



Central Securities Clearing System PLC

**Request for Proposal
For
CSCS Mobile Application**

RC 201018

June 7, 2018

Contents

1. Introduction	3
2. Purpose	3
3. Requirements /Scope of service	3
4. RFP Terms and Conditions	3
5. Key Contacts.....	9
6. Timeframe for Completion	9
7. Request for Proposal Guidelines.....	9
7.1. Summary	9
8. Ethical Standards.....	9
9. Submission of Proposals	10
10. Procedure after Submission.....	10
11. Confidentiality.....	11
12. Conflict of Interest	11

RC 201018

1. Introduction

Central Securities Clearing Systems (CSCS) Plc. is the Central Securities Depository (CSD) for the Nigerian capital market. We provide securities depository, clearing and settlement services for the Nigerian capital market. While Trading is carried out at the Nigerian Stock Exchange (NSE), post trading activities are completed on the clearing and settlement platform in CSCS. Our integration with several exchanges (NSE, NASD, FMDQ etc) promotes our interfacing with several stakeholders within and outside the shores of Nigeria. Thus, it is expedient that we leverage on evolving technologies (Cloud computing, Artificial intelligence, mobile technologies etc.) in bridging the geographical distance to our stakeholders, thereby ensuring non-disruption of services, real time data circulation and the achievement of maximum customers satisfaction.

2. Purpose

We are issuing this RFP to software vendors to submit proposals for the development of a mobile application for CSCS with the aim of improving information dissemination and provide value- added services for our stakeholders. The selected vendor is expected to develop the solution, provide support and as well hand over the source code to CSCS upon completion of the project.

3. Requirements /Scope of service

Currently, CSCS has employed web technologies and other information technology tools in ensuring the provision of optimal services and products to her stakeholders. However, CSCS seeks to leverage on mobile technologies in meeting the below business requirements:

- Real time dissemination of market and trade information (such as live quotes from the stock market, daily trade details, daily price listing, transaction listing etc.) to all stakeholders.
- Provision of live chats to provide real time support and issues resolution.
- Portfolio Management: aimed at giving users an opportunity to build their customized portfolio and a personal tracker to monitor financial instruments within and outside their portfolio.

- Provision of a News engine for relaying information on major global economics and financial market events as they occur.
- Provision of basic and complex analytics on financial instruments, market trends and forecast that will guide investors in making informed decisions as to their holdings in the capital market.
- Provision of analysis on users' usage and preferences, as well as access monitoring.
- Seamless integration with CSCS' profile on other social platforms such as Facebook, Instagram, LinkedIn etc.
- Capability of being used as a marketing tool in setting up marketing campaigns, product & services awareness campaign etc.
- Dash Board and Charts showing Trends of Growth of Shares, Trades, Balances and Interactive multimedia Mobile App using flash, Silverlight and JavaScript.
- Ability to send SMS for transactions, validation and other business processes.
- Ability to send Emails for transactions, validation and other business processes.
- Biometric Authentication using Finger Print, Iris, Facial Features and Voice Validation.
- Authentication with the use of Token, One Time Code etc.
- Ability to Generate and download reports in various formats (eg. xls, xlsx, pdf, doc, docx, ppt, pptx, txt)
- Artificial Intelligence to chat with robots for Customer Service functions and predict user behavior and responses.
- Ability to work Offline and synchronize when connectivity is restored.
- Ease of Update of Information.
- Highly Secured and not vulnerable to Cyber Attacks.
- Rewards Schemes for usage and referrals.
- Ability to search for information easily and fast.
- Ability to send Feedback and Disputes.
- Reporting.

Other requirements within the scope of this project charter are outlined below:

The Technical Specification are:

- Account Validation and Ability to view Details of Accounts.
- Ability to view Broker Details, Registrar Details, Custodian Details and choose a preferred member from any of the list.
- Direct Settlement request and ability to view details of cash settled through direct settlement.
- Ability to view and print the Statement in various formats
- Online Portfolio View/Analysis
- Portfolio Evaluation & Management
- Online Payment for Trades and other business transactions
- Different Login and Views for Investors, Brokers, Custodians and Registrars
- Caution on Account
- Disputes & Complaints
- Customer Service
- Contact a Broker
- Registrars and Brokers Details and ability to contact the same through the mobile app
- Ability to implement CSCS processes such as Corporate Action, Lien, Transfers, Caution, Certificate Lodgment, Immobilization, Withdrawals etc.
- Company Details
- Messages via Inbox and Outbox
- Location monitoring
- Use of Cloud Computing in the Mobile App
- Real time dissemination of market and trade to all stakeholders.
- Provision of live chats to provide real time support and issues resolution.
- News Engine.
- Analytics on financial instruments, market trends and forecast.
- Provision of analysis on users' usage and preferences, as well as access monitoring.
- Setting up marketing campaigns, product & services awareness campaign etc.

