

Central Securities Clearing System PLC

Request for Proposal:

Implementation of a Security Operation Centre

REFERENCE NO: CSCS/ERM/SOC/11/2019

The return date for responses against this RFP is **13th December 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.

26 November 2019

Dear Sir,

TITLE: Implementation of Security Operation Centre

Ref: CSCS/ERM/SOC/11/2019

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

Table of Contents

Reference	Contents	Action
Part 1	General Information	
i	Letter of Invitation	For Information
ii	Introduction	For Information
iii	Terms Governing this RFP	For Information
iv	Service Providers Actions Required for this RFP	For Information
Part 2	Service Providers Response to this RFP	
A	Service Providers Declaration	For Completion
B	Service Provider Information Questionnaire	For Completion
C	Statement of Requirements	For Information
	<i>Project Objectives and Scope</i>	For Information
	<i>Business Analysis and Project Management</i>	For Information
	<i>Solution Requirements</i>	For Information
	<i>Document Requirements</i>	For Information
C	<i>Implementation Requirements</i>	For Information
D	Methodology/Description of the Solution Approach	For Completion
E	Price Schedule	For Completion
F	Evaluation Criteria	For Information
G	Bid Securing Declaration	For Completion

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.

1.2 Executive Summary of Project

This RFP is an invitation to prospective proponents to submit proposals for the implementation of a Managed IT Security Operation Center (SOC) for CSCS.

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 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. 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 software, required hardware, conversion of existing data, installation, training, final implementation and annual support costs.

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 implementation of a SOC Centre 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 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 Timeline to be observed for this RFP:

Milestones	Due Date
RFP issued by Central Securities Clearing System PLC	26 th November 2019
RFP questions received by Central Securities Clearing System PLC in writing	27 th Nov. – 6 th Dec. 2019
RFP questions responded to by Central Securities Clearing System PLC	27 th Nov. – 6 th Dec. 2019
RFP response due	13 th December 2019
Presentation date	To be communicated

2.11 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 Wednesday, 13th December 2019. The electronic copy should be sent to: 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

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 the Solution 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
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 2.11.

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, Lagos, Nigeria.

Dear Sir/Ma,

PROJECT TITLE: IMPLEMENTATION OF SECURITY OPERATION CENTRE

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

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

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 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 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
<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 into 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 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 purpose of this Request for Proposal (RFP) is to invite suitably qualified and experienced service provider to submit proposal for the design and implementation of Security Operations Centre (SOC) as a way of soliciting proposals in line with the requirements outlined within the document.

The interested vendors 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 vendor. 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

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.

2.0 PROJECT OBJECTIVES AND SCOPE

2.1 Project Objectives

CSCS requires a consultant to design and implement its Security Operations Centre.

The following benefits are expected from the Managed IT Security Operations Center (SOC):

- Protection of critical information and assets
- Effective incident management and risk mitigation
- SIEM Content building and log integration
- Reduced Total Cost of Ownership
- Monitoring and alerting service
- Incident management workflow
- Security from advanced threats and risks
- Visibility of the security operations activities
- Increased responsiveness, scalability and flexibility

2.2 Project Scope

The project focuses on delivering a Security Operation Centre, optimized to meet today's threat landscape and reporting threats to CSCS. We would therefore require the vendor to leverage on existing security solutions.

2.3 Business Analysis and Project Management

Business analysis and project management of the Security Operation Centre implementation will be carried out in two phases.

Phase 1 - Definition: The selected vendor and the CSCS project team will carry out a comprehensive scoping exercise to determine all data sources, system interfaces and all requirements for a successful implementation, as well as functional design, system specification and models. For this phase, models and process maps can be added to support your proposal. At

the end of this phase, a system blueprint will be developed and signed off, after which the next phase of the project can proceed.

Phase 2 – Design & Implementation: Using standard Project Management methodologies, the vendor will work closely with end users, subject matter experts, functional and technical teams to configure and deploy the solution successfully. Users will be trained, and all documents will be shared before project close out.

2.4 Solution Requirements

2.4.1 Service Set-up

- Service to operate in Hybrid Mode (i.e. having the vendor's and CSCS' staff perform the monitoring and mitigating functions with a defined escalation process.
- Hardware to reside both in vendor's location and CSCS' location
- To avoid bandwidth related and travel constraints, vendor is required to provide in-country presence and an operational SOC in-country to serve as business continuity for all SOC operations.

2.4.2 Log Source Integration & Coverage

- All log sources should be identified and integrated into the SOC.
- The scope of the log source integration to the SOC should include the CSCS' local and wide area network, other locations and third (3rd) party interfaces.
- The vendor would work with System /Network Administrators of CSCS to fine tune and optimize the internal log sources.

