

**New Development Bank
Request for Proposal (RFP)
IT Service Management (ITSM) SaaS**

Owner: Information Technology Division

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1 Introduction and Background

1.1 Introduction

This is a request for the submission of proposals to provide: (1) an IT Service Management (ITSM) software as a service (SaaS); and (2) consulting services to New Development Bank (NDB). The purpose of this Request for Proposal (RFP) is to allow the pre-selected Bidders who we believe are capable of delivering either service and have a realistic chance of succeeding in the process to submit a proposal to meet the scope and requirement defined herein. NDB will adopt a collaborative approach to the RFP process to enable each Bidder to put forward its best proposal. The outcome of the RFP process will be to confirm the Business Case and to select the final Bidder(s) to participate in detailed contract negotiation. It is expected that the service commencement date will be 03 September 2018.

NDB remains technology agnostic in terms of the solutions that may be proposed, but highlight the following:

- The proposed solution should deliver an efficient service;
- It should be flexibility in usage, access, customization and reporting;
- The functionality should be compliant with the ITIL framework.

The RFP is split into three parts as detailed in the table below.

Part	Title	Description
1	Introduction and Background	This part introduces the RFP and provides the necessary background of NDB and the programme objectives.
2	Instruction to Bidders	This part contains details of the way in which this RFP process will operate, including the timetable, contact point, confidentiality obligations and format of responses. This should be reviewed in order to ensure that the Bidder puts in place the appropriate bid team governance mechanisms between themselves and NDB.
3	Service requirements	This part provides a description of the current NDB services, the scope of the services to be provided, and the specific requirements.
4	Appendices	Additional content relevant to the RFP

1.2 Background

1.2.1 NDB background information

The New Development Bank was formed to support infrastructure and sustainable development efforts in BRICS and other underserved, emerging economies for faster development through innovation and cutting-edge technology. The bank will partner nations through capital and knowledge, achieving development goals with transparency and empathy and creating an equal opportunity for the development of all countries.

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1.2.2 Rationale for issuing RFP

The New Development Bank are looking for a future proof, ITIL compliant ITSM solution to support the expansion of their operations over the next 5 years and beyond.

1.2.3 Scope Summary

The scope of this programme is to operationalize a set of IT Service Management standards within a SaaS ITSM tool. Specific deliverables include:

- A flexible SaaS tool which can support a comprehensive set of ITSM processes including service desk.
- Consulting services for the configuration and implementation of the tool.
- On-going technical support for the tool.

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2 Introduction to Bidders

2.1 Project Phases

NDB has established clear programme objectives and in order to achieve these objectives, the sourcing process has been structured to enable benefit realisation to start as a soon as possible. NDB is adopting a collaborative process with the Bidders that will be characterised by openness, honesty and a clear focus on the NDB sourcing objectives.

Key project phases:

Phase	Title	Description
1	Request for Proposal (RFP)	A collaborative process focused on a detailed investigation of capabilities and approaches via the more formal RFP process.
2	Due Diligence and Negotiation	Due diligence and contract negotiations
3	Contract(s) Finalization	Final contract(s) negotiation and drafting, closure of parked items, contract signing.

2.2 RFP process timeline

The RFP process timeline is set out in the table below.

No	Session	Responsibility	Format	Date
1	RFP issued	NDB	Documentation	23/07/2018
2	Bidder confirms intention to bid	Bidder	Email	27/07/2018
3	Q&A sessions complete	Joint	Email & Verbal	31/07/2018
4	RFP submission	Bidder	Email	17/08/2018
5	Bidder Presentation / Demonstration (optional)	Bidder	Meetings	22/08/2018
6	Evaluation	NDB lead	NA	24/08/2018
7	Announce selection	NDB	Email	24/08/2018
8	Contract Negotiation	Joint	Meetings	31/08/2018
9	Contract Signature	Joint	Documentation	31/08/2018
10	Service Commencement Date	Bidder	NA	03/09/2018

2.3 Proposal Generation

2.3.1 General considerations

The Bidder should consider the following:

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Bidder personnel visiting NDB sites will be required to comply with the relevant site rules, including all fire evacuation, and health and safety procedures, security and confidentiality procedures and all other reasonable codes of conduct;

- Bidders are required to seek clarification of these RFP documents from the NDB primary contact as set out in Section 2.6 'Questions about this RFP' where it considers that the instructions or information provided are unclear.
- When completing the Proposal, please adopt the format detailed in Section 2.4 'Proposal Format'. Complete all sections and forms, and attach all necessary or required supporting information and return with the Proposal by no later than 17 August 2018 the 'Bid Submission Date'. Proposals which do not comply with the requirements of this RFP, or which are submitted late may be rejected by NDB; and
- In the event that the Bidder wishes to provide an alternative proposal to any element of the RFP, they may do so only in addition to the requirements specifically requested in the RFP. All necessary supporting information, including costs must be supplied with any alternative proposal.

