



## **Central Securities Clearing System PLC**

### **Request for Proposal:**

### **Design and Development of a New CSCS Website**

**REFERENCE NO: CSCS/TS/WEB/01/2019**

The return date for responses against this RFP is **8th February 2019**

Delivered in the requested manner and to the address advised. Late responses will not be considered.  
Note that proposals submitted that does not meet stipulated criteria shall be considered non-responsive.

28 January 2019

Dear Sir,

**TITLE: DESIGN AND DEVELOPMENT OF A NEW CSCS WEBSITE**

**Ref: CSCS/TS/WEB/01/2019**

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 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 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)

## 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 proponents to submit proposals for the design and development of a new website.

The successful company should be able to manage and meet the requirements for this activity.

The purpose of this RFP is to seek information from potential Bidders with an intention to establish an agreement between the Company and the successful Bidder. The Contract that follows this process shall bind the Company 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. 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 in Section 2.12.

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 Timeline to be observed for this RFP:

Milestones	Due Date
RFP issued by Central Securities Clearing System PLC	28 January 2019

Service provider acknowledgement to bid	29 January 2019
RFP questions received by Central Securities Clearing System PLC in writing	29 January - 08 February 2019
RFP questions responded by Central Securities Clearing System PLC	29 January - 08 February 2019
RFP response due	8 February 2019
Presentation date	18 February 2019

2.4 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). The hard 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:

**Abiodun Adelaja**

**Ag. 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)

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 design and development of a new website for CSCS. 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 Conflict of Interest: 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 Procedure after Submission: 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.

#### 2.10 Key Contacts

Following are key contacts for information you may seek for enquiries:

- i. Olumide Jerome [ojerome@cscs.ng]
- ii. Oluwakemi Oke [ooke@cscs.ng]

### 3. Submission of Proposals

Original and electronic copies of your proposals should be submitted on or before close of business on Monday, 8 February 2019

The electronic copy should be sent to: [rfpsubmission@cscs.ng](mailto:rfpsubmission@cscs.ng)

Kindly forward sealed, original hard copies to:

**Abiodun Adelaja**

**Ag. Head, Internal Control**

Central Securities Clearing System Plc.

13th Floor, Stock Exchange House

2/4 Customs Street, Lagos Nigeria

**Part 2 Service Response to This RFP**

**A. Service Providers Declaration**

To:

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

Dear Sir/Ma,

**PROJECT TITLE: DESIGN AND DEVELOPMENT OF A NEW WEBSITE**

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:

.....  
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 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.....

Address.....

Email .....

Telephone.....

## B. Service provider Information Questionnaire

### 1. Organization Profile

<b>1.1 Registration &amp; Accreditation</b>	<b>Compliance Statement (Y/N)</b>
<i>Business address</i>	
<i>VAT (Value Added Tax) Registration Number</i>	
<i>Submit Certificate of incorporation</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)
<i>Current annual reports or audited financial statements ((Unless previously provided within the last one year)</i>	

## 3. Track Record & Reference

3.1 Industry Experience	Compliance Statement (Y/N)
<i>How many existing clients you have? Name your key clients</i>	
<i>Similar project undertaken in the past 2 years</i>	
<i>Details of any cancelled projects in the past</i>	
3.2 Relationship with CSCS	Compliance Statement (Y/N)
<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)**

<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 & Service provider Response**

### **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)**

Living in the digital world, a website is now a necessity for any business, big or small. The website provides an online presence for CSCS and a strategy to market our services and establish credibility, therefore it is very important to have a website that speaks of our brand and core values, but more importantly, having a fully functional portal that provides a seamless and exciting experience to stakeholders. The current website is great but can be significantly improved upon with more engaging features and functionalities. Hence, the need for a fully functional website that is a single point of reference for complete end-to-end delivery of services, providing a seamless service experience for all stakeholders (investors, brokers, custodians, registrars, regulatory bodies). The development of the website will be incremental to accommodate new features and continuous improvements.

## 2 PROJECT OBJECTIVES, SCOPE, AND GOAL

### 2.1 Objectives

- Integrate all existing systems and create a straight through process for all transactions
- Integrate online payment and simplify payment confirmation processing
- Provide self service functions to reduce walk-in customers in the contact center
- Cater to stakeholders who cannot visit our physical locations (HNIs and those outside Lagos)
- Minimize manual processing

All these will in turn yield the following:

- Improved efficiency
- Increase our visibility
- Consolidation of views (web, mobile, other portals/systems)
- Provide multi channels for stakeholder engagements
- Improve turn-around time which in turn increases customer satisfaction

### 2.2 Functional & Technical Requirements

S/N	Requirements
A	<b>Integration</b>
1	<b>Integration of applications</b> - All applications exposed to external stakeholders, Data Exchange, E-verification, chat, social media handles, customer feedback

2	<p><b>Integration with document management platform - Mfiles</b></p> <p>i. The website should be able to integrate with M-files, import all documents and assign to respective departments.</p> <p>ii. In order to minimize physical contacts at CCC, participants should be able to scan documents at their office and forward details to CSCS</p>
3	Integration with contact center application
4	<p><b>Enable online Biometric application and appointment system for Investors</b></p> <p>In order to reduce wait time, customers should be able to fill their forms online and book appointments through the website platform before coming to the office. They will get information on the necessary requirement for each category of biometric capture to avoid repeat visits.</p>
5	Other Third-Party Integrations: Integration with payment gateway
<b>B</b>	<b>Payment Solution</b>
1	Integration of an online payment solution
2	the online payment channel should list all the services that participants request at a fee for easy narration and reporting
<b>C</b>	<b>Infrastructure/Technical Requirements</b>
1	Latest technology: front end & back end, website platform
2	Database Requirement
3	Hosting
4	Architecture
5	Scalability - Building the website with the understanding that our users will grow, hence our infrastructure & database must be able to accommodate the growth
6	Search engine optimization
7	Tracking and Analytics: how visitors are interacting with the website. How the website performs and how visitors use the website will give a better idea on where to make improvements. Using a tool like Google Analytics gives an idea of the number of people on the website, which page they visit the most, how long they stay on each page, which page do they visit next, which page do most visitors exit, etc.

