



Central Securities Clearing System PLC

Request for Proposal:

Whistle Blowing Service

REFERENCE NO: CSCS/ERM/WBS/10/2026

The return date for responses against this RFP is **30th June 2026** delivered in the requested manner and to the address advised. Late responses will not be considered. Note that proposals submitted that do not meet stipulated criteria shall be considered non-responsive.

2/4 Customs Street, Nigerian Exchange Group House, (First Floor), P.O. Box 3168, Marina Lagos, Nigeria

Tel: +234 (1) 448 0500, Email: contact@cscs.ng, Website: <https://www.cscs.ng>

Directors: Mr. Temi Popoola (Chairman), Mr. Shehu Yahaya Shantali (MD/CEO), Mrs. Chinelo Anohu, Mr. Ibrahim Dikko, Mr. Adeyinka Shonekan (ED), Mr. Nonso Okpala, Mr. Samuel Onukwue, Mrs. Bola Adesola, Dr. Aisha Muhammed Oyeboode.



16th June 2026

Dear Sir,

TITLE: Whistle Blowing Service

Ref: CSCS/ERM/WBS/10/2026

CSCS invites qualified vendors to submit proposals for the provision of a secure, confidential, and efficient whistleblowing system and related services. The selected vendor will support the organization in strengthening its ethics, compliance, and internal control framework by enabling safe reporting of misconduct.

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 one copy of their proposal in electronic format (either Microsoft Office Word 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.

erm@cscs.ng

dolaogun@cscs.ng

ilawal@cscs.ng

iodunsi@cscs.ng

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Yours faithfully,

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Part 1

1. 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.

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1.2 Executive Summary of Project

This Request for Proposal (RFP) is issued to invite qualified and experienced firms to submit proposals for the provision of whistle blowing for CSCS. The selected service provider shall:

- Provide a secure and anonymous reporting channel
- Ensure confidentiality and protection of whistleblowers
- Facilitate timely investigation and case management
- Strengthen corporate governance and compliance practices
- Align with regulatory and industry best practices

The purpose of this RFP is to identify and engage a competent firm with demonstrable experience in whistleblowing within regulated financial environments. The contract resulting from this process shall define the scope, duration, responsibilities, and commercial terms binding both CSCS and the successful bidder.

2. 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 people 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. 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. The contents of proposals must be submitted in the same order as that specified in this RFP.

2.3 Pricing must clearly detail all costs associated with: Whistle blowing

- Implementation/setup costs
- Subscription/licensing fees
- Cost per user or per report (if applicable)
- Maintenance and support fees
- Optional services pricing

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All costs must be transparent and itemized.

2.4 All communication relating to this RFP must be directed to the specified key contact persons listed in this RFP. 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 Except, otherwise determined by the Procurement Committee and Management, the family members/blood relations of employees and/or full-time 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.

2.6 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 vendor that best meets the needs of CSCS. CSCS reserves the right to reject any or all proposals without recourse to the bidder(s).

2.7 This RFP is a request for quotes for the provision of Whistle Blowing Service. 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.

2.8 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 providers can usually claim a credit against their tax

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liabilities in respect of Withholding Tax deducted by CSCS.

2.9 In addition to submitting a quote in response to this request, all quotes should be sent with written confirmation that there are no conflict-of-interest issues that will prevent the firm from taking up this engagement.

2.10 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 engaging 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.

2.11 Timeline to be observed for this RFP:

Milestones	Due Date
RFP issued by Central Securities Clearing System PLC	16 th to 29 th June 2026
RFP questions received by Central Securities Clearing System PLC in writing	16 th to 29 th June 2026
RFP questions responded to by Central Securities Clearing System PLC	16 th to 29 th June 2026
RFP response due	29 th June 2026
Presentation date	To be communicated

2.12 All bids shall be submitted by providing one copy of the proposal in electronic format (either Microsoft Office Word or PDF). An electronic copy of your proposals should be submitted on or before the close of business on **30th June 2026**. The electronic copy should be sent to: **rfpsubmission@cscs.ng**

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Service Provider's Actions Required for this RFP

- 3.1 Read Part 2 carefully which contains the underlisted sections. Complete them accurately and concisely where required -
- Service Providers Declaration
 - Service Provider Information Questionnaire
 - Statement of Requirements
 - Methodology/ Description of the Service Approach
 - Price Schedule
 - Evaluation Criteria
 - 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 the underlisted email addresses

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CENTRAL SECURITIES CLEARING SYSTEM PLC

- dolaogun@cscs.ng
- iodunsi@cscs.ng
- llawal@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 the 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 2.11.

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, Nigerian Exchange Group House, (First Floor), P.O. Box 3168, Marina Lagos, Nigeria

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2/4 Customs Street, Lagos, Nigeria.

