



## The New Development Bank

### Request for Proposal

(This is not a Purchase Order)

#### 1. Introduction

The New Development Bank (NDB) is issuing a Request for Proposal (RFP) to invite qualified suppliers to provide proposals to NDB's Facility Management Service in Temporary Office project. Please refer to the following information or attached TOR (Service Scope) for detailed requirements. **Those interested and qualified companies please register into NDB's e-procurement system to be NDB's registered suppliers and participate in the bidding process.**

NDB will choose the most suitable one(s) from the shortlisted suppliers. NDB at its sole discretion reserves the right to reject all proposals in accordance with its internal policy and guidelines.

#### 2. RFP Schedule

Please be noted the following activities could take place in the RFP process. NDB will inform the specific arrangements in advance and the suppliers are requested to respond timely.

Activity	Date
Distribution of RFP	January 16, 2019
Notice of Intent	NA
Deadline for Questions	February 1, 2019
Proposal Response Due	February 28, 2019
Presentation and Demonstration	TBD
Negotiation on contract	TBD
Signing Contract	TBD
Project Kick Off	TBD

### **3. Instruction to bidders**

#### **3.1 Contact Information**

Please use the following contact information for all correspondence with NDB concerning this RFP.

Ms. Sherry Jiang

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Tel: 86-21-80211843

#### **3.2 Submission of Proposals**

Proposals shall be prepared in English or bilingual (English and Chinese). Hard copy (6copies at least) is optional and shall be sent in sealed covers. Electronic version is obligatory and shall be sent online in NDB's e-procurement system, for which qualified vendors shall register in NDB's e-procurement system to be **registered suppliers** in advance. <https://www.ndb.int/data-and-documents/corporate-procurements/>

The mentioning of deadline, due time, closing date, etc. herein means Beijing time; and NDB's business time is from 9:00AM to 5:15PM in working days.

#### **3.3 Questions**

Please submit questions in writing by e-mail. Vendors should refer to the specific RFP paragraph number and page and should quote the questioned passage. NDB will be prompt in responding to questions. All questions will be responded to as a group and sent to all vendors.

#### **3.4 Ownership of Materials**

All materials submitted in response to this RFP become the property of NDB. Proposals and supporting materials will not be returned to vendors.

#### **3.5 Proposal Costs**

NDB is not responsible for any costs incurred by the vendor in the preparation of the proposal or the site visit.

#### **3.6 Proposal Format (if applicable)**

NDB recommends that the proposal should contain two parts as follows.

## Volume 1 – Main Proposal

Section 1	Executive Summary
Section 2	Functional Section
Section 3	Technical Section
Section 4	Project Management Section
Section 5	Support Section

The above format is only a recommendation. Suppliers could use other formats if you desire so.

Volume 2 – Price Proposal – Should be separate but integral part of the proposal. The currency is USD; if quoting in other currencies, the exchange rate should be clearly defined. **The price shall be inclusive of applicable taxes (if not, please specify);** and other charges shall also be clearly defined.

For this specific procurement, the recommended formats attached should prevail.

### **3.7 Validity Period**

The proposal including pricing quotation shall be valid at least for 90 days.

### **3.8 RFP Amendments**

New Development Bank reserves the right to amend this RFP any time prior to the closing date. Amendments will be issued only to vendors who are going to complete a proposal.

### **3.9 Sub-contractor**

NDB expects to negotiate and sign contract with one winning vendor. NDB will accept only complete solutions from a primary vendor, and will not accept any proposals that are on only one item or a combination of items from the RFP. The prime vendor will be responsible for the management of all subcontractors. NDB will not accept any invoices from subcontractors or become part of any negotiations between a prime vendor and a subcontractor.

### **3.10 Award Notification**

NDB could negotiate with all shortlisted suppliers before deciding the winning vendor. And NDB reserves the right to negotiate further with the winning supplier before and in the contracting process. The remaining vendors will be notified in writing of their selection status.

## **4. Evaluation Criteria**

The proposals will be reviewed and evaluated by NDB's team in accordance with the related policy and guidelines, especially the six principles (Economy, Efficiency, Competition,

Transparency, Value for Money, Fit for Purpose) contained in NDB's corporate procurement policy. NDB is interested in obtaining a complete solution to the requirements contained in this RFP. Proposals that meet the proposal instructions and requirements will be given a thorough and objective review. Proposals that are late, or do not comply with proposal instructions, or take exceptions to mandatory requirements will be eliminated without further consideration. The following are the key factors that would be taken into consideration for evaluating the proposals.

