Central Securities Clearing System PLC

Request for Proposal:

USSD Application Implementation

REFERENCE NO: CSCS/PMO/02/2021

The return date for responses against this RFP is **Friday, 29 January 2021** delivered in the requested manner and to the email address advised. Late responses will not be considered. Note that proposals submitted that do not meet stipulated criteria shall be disqualified.

22 January 2021

Dear Sir/Ma,

TITLE: USSD Application Implementation

Ref: CSCS/PMO/02/2021

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 of the RFP gives you information about Central Securities Clearing System PLC.
- Part 2 is for you to answer and provide details as requested to support your proposal.

Proposers are requested to provide their proposal 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

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Part 1 GENERAL INFORMATION

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

This RFP is an invitation to prospective service providers to submit proposals for the development of a USSD application.

As the leading capital market infrastructure, the CSCS has made visible strides in the Nigerian Capital Market and seeks to continue responding to the needs of the market participants with significant emphasis on operational efficiency.

CSCS' products and services underlie the smooth functioning of transactions in the Nigerian Capital, supporting stakeholders in serving their clients and meeting their investment objectives. One of such services is an online portal that enables users subscribe for debt securities. CSCS essentially requires a USSD application to serve as an additional channel for this service offering to expand user accessibility and improve user experience.

The selected service provider shall develop the USSD application to work in sync with the existing web application and other future access channels.

2.0 TERMS GOVERNING THIS RFP

2.1 This RFP is a request for proposal for **USSD Application Implementation.** It is not a contract and no contractual obligations shall arise on behalf of CSCS. CSCS shall not be liable for any costs and expenses incurred in the preparation and submission of a response to this RFP.

2.2 The Proposers understand that submission of the Bids or Proposals shall not bind CSCS to any form of Intellectual Property Rights that may be contained in the said Proposals as CSCS reserves the right to continue with the Project without any of the Proposers.

2.3 Recipients of this RFP are required to read all the information supplied and have a clear understanding of CSCS' requirements. Further information can be made available by contacting CSCS via the email address provided in this RFP.

2.4 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. The contents of proposals must satisfy the mandatory requirements as specified in this RFP as failure to comply may lead to the disqualification of the Proposal.

2.5 CSCS will select the successful proposal based upon several evaluation factors including features outlined in the RFP; company stability, experience executing similar projects; and price. The selection will be decided based on the proposal submitted by a qualified vendor that best meets the needs of CSCS. CSCS reserves the right to reject any or all proposals without recourse to the bidder(s).

2.6 Pricing should include details of all costs related to the provision of the required services and engagements to CSCS.

2.7 All communications relating to this RFP must be directed to the email address provided in this RFP. All other communications between a respondent and CSCS staff concerning this RFP are prohibited. In no instance should a respondent discuss cost information contained in a proposal with CSCS contact persons or any other staff prior to proposal evaluation. Failure to comply with this clause WILL result in disqualification of the proposal.

2.8 Except otherwise determined by the Procurement Committee and Management, the family members/blood relations of employees and/or fulltime Consultants (i.e. consultants working exclusively with CSCS on a retainer basis) of CSCS are generally not allowed to participate in the RFP process. However, where the Vendor has blood relationship with employees and/or full-time Consultants, such Vendor must expressly make such declaration and bring it to the notice of CSCS. If the declaration/notification is not done or brought to the attention of CSCS and the Vendor is awarded the Contract, the contract shall be terminated and CSCS shall be entitled to claim damages apart from engaging any other consultant/vendor at the cost and risk of defaulting consultant. It is clarified that the term full time Consultants of CSCS does not refer to agencies/people, which may have been shortlisted for an assignment/project of CSCS through an RFP process.

2.9 CSCS shall deduct Withholding Tax from payments to service provider (successful bidder). Service provider can request for a credit note to confirm remittance of the taxes by CSCS.

2.10 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.

2.11 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.

2.12 The key contact for information you may seek for enquiries is the **Project Management Office [pmoffice@cscs.ng]**

2.13 Timeline to be observed for this RFP:

Milestones	**Due Date**
RFP issued by Central Securities Clearing System PLC	22 January 2021
RFP questions received by Central Securities Clearing System PLC in writing	22 Jan. - 28 Jan. 2021
RFP questions responded to by Central Securities Clearing System PLC	22 Jan. - 28 Jan. 2021
RFP response due	**29 January 2021**
Presentation date	To be communicated

2.14 All bids shall be submitted in electronic format (either Microsoft Office or PDF). Your proposals should be submitted on or before close of business on **Friday, 29 January 2021** to: rfpsubmission@cscs.ng

2.15 Please note that CSCS requires any prospective firm to observe the highest standard of ethics during the selection process and execution of the assignment. In pursuance of this policy, CSCS:

i. Define, for the purposes of this provision, the terms set forth below as follows:
   a. "Corrupt practice" means the offering, giving, receiving, or soliciting of anything of value to influence the action of any official of CSCS in the selection process or in contract execution; and

b. "Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of CSCS, and to deprive CSCS of the benefits of free and open competition.

ii. Will reject a firm's proposal if it determines that any member of the firm has engaged in corrupt or fraudulent practices whilst bidding for the assignment.