Dear Sir/Ma,

PROJECT TITLE: Whistle Blowing Service

We have read and have examined this Request for Proposal (RFP) document, Technical 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 Statement of Requirements are fully 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

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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

Document Classification - CSCS Confidential (YELLOW) - External

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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
<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</i>			

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<i>Financial statements shall be submitted together with the signed Auditors Opinion.</i>			
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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 project undertaken in the past 5 years</i>			
<i>Details of any cancelled 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

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<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>			

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

Non-compliance with these requirements will result in disqualification of the bid at Preliminary Evaluation Stage and the Bidder shall not proceed to the Technical Evaluation Criteria.

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 operations commenced 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

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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 (RFP) is to invite suitably qualified and experienced service providers to submit proposals for Whistle Blowing Service.

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

The CSCS team will then evaluate the various responses submitted and choose a more suited partner. The awarding of the contract will not 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.

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2.0 PROJECT OBJECTIVES AND SCOPE

2.1 Project Objectives

This Request for Proposal (RFP) is issued to invite qualified and experienced firms to submit proposals for the provision of whistle blowing for CSCS. The selected service provider shall:

- Provide a secure and anonymous reporting channel
- Ensure confidentiality and protection of whistleblowers
- Facilitate timely investigation and case management
- Strengthen corporate governance and compliance practices
- Align with regulatory and industry best practices

2.2 Scope of Work

The selected vendor will be required to deliver the following:

- 24/7 availability of reporting channels, including:
 - Toll-free hotline (local and/or international)
 - Web-based reporting portal
 - Email reporting (optional)
 - Mobile application (optional)
- Multilingual support (if applicable)
- Secure case logging and tracking
- Automated case assignment and escalation workflows
- Evidence/document upload capability
- Status tracking and reporting dashboard
- Full anonymity options for whistleblowers

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- End-to-end data encryption
- Role-based access controls
- Compliance with relevant data protection regulations
- Periodic reports (monthly, quarterly, annual)
- Real-time dashboards
- Trend analysis and insights
- Regulatory reporting support
- Preliminary assessment of reports
- Independent investigation services
- Advisory support on case handling
- Employee awareness campaigns
- Training materials and sessions
- Communication templates

2.3 Vendor Experience and Qualifications

The Bidder is expected to demonstrate successful implementation of similar projects in other organizations.

2.4 Compliance and Legal Requirements

The vendor must:

- Comply with applicable data protection laws (e.g., NDPR, GDPR where applicable)
- Ensure data is securely stored and processed
- Provide clear policies on data retention and deletion
- Sign confidentiality and non-disclosure agreements

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2.5 Timeframe for Completion

Please provide a timeframe for completion of the project. This timeframe will be evaluated. Be advised that timeframes will be part of the contractual agreement; therefore, a realistic timeframe for completion should be provided.

D. METHODOLOGY/DESCRIPTION OF THE SOLUTION APPROACH

In this section, the Bidder shall provide a detailed description of the methodology and approach it will adopt to deliver the required Surveillance Audit Support Services.

The information provided must clearly demonstrate that the Bidder understands the scope, complexity, and effort involved in whistle blowing. The Bidder should outline a practical work plan, including risk management measures, to ensure successful engagement.

The technical proposal should, at a minimum, include the following:

- Overview of the Proposed Approach

A summary of how the Bidder plans to provide the whistle blowing service.

- III. Documentation and Related Services

Details of all supporting documentation, training, knowledge transfer, and services to be provided to CSCS staff.

- IV. Deviations (If Any)

A clear explanation of any deviations from the requirements outlined in this RFP, including justification and proposed alternatives.

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E. PRICE SCHEDULE

Note: Financial proposals must clearly indicate the following:

- a. Total Cost of Services – The overall cost for providing the Whistle Blowing Service, training.
 - b. Taxes – VAT and any other applicable taxes must be indicated separately.
 - c. Currency – All costs must be quoted in Nigerian Naira (₦).
 - d. Validity Period – The quotation must remain valid for a minimum of 90 days from the submission date.
 - e. Project Schedule – The proposed timeframe for completion of the engagement must be provided. A detailed implementation schedule should be submitted as part of the proposal.
- Bidders must try as much as possible to use a template like the table below*

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

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			A. One off costs		
Line No.	Item	Description	Quantity	Unit Price	Total Price
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. **Technical 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

[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:

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CENTRAL SECURITIES CLEARING SYSTEM PLC

(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 _____

[Add Corporate Seal (where appropriate)]

2/4 Customs Street, Nigerian Exchange Group House, (First Floor), P.O. Box 3168, Marina Lagos, Nigeria

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