



## 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 for the provision of comprehensive outsourced S-AD-2021-00348]Catering Services - New HQ **Catering Services (food and supplies): breakfast, lunch, dinner, events, coffee/tea shop, pantries)** for staff, contractors, management, guests and customers, according international standards and diversified options, aligned with food safety regulations taking into count cost x quality, at the following NDB location:

**New Development Bank – Head Quarters  
Guozhan Road 1600, Pudong New District  
Shanghai, China**

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 (**please be noted the contact information provided in registration especially email address must be correct as all communications regarding the bid including RFP distribution and award notice will be sent through it**). 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	July, 6th
On-site inspection	July 14th – 16th , 2021*
Bidder's Customer Site Visit	July, 19th -21th
Deadline for Questions	July 26th , 2021
Proposal Response Due	July 30th , 2021
Proposal Presentations	Au 5th – 9th , 2021 *
Negotiation of Contract	Aug, TBD
Project Kick Off	Sept, TBD
Signing Contract	Sept, TBD

\* Proposed timeline is tentative and can be changed depends on other steps execution.

### 3. Instruction to Bidders

#### 3.1 Contact Information

Please use the following contact information for all correspondence with NDB concerning this RFP. **Suppliers who solicit information about this RFP either directly or indirectly from other sources will be disqualified.**

Mr. Ivan Nepeivoda

Address: 33<sup>rd</sup> Floor, BRICS Tower, No. 333, Lujiazui Ring Road, Pudong, Shanghai

上海浦东陆家嘴环路 333 号，金砖大厦 33 层

Email: [nepeivoda.ivan@ndb.int](mailto:nepeivoda.ivan@ndb.int)

#### 3.2 Submission of Proposals

Proposals shall be prepared in English. Both hard copy and electronic version is acceptable. Hard copy (6 copies at least) is **optional** and shall be sent in sealed covers. Electronic version is **obligatory** and shall be submitted online in Electronic Procurement System.

For submission of proposal, the qualified suppliers should register to NDB's e-procurement system to be **NDB registered suppliers** (subject to NDB's internal approval) in advance. Then registered suppliers need to **ENROLL** in the procurement notice (for open competitive bidding) or **ACCEPT** the invitation (for limited competitive bidding) before submitting proposal online according to the timeline. (<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 may 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

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

##### **PART I: (not more than 30 pages)**

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

**NOTE:**

Proposals must be prepared in precisely the same format described in **ANNEX 1 – Questions** of this RFP, with responses to each item in the order asked. Responses should be concise and clear. Marketing brochures provided in response to specific questions shall be considered non-responsive.

**The Bidder represents that the individual submitting the organization’s proposal is duly authorized to bind its organization to the proposal as submitted.** The Bidder also affirms that it has read the RFP and has the experience, skills and resources to perform, according to conditions set forth in this RFP and Bidder’s proposal. Bidder may submit a proposal alone or in association, with the express understanding that Bidder shall be solely responsible for the offer and any Agreement with the Bank that may result from its offer under this RFP. Submission of Bidder’s proposal affirms the understandings set forth in this paragraph.

**PART II:**

Volume 2 - Price Proposal: Should be separate but integral part of the proposal. **The currency is USD and CNY;** 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. Note: The payment will be done by wire transfer, then NDB recommends that the tax fee must be included in the proposal, with respective details.

Payment terms applicable - not less than **30 days**.

The bidders should provide to types of finance models:

- a) **Cost Plus Model:** client pays 100% of the **costs** (food, labor cost and overheads)
- b) **Copay Model\*:** supplier deliver food services according client requirement; clients pays management fee/subsidy to cover partially labor and overhead cost. Employees pay for a competitive price meal.

**Note 1:** in both cases, the bidder must provide the detailed values including all costs incurred in such contract.

**Note 2:** the proposal should include labor cost which including one-time investment such as business license application, equipment and software related to Smart Canteen, etc. Besides, cleaning services, pest control will in charge of the contractor.

\*Co-pay model without events services

**3.7 On-Site Inspection (pre-proposal)**

On-site inspections in each building are scheduled as detailed below. The purpose of the inspection is to allow the Bidders an opportunity to inspect the building prior to submitting their proposals. The Bidder is solely responsible for a prudent and complete personal inspection, examination, and assessment of the work site conditions, facilities, and/or any other existing condition, factor, or item that may affect or impact on the performance of service described and required by the Bank.

Failure to adequately inspect the building shall not relieve the successful Bidder from furnishing without additional cost to the Bank any materials, equipment, supplies or labor that may be required to carry out the intent of this RFP.

Submission of a proposal shall be construed as evidence that the Bidder has made necessary examination, inspection and investigation. Inspections are scheduled as follows:

<b><u>Building Address</u></b>	<b><u>Date</u></b>	<b><u>Time</u></b>
Guozhan Road 1600, Pudong New District Shanghai, China	July 14 <sup>th</sup> – 16 <sup>th</sup> (TBC with each participant)	1 <sup>st</sup> slot: 10am-12pm 2 <sup>nd</sup> slot: 2pm-4pm

Any Bidder submitting a proposal should attend on-site inspections, meet in the Reception of Guozhan Road, 1600 – New District Pudong according with the time slots scheduled at least 15 minutes before. Each Bidder interested in having its representative(s) **attend the on-site inspections must request an appointment in advance**, before July 12<sup>nd</sup>, by email [nepeivoda.ivan@ndb.int](mailto:nepeivoda.ivan@ndb.int).