2.15 By accepting to take part in this selection process, every vendor shall keep in confidence all information provided in relation to this proposal process and shall not disclose the said information to third parties or use the said information for any other purpose other than in relation to the proposal process. Additionally, in the event that a vendor is not selected, the vendor shall keep in confidence all information provided to it in relation to this proposal and the fact that it has received this proposal.

3.0 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 Providers Information Questionnaire
C. Statement of Requirements
D. Methodology/ Description of Approach
E. Financial Proposal
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 CSCS 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 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.

CSCS 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
CSCS reserves the right to distribute answers to questions to other Bidders/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 Please ensure the bid declaration is a computation of total cost of the project implementation.

3.7 The subject matter of the information provided or gained in relation to this Request for Proposal may contain valuable property rights of CSCS. 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 CSCS whose property it shall remain.

3.8 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: USSD APPLICATION IMPLEMENTATION

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:

……
…… (In Naira).

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's 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).

Name ……

Job Title ……

For and on behalf of ……..

Address ……..

Email ……

Telephone ……

Signature ……..

Date ……

B. SERVICE PROVIDER INFORMATION QUESTIONNAIRE

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

1. Organization Profile

1.1 Registration & Accreditation	Compliance Statement (Y/N)	Page Reference Please refer to the page within your proposal indicating how compliance is met (Mandatory)	Explanations Supporting Compliance
Business address			
VAT (Value Added Tax) Registration Number			
Valid Tax Clearance Certificate (where applicable)			
Certificate of Incorporation/Registration			
Tax clearance certificate			
Reference letters (2)			
Letter confirming banking details			
Letter confirming email address where Purchase Orders and queries will be sent to.			

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
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.			

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
How many existing clients do you have? Name your key clients.			
Similar services provided in the past (at least in the last 2 years)			
Details of any cancelled contracts/projects in the past			

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
Product/services which you provide to CSCS (currently or previously)			

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

3.3 Client Reference **(Please provide at least 2 clients for projects similar in nature to this RFP)**		
	Company A	**Company B**
Names of companies which can provide reference to CSCS		
Names & job titles of contact person		
Contact details (email address, address, office number)		

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 on 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 the license for CSCS to carry on business as Central Depository, Clearing and Settlement entity for 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 purpose of this request for proposal is to obtain proposals from qualified vendors for the development of a USSD channel for an existing debt subscription portal.

2.0 PROJECT DELIVERABLES

2.1 Scope of Work

The project scope encompasses application to the Nigerian Communications Commission (NCC) for the USSD code, development of the application, support arrangements, support for future enhancements, as well as user trainings. The application is expected to include the following features:

1. Account creation
2. Subscription request initiation
3. Account validation
4. Payment
5. Notifications

Transactions on the USSD app must automatically sync with user data and transactions across other channels (web, mobile etc.) in real time.

2.2 Implementation Requirements

1. The successful Bidder MUST provide the necessary reporting and co-ordination to effectively control the work schedule, technical resolution, and risk and issue management.
2. The successful Bidder MUST provide the necessary technical and software resources to enable the successful implementation of the solution.
3. The successful Bidder MUST work with CSCS's technical staff to deploy the solution. Technical leads MUST be confident in minimizing any risk or impact on service delivery and therefore the successful Bidder MUST work within any Change Control requirements when deploying the system.
4. The successful Bidder MUST provide detailed hardware architecture and technical documentation upon completion of the implementation.

2.3 Post Implementation Support

1. Availability of resources for analysis and support on technical issues.
2. Feasible structure for support as well as escalation levels and timelines.
3. Plan for patch, product, or system upgrades on a timely basis.

2.4 Vendor Experience and Qualifications

1. Provide reference sites of similar use cases where USSD Apps have successfully been implemented recently, to demonstrate capability.
2. Provide CVs and copies of qualifications of staff that will work on the engagement and proof of having worked on successful USSD application implementation projects.

D. METHODOLOGY/DESCRIPTION OF APPROACH

Your technical proposal should include, among others, the following:

1. A brief description of how the application will be deployed, installed, integrated and transitioned into an operational system.
2. Low level solution designs.
3. High-level project plan, change management plan, communication plan, end-user training plan, risk management plan, quality management plan etc. for the project.
4. A resource plan detailing the resources needed to support the implementation effort.

E. FINANCIAL PROPOSAL

Note: Financial proposals must clearly indicate the following:

a. Total cost of the implementation.
b. VAT and other taxes must be indicated separately.
c. All costs must be in Naira.
d. The quotation should have a validity period of at least 90 days.
e. Completion/delivery period should be indicated. Project implementation schedule should be shared separately.

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

		A. One off costs		
Line Item No.	***Description***	***Quantity***	***Unit Price***	***Total Price***
1				
2				
3				
		B. Recurring costs		
Line Item No.	***Description***	***Quantity***	***Unit Price***	***Total Price***
1				
2				
	Subtotals (to Grand Summary Table)			
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

Note that proposals submitted by Joint Ventures shall be disqualified.

G. BID SECURING DECLARATION

CSCS/PMO/02/2021

USSD APPLICATION IMPLEMENTATION

The Head, Internal Control,
Central Securities Clearing System Plc.
13th Floor, Stock Exchange House,
2/4 Customs Street, Lagos, Nigeria.

Dear Sir/Ma,

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 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)]