#### **i. Technical Approach and Methodology or Software Solution**

Primary consideration will be given to meet the mandatory requirements as listed in this RFP.

The following are factors in the evaluation.

1. Meeting the requirements as stated in this RFP;
2. Understanding of the work to be performed;
3. Technical approach and methodology to accomplish the work;
4. Completeness and competence in addressing the scope of work.

#### **ii. Project Management**

NDB also believes that effective project management is essential for a successful implementation. Vendors will be evaluated on the completeness and responsiveness of their project management plans and the project team assigned.

As part of the project management plan, vendors must demonstrate adequate experience in developing and implementing the requested project. NDB's confidence in the vendors' ability to meet deadlines and successfully manage similar projects will be a primary consideration.

Special consideration is given to vendors who propose a detailed project plan with sufficient breakdown of tasks and steps to demonstrate a complete understanding of the project.

#### **iii. Pricing**

NDB will consider pricing as part of the evaluation criteria. **Lowest price is not essential to win;** however, large pricing differentials between vendors will be carefully examined. Price will be used as a final indicator for determining the vendor finalists when all other criteria have been normalized.

#### **iv. Presentation and Demonstration**

The results of Presentation and Demo will be evaluation factors.

**v. Support and Maintenance**

NDB believes the ability to perform timely support is also an important factor for the success of this project. Therefore, vendors should provide adequate information to demonstrate their capabilities to fulfill this task.

## Attachments:

### Attachment1: Terms of Reference and Requirements

#### A PROJECT BACKGROUND

1. According to The Agreement on the Establishment of New Development Bank jointly signed by China, Russia, India, Brazil and South Africa in Fortaleza of Brazil on July 15, 2014 and The Bid Document for Settling-down of New Development Bank submitted by the Chinese government, Shanghai People's Government signed with The Memorandum of Understanding on the establishment of NDB Headquarter Building in Shanghai, deciding that NDB Headquarter Building will settle down in Shanghai and its location is PlotA11-01, Shanghai World Expo Garden.
2. Before moving into the headquarters building, NDB will be provided temporary offices for free by Shanghai Municipal People's Government based on the development size and business needs of NDB. Shanghai Municipal People's Government will be responsible for the lease, decoration, furniture, partitioning and interior decoration of these temporary offices including provision of recreation rooms and office amenities. Including cost of additional furniture; electricity, telephone, mobile phones, computers, printer, scanners, internet broadband services, air conditioning, water connection elevators, electricity, gas, telephone, water, sewerage and drainage, fire prevention and postal system.
3. NDB Transitional (temporary) Offices (located on Level 32 up to 36, 333, Lujiazui Ring Road, Pudong, Shanghai, China), that includes entrance lobby of the ground floor, chambers of four (4) exclusive high speed lifts, facilities all concerned within the four (4) working levels, with approximately 11,500 m<sup>2</sup> working spaces including one (1) opening garden around 700 m<sup>2</sup> on Level 35. **(Layout of the premises will be circulated only among shortlist vendors.)**

4. The Premise was currently furnished with interior works, capable of catering for 350 working tables maximum at a time. The equipped Premises of four (4) Levels have approximately 160 independent enclosure offices, including president and vice president enclosure offices each of which has an enclosed restroom, director's office, assistant offices, conference rooms and guest rooms as well, while additional approximately 40 rooms are prepared for equipment, IT server, data processing, storage, copier, engineering, monitoring, reception, tea preparation and other miscellaneous services. The Premise of Level 32 up to 35 have around 180 compartments in open space. Each level comprises the front desk, lounge, tea break area, fitting room areas and etc.
5. The all enclosure offices together with the office furniture and other architectural furnished wooden partitions and tempered glass partitions in the Premises are furnished, all the internal façades toward the Bund are four (4) meters high structural curtain wall with film coating. All the interior net height for four levels is 3.2 meters.