2.4.3 Capabilities

- Custom Rule: The solution should give ability to create custom rules in addition to the default rules and should send events and alerts that are of concern to CSCS
- Data aggregation: aggregation of information from multiple configured sources or events and alert on suspicious events
- The solution should have the capability to detect both internal & external attacks. In addition to security attacks on IT infrastructure, the solution should also monitor for security events on business applications, databases and identify network behavior anomalies.
- Event Correlation: Ability to link multiple rules that constitute an attack in order to enhance credibility

- Event Baselining: capability to baseline events, traffic and user activity from configured devices and alert on anomalous behavior.
- Risk ranking: ability to assign priorities and risk rating to alerts.
- Triggered Alerts: Ability to provide alerts in the console and via emails. Ability to provide an option of SMS for critical alerts.
- Threat Intelligence: threat intelligence from disparate sources can be integrated and applied to current log repository to detect malicious communications and/or incidents
- Malware Identification: Ability to track malware, viruses, worms, Trojan, etc.
- Database Monitoring: ability to monitor key databases within the CSCS network environment, identify and notify on events that may be of concern.
- Reporting: capabilities to provide on-demand and periodical summary and detailed reports on identified events or incidents.
- Dashboards: Various presentation dashboards should be available for various review levels e.g. analysts, technical team, management etc.
- The solution should monitor, detect and manage incidents for the following minimum set of IT infrastructure security events. This is indicative minimum list and is not a comprehensive/complete set of events. The event list should be indicated in the proposal response.
 - Buffer Overflow attacks
 - Port & vulnerability Scans
 - Password cracking
 - Worm/virus outbreak
 - File access failures
 - Unauthorized access to systems
 - Unauthorized server/service restarts
 - Unauthorized changes to firewall rules
 - SQL injection
 - Cross site scripting

2.4.4 External Threat Intelligence

- External intelligence: Dark Web, social media monitoring and alerting
- Data Leakage: ability to identify possible loss or extraction of data or information out of CSCS' network

2.4.5 Operations

- 24x7 Monitoring: The SOC shall be up and manned continuously (24x7), managed and administered by skilled IT professionals with technical knowledge, experiences and suitable credentials in areas such as operating systems, networking, database

administrator, digital forensic, etc. For effective monitoring, shifts work schedule shall be adopted. At least two (2) members of the team shall manage the SOC at all time; responsibilities should be clearly defined.

- Ticketing and Alerts Ticketing: A ticketing system must be provided or integrated to assign tasks, track closure and performance.

2.4.6 Configuration Management

The selected vendor shall record, maintain and verify configuration information regarding each of the configuration items required to deliver the system, detailing the attributes and the history of each configuration item and the relationship between items

2.5 Document Requirements

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

- Statement of Work (SOW)
- System architecture/model/design
- Well documented process flow
- Technical specification document
- User manual (Case Management)

2.6 Implementation Requirements

The selected vendor must be able to provide the following solutions as part of the implementation:

- Case management solution
- Independent performance measurement tool
- Cyber threat hunting

2.6.1 Vendor Experience and Qualifications

- Demonstrate successful implementation of similar projects in size and nature carried out recently. Provide reference sites of similar business nature where Security Operation Centre have successfully been undertaken
- Experience in integrating logs on alien Vault SIEM.
- Provide CVs and copies of qualifications for staff that will engaged on the project and proof for having worked on a SOC project.
- Demonstrate capability of effective SOC operation.

- There must be an on-site technician to facilitate project requirements and implementation
- Document all project processes and provide system documentation.

2.6.2 Post Implementation Support

- Availability of local/regional support office/staff when required for onsite analysis of incidents
- Feasible structure for support and escalation levels and timelines
- Plan for patch, product, or system upgrades

2.6.3 Knowledge Transfer

- Provision of adequate training to technical and functional users of the solutions
- Provide user manuals and other documentation

2.6.4 Compliance to ISO 27001:2013 Standards

Solution should be demonstrably compliant with ISO 27001:2013 and other information security standards.

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

- I. An overview of the system, and a brief description of how the solution will be deployed, installed and transitioned into an operational system
- II. Solution low level designs
- III. Documentation and description of related services
- IV. Explanations for deviations (if any)
- V. A detailed project plan, change management plan, communication plan, end-user training plan, risk management plan, quality management plan etc. for the project
- VI. A resource plan detailing the resources needed to support the implementation efforts e.g. customizing, testing, software, personnel and any implementation requirements
- VII. Capacity building and knowledge transfer program, which should include training sessions for technical and non-technical staff.
- VIII. At least 3 previous works of similar magnitude (provide references in the proposal, demo will be shown during presentation)
- IX. Full name and address of the manufacturer's representative, if any, who can provide after sales and support services
- X. Any other relevant documentation such as proof of competence for this type of project

E. PRICE SCHEDULE

Note: Financial proposals must clearly indicate the following:

- Total cost of implementing the solution, which must include the cost of any additional hardware/software required for a successful implementation
- VAT and other taxes must be indicated separately
- All costs must be in Naira
- The quotation should have a validity period of at least 90 days
- 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. **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

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)]