



Central Securities Clearing System PLC

Request for Proposal
Contact Centre Outsource

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3 July 2018

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1. Introduction

Our Company, the Central Securities Clearing System Plc (CSCS) is a Central Securities Depository, licensed by the Securities and Exchanges Commission (SEC). We provide services which include, but not limited to, custody & safekeeping of securities, clearing and settlement of trades executed on recognized trade venues such as The Nigerian Stock Exchange (NSE), NASD, FMDQ and Nigerian Commodities Exchange (NCX).

CSCS's Customer Care Centre (CCC) is located at the Marina Head Office. It currently has a staff strength of 6. The 6 associates attend to walk-in customer enquiries while also answering incoming calls. There is also an Online Sales team comprising of 2 agents who are responsible for all issues relating to CSCS Website subscription. There is a switchboard located at the 14th floor reception for routing calls to internal extensions.

The initial scope is to outsource additional call Centre agents dedicated to answering enquiries and handling customer complaints. Incoming calls that need to be routed to internal CSCS extensions will also be handled by the call centre agents. The intent is to free up the CCC associates and the online sales team from answering calls that distract them from their core functions.

The vendor is expected to plan and conduct operations with minimal impact to daily operations and staff. CSCS will work closely with the vendor to create a working project plan that will achieve these goals.

2. RFP Terms and Conditions

- I. CSCS is inviting competent and licensed Service Providers to submit both technical and financial Bids/Tenders for provision of at least 10 seats contact center service and integration of same with existing services supporting; IVR, In-bound and Outbound Calls, Emails, and Chats. 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. CSCS will select the successful proposal based upon several evaluation factors including features outlined in the RFP; company stability, experience executing similar projects; conversion, training and implementation plan; technical support; 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.

Please note that each proposal should indicate the committed Service Level Agreement for the Service and in particular should be able to dimension equipment and links, train and engage personnel to deliver the following minimum KPI.

3. Minimum KPIs

S/No	PERFORMANCE PARAMETERS	TIME / CRITERIA
1	Average Talk time per caller (ATT)	3mins
2	Average Handling Time (AHT)	5mins
3	Service Level – the percentage of calls answered within a decided time frame (SL)	80/20 (80% in 20 seconds)
4	Number of Calls answered per hour per agent(CPH)	Dependent on traffic
5	Average Hold time – the time a caller has been put on hold (AHT)	10 seconds
6	Average ring-time before answer (ARTA)	On or before the third (3 rd) ring
7	First Call Resolution – the percentage of calls in which the caller’s query has been completely resolved in the first call itself (and the caller will not have to call back again for the same query) (FCR)	70% - 75% and also dependent on the tools available for resolution
8	Abandon Rate – the percentage of calls that have been abandoned (i.e., could not be serviced) (FCR)	5% or less
9	Idle Time – the percentage of time that an agent has been idle (services no calls) (IT)	This will be dependent on the IVR
10	Wrap up Time	2mins

4. Special Conditions

The nature of the goods to be used are:

- i. Outsourced Contact Center solution with
 - a. Minimum 10 agent positions
 - b. Multiple Channel IVR
 - c. Skills based routing module
 - d. Social media Integration module
 - e. Comprehensive reporting
 - f. Case Management Software

The method and conditions of payment to be made to the supplier shall be as follows;

- a. The payment shall be made
 - i. direct through the accounts office of CSCS
- b. Payments shall be made in Nigerian Naira in the following manner
 - i. Advance Payment
 - ii. On Delivery EXW
 - iii. On Delivery Acceptance
- c. The initial contract period shall be: 12 months
- d. Arbitration shall take place in: Nigeria

5. Key Contacts

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

- i. Vivian Ashiogwu [Manager, CCC] [08033188355] [ashiogwu.vivian@cscsnigeriaplc.com]
- ii. Taiwo Otiti [GM, Head of IT and Operations] [08022901998]
[\[otiti.taiwo@cscsnigeriaplc.com\]](mailto:otiti.taiwo@cscsnigeriaplc.com)

6. SOW for Customer Care Outsourcing Agency

- I. Develop or customize customer care management (CRM) to capture caller profile data, integrate process flows and escalation steps.
- II. Secure a dedicated Customer Care Number from mobile operator and manage relationships and annual renewal & rental processes with the regulatory.
- III. Provide the complete housing, infrastructure, and service support for the customer care center inclusive of staffing, office space, computers and furniture, and office support services, etc. on a project basis initially for a period of 12 months.
- IV. Provide manpower to answer all calls received at the center during the hours of operation to answer questions related to CSCS service offerings.
- V. Helpline operators should have good communication and listening skills.
- VI. Helpline operators will be selected by CSCS Nigeria and hired by the chosen vendor.
- VII. Helpline operators will be trained by CSCS Nigeria prior to the initiation of the helpline.
- VIII. Work closely with CSCS team to provide ongoing feedback and MIS to improve the customer care line, utilization, promotion and services on an ongoing basis

7. Qualifications and Experience of the Outsourcing Agency

- I. The contracted party should have experience of setting up, running and managing help lines and all related services and tools such as data management and generating reports
- II. Must have exposure to securities, clearing & settlements and any experience with setting up and managing hotlines in this sector would be ideal
- III. Must have strong management skills and be a good manager of people and should be able to guide the customer care team on all functional matters and provide solutions to any logistic problems regarding the helpline operations

8. Compliance to ISO 27001:2013 Standards

Solution should be demonstrably compliant with ISO 27001:2013 Standards.

- Access to the systems should be secure. Access mechanisms like SSH, HTTPS, SNMP v3 etc. should be used.
- It shall be possible to bar unauthorized user to connect to the system.
- Authorization Codes: Every user shall have his own authorization code to make outgoing calls thereby ensuring no misuse of the system. System shall give the user complete flexibility to dial his Personal identification number or authorization codes.
- Authentication, Authorization, and Accounting Services- System should have support for (AAA) services whereby it should be able to store and maintain administrator account information on a central server. System should support account information being stored on an external AAA server or locally on the system itself. Both types of accounts may be used at the same time.

9. 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 8-12 weeks

10. Request for Proposal Guidelines

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

10.1. Summary

Describe your understanding of the work to be performed and your firm's ability to perform the work within the time frame provided.

10.2. Professional Experience

Please provide the following information:

- i. Name of firm
- ii. Complete address
- iii. Contact person
- iv. Telephone number
- v. Fax number
- vi. E-mail address
- vii. Provide a General Statement of Qualifications that responds to the project background information given above.
- viii. Provide the name and phone number of one or two clients with whom you have worked on a similar project.
- ix. Provide information on your current workload and how you would accommodate this project

11. 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:

- i. define, for the purposes of this provision, the terms set forth below as follows:

- a. "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 in order 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.

12. Submission of Proposals

Original and electronic copies of your proposals should be submitted on or before close of business on Wednesday July 18, 2018.

The electronic copy should be sent to:

rfpsubmission@cscsnigeriaplc.com

Kindly forward sealed, original copies to:

CSCS Nigeria 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.

13. Procedure after Submission

CSCS shall evaluate proposals on the basis of 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.

14. 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, in the event that 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.

15. 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 are no conflict of interest issues that will prevent the firm from taking up this engagement.