## **B OBJECTIVE OF OFFICE SERVICES**

6. The Services in NDB transitional office includes property management services and facility management services (office services). The former is managed by the team hired through landlord. The office services and partially property management services are to be managed by bidding office services team.
7. **NDB expects the office services shall fully meet its staff's and institutional requirements, fitting its role as an international organization, a multilateral development bank, headquartered in Shanghai, China.** NDB will appoint office services vendor to provide facilities management for NDB transitional office about 2 years, to evaluate and improve the office service level and service quality.

## **C SCOPE OF WORK**

8. Site Overview:

<b>City</b>	Shanghai
<b>Address</b>	Level 32 up to 36, 333, Lujiazui Ring Road, Pudong, Shanghai, China
<b>Gross Area</b>	11,500
<b>Leased or Owned</b>	Leased
<b>Working Stations</b>	
<b>Current No of Occupation</b>	

9. Service Categories are **indicatively** listed as below:

#### **9.1 General Service Management**

- Operations Safety and quality management
- Service level management
- Performance management and reports
- Provide maintain information and data.
- Third party vendor management
- End user communication and relationship
- Signage management
- VIP and events support service
- Support to NDB's Administration

#### **9.2 Facility Compliance Management and EHS**

- Standard Operation Procedures
- Environment, health and safety(EHS) Compliance
- Emergency Response support
- Regular safety inspection
- Emergency response plan

#### **9.3 Liaison with landlord and property management company**

- Oversee the service from property management
- Coordinate with property management company for build operation issues and complaints.

#### **9.4 Reception Services**

- Reception Service



- Receive visitors, welcome the guests, ensuring all visitors sign in and are appropriately badged. Calling host immediately to inform when visitor arrives on site.
- Following the security procedure, work with Safety Guard on guiding the outside visitors to reach NDB employee.
- Administration
  - Monthly update the extension/ direct line / auto dial list.
  - Sort out and deliver the telephone / fax and mobile bill (under the company name) to different functions
  - Coordinate with Building facility maintenance when necessary
  - Application of official Invitation approved local government for short term visitors from other NDB affiliates,
  - Transportation arrangement for visitors when lease car service is needed.
  - Coordinate the distribution and collection of Application Forms for potential candidates appearing for interviews at NBD
  - Hotel booking for visitors
  - Prepare access card for new hire and visitors
- Meeting room booking service

### **9.5 Maintenance and Repair Services**

- Maintenance management and approach
- Life Cycle facility assets management (NDB owned facility only)
- Maintenance planning and scheduling
- Equipment maintenance approach
- Corrective and Proactive maintenance approach
- System engineering support
- Daily office inspection for equipment and assets, (including meeting room, office furniture & equipment, air condition, door access system, CCTV etc)
- Have a monthly review meeting with individual sub-contractors (IT/AV/Access & CCTV /Construction) for their repairing and maintenance result, manage their following repairing actions, fix site defects closure
- Energy efficiency with quarterly analysis and report.
- Strong record of operation data and value engineering.

### **9.6 Documentation and Drawings management**

- General standard and Processes
- Operation documentation
- Indoor environment control operation
- Critical process control
- Utility consumption data record and analysis

### 9.7 Small office decoration execution

- General construction support
- Relocate and re-plan work stations
- Vendor Management

### 9.8 Janitorial Service

- General office waste management
- Janitorial supplies and consumables
- Garbage disposal
- To recommend cleaning procedures and perform any other special cleaning services under special diseases situation such as SARs, avian flu and pandemic flu.
- Routine Cleaning Services:
  - Routine Cleaning Services are typically performed on a scheduled basis to maintain or restore defined standards of appearance to spaces after normal daily use.
  - Performing services in any area of the Managed Facility are required to restore that area to a safe, compliant condition following completion of their work.
  - Cleaning practices will be conducted to maximize the lives of all furniture, carpets and fixtures where applicable.
  - Cleaning activities shall not disrupt or create unpleasant conditions (e.g., dust, vacuum noise, odors) for occupants of the cleaned spaces during normal business hours.
  - Indoor spaces affected by incidents or in which NDB events have been held are rapidly restored to an appropriate condition.
  - Cleaning practices and schedules will be created to minimize disruptions or unpleasant conditions in working hours
  - Safety and risk reduction guidelines will be strictly followed in all areas, with the goal of zero safety incidents resulting from custodial activities.
  - Use “green” practices where appropriate (e.g., green cleaning agent, etc.).
  - All maintenance needs observed by cleaners are promptly reported to maintenance staff (FM hard team).
- Restock Consumables in Designated Areas
  - Restock consumables such as hand soaps, papers and trash liners throughout the Managed Facilities. The supply of all consumables shall be the responsibility of winning company.

