identify your organization's experience with respect to the outsourcing function and execution of similar projects, and what makes your organization uniquely qualified for this project.
- II. A Human Resources strategy statement indicating how your organization will best meet the varying needs of CSCS clients.
- III. You must propose a high-level description or plan on how you intend to carry out the work, taking into consideration that no downtime must be observed in order not to delay in delivering of the services.
- IV. A detailed analysis of how the major outsourcing functions will be assumed.
- V. A description of your approach and capabilities in terms of execution of the services.
- VI. An outline of the structure of the service team that will be assigned to our clients.
- VII. You must propose appropriate safeguards to ensure the confidentiality, integrity, and availability of clients' data accessed by the staff assigned in delivering the service.
- VIII. You must have a strong level of account and project management and staff dedicated to the implementation of the services at the designated premises.
- IX. Identify three clients that you have worked with that we may contact for reference purposes.
- X. Describe what steps your firm has taken to ensure that quality services are delivered

## E. PRICE SCHEDULE

Note: Financial proposals must clearly indicate the following:

- Bidders should provide costs for everything required to meet the projects objective
- VAT and other taxes must be indicated separately
- The quotation should have a validity period, where it applies
- Completion/Delivery period should be indicated. Project implementation schedule should be shared separately

*Bidders must try as much as possible to use a template similar to the table below*

		<b>A. One off costs</b>		
<b>Line Item No.</b>	<b>Description</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Total Price</b>
1				
2				
3				
		<b>B. Recurring costs</b>		
<b>Line Item No.</b>	<b>Description</b>	<b>Quantity</b>	<b>Unit Price</b>	<b>Total Price</b>
1				
2				
		<b>Subtotals (to Grand Summary Table)</b>		
Name of Bidder:				
Authorized Signature of Bidder:				

## F. EVALUATION CRITERIA

The evaluation shall be undertaken in three stages:

- I. **Preliminary Evaluation**, which shall consider responses from bidders in sections A and B
- II. **Service Evaluation**, which shall mainly consider responses to sections C and D
- III. **Financial Evaluation**, which shall consider items under section E

## G. BID SECURING DECLARATION

### Bid-Securing Declaration

*[insert: title and RFP number]*

To: *-[insert: name and address of Entity]*

We, the undersigned, declare that:

We understand that, according to your conditions, bids must be supported by a Bid-Securing Declaration.

We accept that we, and in the case of a Joint Venture all partners to it, will automatically be suspended from being eligible for participating in bidding for any contract with you for the period of time of *[5 YEARS]*, in case of, and starting from the date of, breaching our obligation(s) under the bidding conditions due to:

(a) withdrawing our bid, or any part of our bid, during the period of bid validity specified in the Bid Submission Form or any extension of the period of bid validity which we subsequently agreed to; or

(b) Having been notified of the acceptance of our bid by you during the period of bid validity, (i) failing or refusing to execute the Contract Agreement, or (ii) failing or refusing to furnish the performance security, if required, in accordance with the Instructions to Bidders.

We understand this Bid-Securing Declaration shall expire if we are not the successful Bidder, upon the earlier of (i) our receipt of your notification to us of the name of the successful Bidder; or (ii) twenty-eight days after the expiration of the period of bid validity.

If the submission of alternative bids was permitted, and in case we did submit one or more alternative bids, this Bid-Securing Declaration applies to these parts of our bid as well.

**Signed:** *[insert: signature of person whose name and capacity are shown below]*

**Name:** *[insert: name of person signing the Bid-Securing Declaration]*, in the capacity of *[insert: legal capacity of person signing the Bid-Securing Declaration]*

Duly authorized to sign the bid for and on behalf of: *[insert: name of Bidder]*

Dated on \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

*[Add Corporate Seal (where appropriate)]*