2.3.2 Bidder Requirements

In order to deliver the programme objectives highlighted in section 1.2.4, NDB is seeking a Bidder that best meets its defined high level requirements. These requirements are split into three key areas, Commercial, Service, and Corporate. These requirements are defined in the table below:

Category	Requirement
Commercial	<ul style="list-style-type: none"> ▪ Provide a cost effective solution from both a licensing and implementation perspective. ▪ Ensure commercial flexibility ▪ Provide transparency in the fee / costs ▪ Agrees to a contract that protects NDB interests and is fair and reasonable to both parties
Service	<ul style="list-style-type: none"> ▪ Solution design that will provide a reliable service ▪ Operational agility / flexibility (add / remove capacity where required) ▪ Transition of service with minimal risk and a clear transformation plan ▪ Provide an innovation / market leading solution ▪ Ensure the solution is future proof ▪ Appropriate knowledge, experience, and expertise to deliver
Corporate	<ul style="list-style-type: none"> ▪ Actively identifies, manages and mitigates risk ▪ Compliant with applicable regulations, rules, and guidelines ▪ Fosters good relationships with staff ▪ Strong strategic fit with NDB ▪ Strong cultural fit with NDB ▪ Add value beyond the core scope of the service ▪ Provide effective governance ▪ Adheres to strong ethical practice and corporate social responsibility

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2.3.3 Bidder Q&A

NDB reserves the right not to answer any question felt to be inappropriate or for any other reason, and also reserves the right to issue any question from any Bidder and its response to all of the other Bidders unless agreed otherwise with the Bidder.

NDB will endeavour to respond to questions within a reasonable timescale but is not obliged to do so.

2.4 Proposal Format

2.4.1 RFP response format requirement

The Bidder is required to comply with the following RFP response formatting requirements:

- 1 The response must be structured in accordance with section 2.4.2 below;
- 2 The proposal must be signed by a duly authorised signatory of the Bidder (In the Executive Summary);
- 3 NDB requires that the proposals are prepared using MS Word or MS PowerPoint only;
- 4 The Bidder should NOT embed documents or website links in the documentation;
- 5 Each page should be numbered sequentially as Page n of nn, dated and identified with the reference appropriate document title;
- 6 All responses must be substantial enough to indicate, without ambiguity, that the Bidder has fully understood, and is attempting to satisfy, the requirements or elements of the proposal.
- 7 The Bidder should not include (or reference) any promotional materials in their response.

2.4.2 RFP response structure

The RFP responses should contain and be sequenced as set out in the table below.

Response structure	Description
Content Table	Table of content of the response
Response Summary	An executive summary of the Bidder RFP response (limited to a maximum of 5 pages single sided.)
Response	Bidder RFP response
Credentials	Bidder's relevant credentials including any integrations, citing the source and target systems
Pricing	Bidder's fee
Standard Contract	A copy of the Bidder's standard contract
Other	As appropriate

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2.4.3 RFP response deliverables

The Proposal (RFP response) should be provided as follows:

- An electronic copy of the RFP response documentation including appendices should be submitted via email;
- The deadline for receipt is 18:00 (GMT + 8) on 17 August 2018.

2.5 Evaluation

2.5.1 Evaluation Sources

The primary evaluation sources for this stage of the process are set out below (no particular order);

- RFP response
- Collaboration and interaction during the process

2.5.2 Evaluation Criteria

The programme evaluation criteria are based on the programme objectives. The criteria are split into three sections as set out in the table below.

Criteria	Sub-criteria
Commercial	Cost Flexibility Transparency Contract / ease of engagement / maturity
Service	Solution design Operational agility / flexibility Ease of transition and transformation Innovation Future proofing Credibility
Corporate	Risk management Compliance Staff Strategic fit Cultural fit Value add Governance approach Ethical practice and social responsibility

NDB retains the right to amend or vary the evaluation criteria at any stage and without notification.

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2.6 Questions about this RFP

NDB intends to maintain a fair evaluation process. Unless expressly agreed otherwise with NDB, Service Providers are instructed to only communicate through designated contact point highlighted below

The primary contact is:

Alexander Baryshnikov
The New Development Bank
32nd Floor, BRICS Tower,
333 Lujiazui Ring road, Pudong, Shanghai
Tel: +86 21 80216157
Email: baryshnikov.alexander@ndb.int

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3 Service Requirements

3.1 Introduction

In order to achieve effective and efficient IT service delivery, NDB has taken the decision to implement IT Service Management based on the ITIL framework. To facilitate the delivery of this, NDB is seeking assistance from ITSM solution integrators in the implementation of a SaaS ITSM tool. The scope of the service will include the following:

- a) Provide a SaaS ITSM solution with the required number of licenses as per the table below:

User type	Year 1	Year 2	Year 3	Year 4	Year 5
Service desk agents / system administrators	15	25	35	45	50
Approvers	50	100	130	170	220
End-users	500	1500	2000	2500	3000

The above table approximates the number of licenses required. The solution's licensing structure should be flexible enough to accommodate variances.

