Central Securities Clearing System PLC

Request for Proposal:

Microsoft Dynamics 365 ERP
Pre-implementation Training

REFERENCE NO: CSCS/CS/ERPTRAIN/06/2020

The return date for responses to this RFP is **6th July 2020** 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.

CENTRAL SECURITIES CLEARING SYSTEM PLC
RC 201018

24 June 2020

Dear Sir,

TITLE: Microsoft Dynamics 365 ERP Pre-implementation Training
Ref: CSCS/CS/ERPTRAIN/06/2020

You are invited to submit your proposal to 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 (CSCS) 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 Word or PDF). Submissions to this RFP must be returned by the deadline 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 response.

Yours faithfully,

Procurement Office
Admin@cscs.ng

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Part 1

1. Introduction

1.1 CSCS 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 Microsoft Dynamics 365 ERP trainers to provide comprehensive training for the core users/project members. This training will ensure that project members get in-depth insight into the features and functionalities/capabilities of the ERP solution, this will aid effective engagement with the implementation consultant of the Microsoft Dynamics 365 ERP solution for optimal deployment and performance.

The successful company should be able to manage and meet the requirements for this training. The purpose of this RFP is to seek information from potential bidders for the purpose of selecting a suitable bidder to provide pre-implementation training for the users of the ERP solution. The contract that follows this process shall grant the successful bidder the opportunity to provide the training services.

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 CSCS's 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. 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.

2.3 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 proponent 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 and proponent.

2.4CSCS 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 proponent that best meets the needs of CSCS. CSCS reserves the right to reject any or all proposals.

2.5 This RFP is a request for proposal to provide Microsoft Dynamics 365 ERP pre-implementation training Services to 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.

2.6 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.

2.7 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.

2.8 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.

2.9 **Timeline to be observed for this RFP:**

Milestones	**Due Date**
RFP issued by Central Securities Clearing System PLC	June 26, 2020
RFP questions received by Central Securities Clearing System PLC in writing	June 26 – July 3, 2020
RFP questions responded to by Central Securities Clearing System PLC	June 26 – July 3, 2020
RFP response due	July 6 2020
Presentation date	TBD

2.10 All bids shall be submitted by providing one copy of the proposal in paper format and one copy in electronic format (either Microsoft Word or PDF). Both paper and electronic copies of your proposals should be submitted on or before close of business on Friday 26th June 2020. 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 Approach
E. Price Schedule
F. 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: *admin@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 Please ensure the bid declaration is a computation of total cost of the exercise.

3.7 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.

3.8 Submit response to CSCS in line with the milestone dates stated in 2.9.

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: Microsoft Dynamics 365 ERP Pre-implementation Training

We have read and 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**
Business address			
VAT (Value Added Tax) Registration Number			
Valid Tax Clearance Certificate (where applicable)			
Certificate of Incorporation/Registration			
Submit Tax Clearance Certificate			
Attach Two Reference Letters			
Letter Confirming Banking Details			
Letter confirming email address where Purchase Orders and queries will be sent to.			

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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 you have? Name your key clients			
Similar project undertaken in the past 5 years			
Details of any cancelled projects in the past			

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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 3 clients for deals similar in nature to this RFP)			
	Company A	**Company B**	**Company C**
Names of companies which can provide reference to CSCS			
Names & job titles of contact person			
Contact details (email address, address, office number)			

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

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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)

This Request for Proposal (“RFP”) is an invitation by CSCS to Microsoft Dynamics 365 ERP Certified Training vendors to ensure the project members get in-depth insight into features and functionalities/capabilities of the ERP solution which will aid effective engagement with the implementation consultant of the Microsoft Dynamics 365 ERP solution for optimal deployment and performance. By undertaking a competitive process, CSCS intends to engage a suitable vendor to provide training which will aid end-users’ experience with the new ERP. The most efficient scenario is for the selected project members to undertake the training program during the implementation stage so that members can play active roles in respective ERP modules configuration which will also facilitate knowledge transfer to the rest of their team.

Interested vendors would also be required to respond to each of the requirements as outlined in this RFP clearly indicating the ability to meet the requirements.

CSCS will then evaluate the various responses submitted and choose a preferred vendor.

2.0 PROJECT SCOPE

2.1 **Project Scope**
Training Module for ERP

Integrations	**Human resources**	**Intelligence**
Business events	Benefits	Analytics
Data entities	Employee development and training	Business documents
Integration using Microsoft Power Automate	Questionnaires	Financial reporting
	Recruiting	Regulatory reporting
Financial management	Payroll	
Accounts payable		**Development**
Accounts receivable	**Supply chain management**	Extensibility
Budgeting	Cost management	Office integration
Cash and bank management	Inventory management	Continuous delivery
Compliance	Master planning	Mobile platform
Cost accounting	Procurement and sourcing	Demo data
Fixed assets	Product information management	
General ledger	Production control	**Administration**
Project management	Sales and marketing	Cloud deployment
Public sector	Transportation management	On-premises deployment
Regional regulatory features	Warehouse management	Upgrade
		Servicing
		Lifecycle Services
		Organization administration

2.2 Compliance to ISO 27001:2013 Standards

The selected proponent will be required to show evidence of compliance with ISO 27001:2013 and other information security standards

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D. FEE PROPOSAL

Describe your proposed training cost.
Specify which services are included in this compensation and which services would require additional fees.
Note: Financial proposals must clearly indicate the following:

a. Total training cost.
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. METHODOLOGY/DESCRIPTION OF THE ENGAGEMENT 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. Documentation and description of related services
II. At least 3 previous works of similar scope (provide references in the proposal)
III. Any other relevant documentation such as proof of competence for this type of project

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F. 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 CSCS during the period of bid validity, (i) fail or refuse to execute the Contract Agreement, or (ii) fail or refuse 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 _____, 2020.

[Add Corporate Seal (where appropriate)]