Mobile Enterprise

The Core Platform for the mobile offering should provide CSCS with opportunities to cut costs, boost revenues and deliver time saving services to its broker and client base, all in real-time. Comprising of several innovative services, the platform should be flexible enough to provide mobile marketing, messaging and reporting tools designed for the next generation of financial mobile services. The platform should comprise of the following:

Push Notification – Instant Push services that compliment and / or replace SMS messaging for marketing and account alert services;

Geo Fencing / Geo Location – the ability to geographically isolate and target CSCS stakeholders with the app for with targeted push messaging or advertising

In App Advertising – The platform should enable you to serve mobile specific advertising to users whilst logged into your application

In App Chat – Chat messaging service connected clients with the helpdesk of a CSCS to enable instant communication; and

Analytics – The analytics system should enable CSCS to track and view in real-time the usage patterns of its app users. Featuring a rich set of reporting functions provides clients with the opportunity to quickly spot trends and respond, accordingly.

Use of Artificial Intelligence technology and more specifically use of Machine Learning (ML) algorithms for the app development platform will set vendors at a distinct advantage.

The gathering of accurate user and usage data to model the learning process for the CSCS application will be critical. Machine learning algorithms require proper and careful testing. This should be considered when planning the costs and timing of the Mobile App project.”

CSCS Push

The Push Notification solution should connect directly to the enterprise push networks of the principle mobile carriers, Google and Apple. Connectivity into these systems affords a seamless delivery of push messaging which encompass the following features to enhance mobile engagement with the CSCS app:

- Ability to send critical alerts and other notification type information through premium and prioritized messaging channels;
- Rich media content, including HTML, video, voice and graphics;
- Instant delivery to an application housed on the smartphone; and
- Fully customizable and branded messages.

Push and Rich Push Notifications give you an unprecedented opportunity to engage your customer base:

- Delivery should be segment-specific – action/location-specified
- By device
- By carrier

Product Specification:

- The mobile application should be cross-platform i.e. IOS, Android, Blackberry, Windows and accessible from a range of smart phone and operating systems.
- The application should have the capability to easily integrate with existing CSCS' applications, APIs and/or data stores and those of other third-party applications.
- The application should be extendible to accommodate changing business needs and processes.
- Ease of Navigation and Simple to use by end users.
- Ability to personalize fonts, colors, sizes, themes, background pics etc.
- Development using Native App software engineering framework for great users' experience. Technology programme should run natively on the operating system. Further use of distributed, multitenant-capable of full-text search engine such as elasticsearch would be considered favourably

Document Requirements

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

- Applications Codes
- Data Dictionary
- Well documented Process Flow
- Approved User Acceptance Test
- System Requirement Specification document
- Technical Specification document
- User Manual

4. **RFP Terms and Conditions**

- i. This RFP is a request for proposal about the project: Development of CSCS Mobile Application. 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.
- ii. Prices should be quoted in Naira with breakdown and include details of all costs related to the services to be provided.
- iii. CSCS will select the successful proposal based upon several evaluation factors including features outlined in the RFP and other added services. The selection will be decided based on the proposal submitted by a qualified vendor that best meets the needs of CSCS as determined by CSCS. CSCS reserves the right to reject any or all proposals.
- iv. All communications 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.

5. Key Contacts

Following are key contacts for information you may seek in preparing your proposal:

- Anthony Ezugbor [08023008511] ezugbor.anthony@cscsnigeriaiplc.com
- Lekan Kukoyi [08027605179] kukoyi.lekan@cscsnigeriaiplc.com

6. 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. CSCS prefers an implementation timeframe of 8-10 weeks

7. Request for Proposal Guidelines

Consequently, we invite interested parties to participate and submit a proposal following the guidelines below:

7.1. Summary

Describe your understanding of the request and your firm's ability to meet the objectives and the specified requirements

As part of CSCS' evaluation process, applicants will have to show evidence of prior delivery of Mobile application development projects. Illustrating number of downloads and active users. Applicants who submit bids must demonstrate competence in the Mobile Financial Services field with clear examples in the Federal Republic of Nigeria.

8. Ethical Standards

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

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

- b. “Fraudulent practice” means a misrepresentation of facts to influence a selection process or the execution of a contract to the detriment of CSCS, and to deprive CSCS of the benefits of free and open competition.
- ii. Will reject a Firm’s proposal if it determines that any member of your Firm has engaged in corrupt or fraudulent practices in competing for the assignment.

9. Submission of Proposals

Original and electronic copies of your proposals should be submitted on or before close of business on June 29, 2018.

The electronic copy should be sent to: rfpsubmission@cscsnigeria.com

Kindly forward sealed, original copies to:

Central Securities Clearing System PLC
Attention: Isioma Lawal
Head, Internal Control
13th Floor, NSE Building, 2/4, Customs Street Marina, Lagos.

We would also appreciate a response if you decline to submit a proposal.

10. 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.

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.

11. Confidentiality

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

12. 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.