- b) Assist in the configuration and integration of the solution
- c) Train NDB's IT staff in how to maintain the solution
- d) Provide a minimum of three end-user training sessions to business users. The vendor should provide the option of on-site training at NDB's premises or web-based training.
- e) Provide ongoing support and maintenance of the solution under a support contract covering priorities, 24/7 support, support levels, timelines, escalation procedures, quality measuring systems, agreed service levels, service level monitoring and reporting. The contract should specifically cover patching and upgrade support.
- f) Ensure scalability in the development to ensure the on-going expansion of NDB's operations.

3.2 Processes

The SaaS tool should provide functionality to support the following IT Service Management processes:

- Change management
- Incident management
- Problem management
- Request fulfilment
- Service asset and configuration management
- Service level management
- Service catalog management
- Vendor management

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- Knowledge Management

Accompanying procedural documents should provide NDB with information at a sufficient level of detail in order to manage these processes on the tool.

The tool should be configured to manage specific nuances associate with the NDBs IT Service Management processes as defined in NDBs ITSM standards.

The tool's functionality should support the development of customized business workflows outside of the aforementioned processes.

3.3 General Solution Criteria

The ITSM tool should meet the below general criteria:

- The tool should use ITIL process terms and align to ITIL workflows and process interfaces.
- Data should be processed and stored with the BRICS countries with no cross-border data transfer without prior formal approval from the bank.
- The tool should be accessible globally.
- The tool should adhere an appropriate level of service performance including availability, service desk, and data retention.
- The tool should have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role.
- The bank should have the option to deactivate user accounts. These accounts should not incur licensing costs.
- The tool should include a self-service portal for business users. The self-service portal should be customizable to the extent that it could be repurposed for other business uses.
- The tool should support designating fields as mandatory.
- The tool should be able to produce 'out of the box' management reports without additional products or consultancy services. Including Service Level Achievements/Targets for services. Vendors should specify in the RFP the available 'out of the box' reports.
- The tool should facilitate the production of management reports from historical records.
- The tool should provide an audit trail for record information and updates. E.g.: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities.
- The tool should automate notification and escalation to keep IT and users informed of potential issues or progress.
- The tool should include the option for encryption of sensitive data using the banks proprietary encryption keys.

3.4 User Interface Criteria

The ITSM tool should meet the below user interface criteria:

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- It should be possible for the system administrator to modify the terminology of the data input and reporting mechanisms.
- It tool should provide facilities to enable the system administrator to re-brand the solution using the banks logo and color pallet.
- Menus, windows, web-browsers or similar techniques should be provided to facilitate ease of use.
- The tool shall also be accessible through IOS and Android applications on mobile devices such as smartphones and tablets. Any mobile application should preferably be compliant with mobile device management solutions (e.g. Blackberry UEM)
- A means should be provided of allowing expert users to quickly move between functions and/or enter data, for example, by the use of function keys or shortcut commands.
- The tool should support different languages and character sets including Chinese.
- Online context-sensitive help facilities should be provided at all levels.
- Error messages generated by the tool should be informative and meaningful.
- The tool should provide facilities to enable the system administrator to modify the text of help screens.
- The tool should permit the entry by replication and amendment of existing items.
- The tool should provide automatic validation of input data of which the system administrator can specify the validation criteria.
- The tool should provide the following facilities to specific users to validate input data:
 - a) Authorisation check
 - b) Consistency check
 - c) Reports of invalid log-in attempts
 - d) Data input fields or options in the tool that are not accessible or editable for a specific (group of) user(s) (based on authorization levels), must be easily be recognized (e.g. greyed out).
- The tool should allow defining or adjusting screens, reports, workflow, etc., without intervention of the Vendor.
- The tool should use list boxes as much as possible for input of data fields.
- It should be possible to have more than one screen opened at the same time.
- It should be possible for the system administrator to limit the number of concurrent user sessions to one.

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3.5 Implementation Plan

The detailed implementation will be worked out in cooperation with the Bank and should show the level of detail needed to properly manage the project. Items might be:

- Planning per process
- User Requirement specification and validation sessions with the process managers
- User Acceptance Testing (UAT)
- Training

Bidders are required to provide a detailed planning of a typical integration project based on the information provided including milestones and deliverables. Please indicate the needed Bank's resources.

Bidders are required to mention the assumptions made regarding this planning.