- In situations where winning company does not have access to restricted areas, winning company shall provide consumables to designated FM employees who are responsible for restocking their areas of control.
- Restock Cleaning Personal Protection Equipment (PPE)
  - Restock PPE such as glasses, ear plugs, etc. The supply of all PPE shall be the responsibility of winning company.
  - In situations where winning company does not have access to restricted areas, winning company shall provide PPE to designated FM employees who are responsible for restocking their areas of control.
- Provide Cleaning Services Upon End User Request
  - This Section is intended to encompass event-driven as opposed to regularly scheduled cleaning. These Services may be performed both during and after business hours.
  - Restore space to pre-existing standards after an unusual event such as a spill in a trafficked area, a plumbing repair or cleanout of an Office.
  - Provide all NDB requested cleaning (e.g., after a working session in a conference room).
  - Spill response cleaning: Mop up spills and provide vacuuming, carpet drying, spot cleaning, disinfecting and deodorizing as required.

### **9.9 Pest control**

- Controlled pest types
  - Rats:
  - Cockroaches
  - Flying insect
  - Maggots and other parasites
- Pest Control Management Program
  - A documented pest control program to be in place to effectively prevent pest activity in the facility and surrounding area.
  - The program to be managed by trained personnel and pest control activities will be performed by certified pest control operators.
- Health and Safety
  - Comply with all Health and Safety regulations whilst carrying out above duties ensuring all accidents and near misses are documented and escalated according to site assignment instructions.
  - Comply with all regulatory controls including the use and storage of products under the site operation manual

- Use of insecticides, fungicides and pesticides will be in accordance with current local laws and regulation

### **9.10 Mail and Parcel Service**

- Receive and courier service
  - Provide on-site service. Responsible for the courier transport.
  - Collect the documents or package to be sent. Check whether the original packaging is intact. Fill in the information correctly.
  - Check whether it is accordance with the requirements of the transport and storage. Help to provide the required special documentation, etc.
  - Responsible for the relevant documents and fill in the waybill. Provide the way to check the tracking number.  
Forbid to courier the state banned items.
  - Deliver on time.
  - Provide free waybill, envelopes, plastic bags and other packaging materials.
  - It shall be informed within one working day if the delivery is not on time.
  - Staffs are free to choose whether to add insurance.
- Receipt and distribution service
  - Provide on-site service. Responsible for the courier distribution on time.
  - Confirm the goods be in good condition when handing over them.
  - Goods should be carefully and properly transport and storage to ensure their safety and integrity.

### **9.11 Security Service**

- Security compliance & control
- Security response plan
- Security patrol and 24hours CCTV room monitor
- Finding and suspect report
- Goods in and out control
- Key management
- Emergency Response Plan
- Detailed requirements for the security guard:
  - Must be male, specially trained and five (5) years at least of experience in security guard serving in the building safety as entrance guard, important venue security guard, security monitoring guard in the monitoring room. Physically strong and healthy with the height no less than 1.7 meters, high ethical and full responsibility qualification are required.
  - Able to deal with emergency in working areas with proper tools and manners to control and stop any harassment, theft and abrupt threat that may happen in the office areas, lifts, corridors lounges and the garden. Able to act and deal with any fire emergency with the fire hydrants and fire extinguishers.
  - Have special Security Licenses issued by Shanghai Security Department

### 9.12 Pantry

- Regular inspection
- Party supply management
- Food services delivered safely as defined by no injuries to anyone involved during and after the process.
- Food and beverage hygienically delivered as defined by zero food hazards and meeting the local health department requirements.

