



REQUEST FOR PROPOSAL (RFP) / EXPRESSION OF INTEREST (EOI)

Development of a Research Data & Insights Mobile Application

Issued by: Lagos Chamber of Commerce & Industry (LCCI)

1. Introduction

The Lagos Chamber of Commerce & Industry (LCCI) invites qualified software development firms and technology consultants to submit proposals for the design, development, and delivery of a Research Data & Insights Mobile Application. Production of a demo application (Proof of Concept) is mandatory, and the final deliverable shall be a fully functional mobile application on both iOS and Android platforms.

2. Project Overview

The application will serve as a central digital platform for publishing, accessing, and monetizing research outputs and institutional content. Internal users will upload content in real time. Members will access content free of charge, while non-members will access content on a paid basis.

Additional features include:

- Facility booking and online payments
- Helpdesk and customer support module for feedback, service requests, and complaints
- Survey management module for creating, publishing, and analyzing surveys
- Business directory for LCCI members, searchable by sector, category, and location
- Dissemination of training schedules and institutional adverts
- Customer loyalty and rewards scheme for members

3. Internal Users

Internal users include staff from Research, Business Education Services & Training (BEST), Membership, Innovation Hub, Programs & Facilities, and other approved departments.

4. Target Users

Internal Users (Admin): Upload and manage content, users, pricing, loyalty programs, and analytics.

LCCI Members: Free access to research content and participation in loyalty rewards scheme.

General Public: Paid access to premium research and related content.

5. Core Objectives

- Real-time content publishing
- Membership-based access control
- Monetization for non-members
- Reward loyal members through a structured loyalty program
- Scalable and extensible architecture

6. Scope of Work (Demo / Proof of Concept)

The demo application shall additionally demonstrate:

- Helpdesk ticket creation, tracking, and resolution workflow
- Survey creation, distribution, and response analytics
- Member business directory listing and search functionality

User registration, authentication, content upload, research library, search, payment flow, notifications, facility booking, training dissemination, and loyalty rewards demonstration.

7. Customer Loyalty Scheme (Demo Scope)

The application shall include a loyalty program module that:

- Rewards active LCCI members with points or credits based on engagement or transactions
- Allows accumulation of points over time
- Supports redemption of points as discounts at participating vendor businesses (e.g., airlines, hotels, service providers)
- Provides an admin interface to manage partners, rewards rules, and point balances
- Demonstrates redemption logic using sample or dummy vendors

8 Helpdesk & Customer Support Module

The application shall include an integrated helpdesk module to capture customer feedback, service requests, and complaints. The module must support ticket logging, categorization, status tracking, assignment, escalation, and resolution reporting.

9. Survey Management Module

The platform shall provide tools for creating, publishing, and managing surveys targeted at members and the general public. It shall support response collection, basic analytics, and export of survey results.

10. Business Directory for Members

The application shall host a searchable business directory of LCCI member organizations, categorized by sector, category, and location. Members shall be able to manage their listings subject to admin approval.

11. Non-Functional Requirements

Security: Role-based access control, secure storage, data protection, and fraud prevention for loyalty points.

Scalability: Cloud-ready, modular design supporting growth in users, content, transactions, and partner vendors.

Performance: Fast load times, efficient file handling, and responsive loyalty point calculations.

Payments: Integration with payment gateways.

ERP: Integration with Odoo ERP for accounting and revenue updates.

12. Demo and Final Deliverables

- Working demo application (Proof of Concept)
- Final iOS and Android mobile applications
- Backend/admin dashboard
- Source code and technical documentation

13 Acceptance Criteria (Per Module)

- Research Module: Internal users can upload content; members access content free; non-members access via payment.
- Payments Module: Transactions are processed and logged; access is granted only upon confirmation.
- Loyalty Module: Points accrue correctly; redemption logic works with sample vendors.
- Helpdesk Module: Tickets can be created, tracked, and resolved with audit trail.
- Survey Module: Surveys can be created, published, and analyzed.
- Business Directory Module: Members appear in directory; search and filtering function correctly.
- Backend/Admin: Internal users have adequate analytics, import, and export functionalities, audit trail adequately covers internal user activities, histories are easily traceable.

14 Vendor Evaluation KPIs

- Functional completeness of demo / PoC
- Quality of iOS and Android implementations
- Performance, security, and scalability compliance
- Accuracy of payment and loyalty logic
- Usability of helpdesk, survey, and directory modules

- Adherence to delivery timelines
- Understanding and proof of ability to complete acceptance criteria

15. Proposal Submission

Proposals must include company profile, technical approach, timeline, cost estimates, loyalty program implementation approach, and similar project experience.

Submit proposals by **Friday, January 16, 2026** to **mobileapp@lagoschamber.com**.

12. Additional Functional Modules

12.1 Helpdesk & Customer Support Module

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