8	<p>Search function</p> <ul style="list-style-type: none"> <li>i. General webpage search</li> <li>ii. Specified portal search function i.e. ability to search for a specific item within the portal</li> </ul>
9	All technical documents and API documentation must be released to CSCS before the project can be concluded and closed
10	Vendor must provide go-live and post go-live support
<b>D</b>	<b>Content Management System (CMS) Requirements</b>
1	<ul style="list-style-type: none"> <li>1. Must have pages: About us, products/services etc., FAQ, Contact Us, Corporate Information etc</li> <li>2. Content/ Content update</li> <li>3. Static/dynamic pages (if any)</li> <li>4. Content writing /Writing styles: consistency, embedded link placement, anchor text rules, video transcripts, structure of headings and sub-headings, etc must be consistent with CSCS standard.</li> </ul>
2	Products / Services: The content can be updated from time to time
3	<p>Ease of access to stakeholder information</p> <ul style="list-style-type: none"> <li>i. FAQ, Knowledge based bulletins and corporate announcements</li> <li>ii. There should be a link to provide current information or contact details of all Market participants (their roles and responsibilities will be stated to educate investors and reduce enquiries, and to reduce the number of enquiries to CSCS. Contacts of Registrars, Custodians, the companies they manage</li> <li>iii. Enable creditors and Margin Account holders to view their balance</li> <li>iv. Lien Joint Memorandum; Lien Notes for Guidance</li> <li>v. Corporate Action: Information on corporate actions should also be made available on the new website.</li> <li>vi. Market information on active and delisted securities</li> <li>vii. Details and contact of all dealing members and regulatory bodies</li> </ul>
4	<p>References/News</p> <ul style="list-style-type: none"> <li>i. News Feed/Twitter Feed</li> </ul>
5	Legal – All legal and compliance requirements must be adhered to
6	<p>Managing the website:</p> <p>Backend/web admin: to manage users, contents, updates &amp; archiving</p>
<b>E</b>	<b>Social Media</b>

1	Social media integration: Integration of social media on the website i. Have a twitter live feed on the website ii. Facebook and LinkedIn (with room for addition)
<b>F</b>	<b>User Administration</b>
1	Ease of use and administration of users
2	User registration, login and authentication
3	Admin/Backend module
<b>G</b>	<b>User Experience</b>
1	<b>Usability/User experience design:</b> 1. Usability heuristics/experience 2. Look & Feel/Customization 2. Cross-browser Compatibility: The website can be viewed in all types of modern website browsers such as, Chrome, Firefox, Mozilla & Safari.
2	Website navigation/Ease of navigation
3	Website accessibility
4	Mobile Device Requirement: users may want to access the website while on the go
5	Web speed/Loading times – The loading time must be fast enough
<b>H</b>	<b>Security</b>
1	The website <b>must</b> follow the OWASP guidelines (Open Web Application Security Project)
2	GDPR/use of cookies
<b>I</b>	<b>Forms &amp; Reports</b>
1	Webforms, Reports, Charts, downloadable pdf files & forms (Review and update existing forms and reports on current website)
2	E-Submission of participants request (token enabled).
3	Data Retention: Ability to retain historical data for a maximum of 5 years

### 2.3 Document Requirements

The selected vendor is expected to provide the following documents to CSCS before, during or after the project is executed:

- Well documented process flow
- Approved User Acceptance Test
- System requirement specification document
- Technical specification document
- User manual

### 2.4 Other Requirements

1. Bidders must provide 3 previous works of similar magnitude (provide the links in the proposal, demo will be shown during presentation)
2. Bidders must provide a proposed project plan showing milestones and duration of the project
3. If selected, the development of the website must be carried out on-site

## D. PRICE SCHEDULE

Note: Proposals must clearly indicate the financial proposal.

## E. EVALUATION CRITERIA

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The evaluation shall be undertaken in three stages, the **Preliminary Evaluation** (which shall consider responses from bidders in section “A” and “B” above), **Technical Evaluation** (which shall mainly consider responses to section C above as well as the criteria in the table below) and the **Financial Evaluation** (which shall consider items under section “D’ above. **Note that proposals submitted by Joint Ventures shall be considered non-responsive.**



## 1. Preliminary evaluation Criteria

The Qualification Information and Bidding forms to be submitted are as follows:

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

<b>Description</b>	<b>COMPLIANT/ NONCOMPLIANT</b>	<b>REFERENCES</b> Please Refer to Your proposal page document indicating how compliance is met (Mandatory).	<b>TECHNICAL EXPLANATIONS SUPPORTING COMPLIANCE</b>
Copies of Valid Tax Clearance Certificate (where applicable)			
Copies of Certificate of Incorporation/Registration,			
Bid Form (Service Provider's Bid) to be properly signed by authorized official named in the Power of Attorney,			
Audited Financial Statements  The Bidder shall provide two reference letters from satisfied their customers and their contact details.			

Copies of Certificate of Incorporation/Registration,			
Provide documentation to show the firm has carried out similar implementations with traceable references.			

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