### 9.13 Meeting and audio visual

- Conference, Meeting Room Booking Management
  - Ensure that when taking bookings for Client Meeting Rooms they fully understand the requirements for the room including the number of people, the duration of the meeting, any food or refreshment requirements, any special equipment requirements any other similar requirements.
  - Manage any over-booking issues or excess demand for meeting rooms, by liaising with the people who have booked the Client Meeting Rooms to ensure that the most important meetings are given priority. For the meetings which fall into the category of "least important" Local Supplier shall have their meeting room moved to another (non-client meeting room) location
- Audio Visual Services
  - Ensure that all necessary equipment and facilities are in the rooms in good working condition, including AV system, flip charts, white board.
  - Liaising with the audio visual team (for all necessary IT, communication, audio, video, projection and ensuring that the technology within these rooms operates efficiently and without any problems
- Other service
  - Liaising with the hospitality team (for food and refreshments), the audio visual team (for all necessary IT, communication, audio, video, projection and other similar services),
  - Do all things reasonably possible to ensure that the standard of room and the services provided to the non-client meeting room are as high as possible in order to minimize the impact of not being able to use a Client Meeting Room
  - Co-ordinate with all necessary Local Suppliers to ensure that all Client Meeting Room requirements are met in full and on time.
- Administration
  - Monthly update the Meeting service status.
  - No show checking and communicate with user with meeting room policy to avoid no show happen in next time

### 9.14 Help desk

- Day to day operation of the Helpdesk, including timely work requests sent out to all service providers. Generate PM work orders and track. Keep record.

#### **9.15 Others**

- It's possible NDB will request to slightly adjust the service scope (either increasing or decreasing items) in bidding process or within service term. In this case, terms and conditions should be agreed mutually.

## **Attachment2: Recommended Format for Technical Proposal**

**The following information is recommended in the technical proposal.**

### **Proposal Contents:**

#### **1. General Background and Capabilities**

- Please provide a general description of your background and experience in IFM.
- Provide your organization's experience with providing service to similar facilities in China.

#### **2. Understanding of the requirements**

- Provide a summary of your understanding of the requirements of NDB including any observations on the culture and the environment that will impact upon the service delivery requirements.

#### **3. Organization Process Design Organization Chart**

- Provide an organization chart for the proposed service delivery team structure that it is process to deploy at customer
- Attach descriptions of the primary roles, responsibilities and qualifications required for each position

#### **4. Governance**

- Describe the governance model you proposed to use to manage IFM services. This should highlight where and how all components of the transition will occur.
- Examples from other customers where such an organization has been successful delivered.

#### **5. Vendor &Sourcing Management**

- Please describe vendor management strength and practice for NDB.

#### **6. Employee Career Development**

- Please describe your new staff training program to enable that when they come to work on client site, they have necessary knowledge to undertake the tasks.
- Please describe your employee training and career development program and your employee retention program.

#### **7. Risks Management and EHS compliance**

- What subject Matter experts do you have for operational risk management?
- Identify any company wide safety targets or requirement would apply to the customer account.

## **8. Operational Management Solution**

- Please provide a mature IFM system which is suit for NDB. The technology and related data migration activities should be clearly described in the proposal.

## **9. Transition Management**

- Provide a transition plan including costs, resources and timescales and detailing all the activities for effecting a smooth transition.
- Explain your proposed strategy regarding the NDB or third-party supplier employees who currently perform the Services, implications of Transfer Regulations, and the implementation process and timescales.
- Identify any key risks and how you would overcome them.

## **10. Performance Standards**

- Provide example of current client KPIs, dashboard and performance review information.
- Performance reporting, the format and frequency of KPI reporting, improvement plan upon KPI.
- Please show reporting method.

## **11. Innovation & Value Add**

- Explain how you propose to deliver innovation, which identifies cost savings and/or service improvements throughout the contract period.
- Other Value Added services you would like to offer



### **Attachment3: Recommended format for Commercial Proposal**

The commercial proposal forms including:

COM-1 Commercial Proposal Submission Form

COM-2 Summary of Total Costs

COM-3 Cost Breakdown

COM-4 Breakdown of Reimbursable Expenses

## Summary of Total Costs

**Project:**

**Company's Name:**

**Total Currency:** RMB ¥

Description	The 1st Year	The 2nd Year	Remarks
Admin Management			Please provide detailed Org. chart and detailed cost breakdown by person
Cleaning Cost			Please provide detailed Org. chart and detailed cost breakdown by person Please provide the consumables/ materials cost breakdown
Security Cost			Please provide detailed Org. chart and detailed cost breakdown by person
Pest control			
M&E Services			
Others			
Management fee			
Taxation			
<b>Total</b>			

**Company's Name:**

**Authorized Signature:**

**Date:**