3.6 Support

The Vendor shall provide 24/7 support to agreed key users from the IT department; The Vendor shall indicate and provide various support channels to communicate on issues or questions regarding the ITSM Tool (e.g. telephone, email, web portal). Support should be provided in English.

The Vendor shall respect incident priority definitions, including response and resolution times, as set out in the to be mutually agreed Support Agreement; the Vendor shall report on the incident response and resolution performance targets (percentages)

3.7 Project Management

The Bank will appoint a Project Manager who will be the daily contact point for the vendor and who will manage the project from the Bank's position.

The overall project governance is managed by a Project Steering Committee. This steering committee is expected to be composed of the IT Director and his management team to which some Heads/Managers of key identified Organizational Units in the Bank will be added. The project steering committee will in any case gather at the kickoff of the project, at major milestones (to be defined), at the handover to support and at the project closure.

The Vendor's Project Manager / Lead consultant reports to the Bank's designated Project Manager / Service Owner. He/She will lead the analysis, planning and implementation process, assures the achievement of milestones and the quality of project deliverables (on time, on budget), reports on planned progress and deviations, alerts on risks and resistance to change, and provides guidance to the Bank's project board in various aspects of the implementation and improvement process including:

- Identify all required resources in anticipation of each module kick off and implementation and advice the Bank on how best to ensure the resources are made available for the project.
- Ensure regular meeting and discussion of project information amongst all the various groups and sub groups engaged in the project.
- Weekly project progress documentation on agreed standard templates.

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- Report progress to the Bank's Project Manager.

3.8 Reporting Criteria

The ITSM tool should meet the below reporting criteria:

- The tool should be able to present management information about the service management processes that are defined within NDB's service organization.
- The tool should be able to provide standard management information reports providing statistical information, progress information and exceptions.
- All reports must be capable of being viewed on screen or printed.
- There should be an enquiry facility to produce user-defined management information reports.
- The Vendor should give insight into the logical data model, needed by the client to produce ad hoc reports.
- It should be possible to present management information in graphical form, either using facilities within the tool(s) or by transferring data in standard format to other utilities.
- All standard management information reports should be capable of being generated for user-defined periods and be capable of reporting life cycles of records (e.g. history of status of incidents or changes over a period of time).

3.9 Security Criteria

The ITSM tool should meet the below security criteria:

- The tool should have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role.
- The tool should provide a facility to enable the system manager to assign varying access permissions to categories of staff.
- The tool should provide facilities to prevent unauthorized access to data or controls, for example by user identity and password, with multiple levels of authority and corresponding access permission.
- The tool should support multi-factor authentication.
- The tool should integrate with identity access management solutions such as Saviynt.
- It should be possible for the system administrator to modify the allowable range of IP addresses.
- The tool should automatically reprocess all transactions completed since the last backup or checkpoint following recoverable failure of its host system, e.g. power failure.
- The tool should support the Single-Sign-On technique to validate user-ids and passwords from the running operating systems. It should support OKTA or similar a solution using the SAML protocol.

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- Where applicable, the service provider must be certified or accredited to at least one of the following SAS 70 (Type II), ISO/IEC 27001. Proof needs to be supplied.
- The ITSM tool should comply with the Bank's Information Security Requirements.

3.10 NDB Responsibilities

NDB supports close collaboration between its staff and the Vendor's team. Throughout the duration of the project will be endeavor to:

- Provide offices to the Vendor's staff when they work within the Bank's premises. It will provide the Vendor with all the documents relevant to the integration and support of the solution.
- Facilitate access to the buildings and to the network for the Vendor's staff when they work within the Bank's premises.
- Facilitate contacts with all stakeholders in the project, like, but not limited to, personnel from the IT department, from external providers, from internal clients.
- Sponsor the project throughout the organization and to provide sufficient support at senior management level

3.11 Expected Duration of Implementation

The Implementation is expected to last not more than **3 calendar months** from the date of commencement.

4 Appendices

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4.1 Appendix 1: Pricing Schedule Form

Please note that this is only a summary page. Bidders are required to provide a detailed pricing breakdown, including the payment schedule, within their RFP response.

No	Description	Unit price	Total price
1	Software licensing		
1.1	IT Service Management solution		
2	Consultancy services		
2.1	Installation, implementation, integration and testing		
2.1.1	Project manager		
2.1.2	Process consultant		
2.1.3	Technical consultant		
2.1.4	Integration consultant		
2.1.5	Expenses		
2.2	Training (both technical and non-technical)		
2.2.1	Trainer		
2.2.2	Expenses		
3	Support and Maintenance		
3.1	Support and maintenance: year 1		
3.2	Support and maintenance: year 2		
3.3	Support and maintenance: year 3		
3.4	Support and maintenance: year 4		
3.5	Support and maintenance: year 5		
		Grand total	