The NDB Headquarters Facility is a secure facility with restricted access; please bring a photo ID and allow enough time to process through the building security.

### **3.8 Presentations**

The selected suppliers must make a scripted demonstration to NDB's evaluation panel (procurement committee) and participate in a question and answer session. Each supplier will be allowed up to three (3) hours to conduct their scripted demonstration.

The Oral Presentation provides an opportunity for Suppliers to physically present their intended methodologies/work plans, including their approach to the risk analyses and their mitigation, Terms of Reference and Scope of Work. Suppliers are encouraged to make maximum use of this opportunity of highlighting the advantages and benefits to NDB of their proposals.

The Oral Presentations will be held individually with only one Supplier presenting at any given time. The Supplier's proposed Facility Manager must be part of the Oral Presentation Team and deliver the technical part of the presentation. Suppliers' confidence will be completely respected and ensured by NDB.

### **3.9 Validity Period**

The proposal including pricing quotation shall be valid at least **for 120 days**.

### **3.10 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.

### **3.11 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.

### **3.12 Award Notification**

NDB could negotiate with all shortlisted suppliers before deciding the winning vendor. In addition, NDB reserves the right to negotiate further with the winning supplier before and in the contracting process.

#### **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.

Proposals shall be evaluated based on Bidder's responses to the criteria set forth in **ANNEX 1** and upon any further presentations, clarifications, interviews or additional information the Bank may request during its evaluation. Incomplete or inadequate responses, lack of response to an item or items, or misrepresentation in responding to this RFP may result in rejection of a Bidder's proposal. Responses to this RFP are intended to provide the Bank's evaluation team with an understanding of Bidder's capabilities to determine the best overall value for the Bank.

Any effort by a Bidder to influence the Bank in the process of examination, clarification, evaluation and comparison of proposals, or in decisions regarding the award of a Contract, may result in the rejection of the Bidder's proposal.

After receipt of proposals, neither information relating to the examination, clarification, shall evaluation and comparison of the submissions nor recommendations concerning the award of a contract be disclosed to Bidder's, or to other persons who are not officially involved in the evaluation process.

## **5. Contract**

The participant shall review the service agreement template provided by NDB in advance. The use of NDB's version of the agreement is preferable. Template agreement and general terms and conditions can be found on the NDB's official web-site <https://www.ndb.int/data-and-documents/corporate-procurements/>

## **6. Annexes**

### **Annex 1 – Questions**

### **Annex 2 – Scope of Services**

### **Annex 3 – Financial Proposal template**

#### **APPENDIXS:**

- ✓ *Appendix A – List of Equipment (B2A, B2B, B1A, 3FA, 3FB, 4F, 5F, 30F)*
- ✓ *Appendix B – B1 KITCHEN LAYOUT*
- ✓ *Appendix C – B2 KITCHEN LAYOUT*
- ✓ *Appendix D – L3 KITCHEN LAYOUT*
- ✓ *Appendix E – L30 KITCHEN LAYOUT*
- ✓ *Appendix F – L4 KITCHEN LAYOUT*
- ✓ *Appendix G – L5 KITCHEN LAYOUT*

**Layouts will be distributed by the request of participants. Prior NDA signing is required.**

## ANNEX 1 – Questions

### Introduction

NDB is a multilateral development bank with its headquarters in Shanghai, China, established by the Federative Republic of Brazil, the Russian Federation, the Republic of India, the People’s Republic of China and the Republic of South Africa (“**BRICS**”) in accordance with the Agreement on the New Development Bank dated 15 July 2014.<sup>1</sup> The purpose of NDB is to mobilize resources for infrastructure and sustainable development projects in the BRICS and other emerging economies and developing countries.

#### 1. Purpose

- 1.1. The Bank has developed this Request for Proposal (RFP) in order to select a qualified **International Catering Services Company, to provide a feasible and suitable solution for catering services (breakfast, lunch, dinner, events, coffee/tea shop and pantries), at the New NDB HQ**, for staff, contractors, management, guests and customers, according international standards and diversified options, **aligned with food safety regulations taking into count cost x quality**. The NDB requires a high quality service with large experience in such services also that can provide innovative and sustainable solutions for day-to-day operation services as well as to data management and reporting capabilities at competitive prices. **As an international organization, composed by five heterogeneous countries and considering that its expansion project other countries will join the organization, proven experience in international gastronomy (Western, European, Eastern, Latin America) is mandatory, besides to specific requirements and restrictions related to different religious and cultural orientation.**
- 1.2. This RFP is intended to provide interested **International Catering Services Company** with sufficient understanding of the Bank and its operation to enable the **International Catering Services Company** to submit a proposal and provides the basis upon which the service offers will be evaluated. The RFP and supporting servicing and financial templates require a Business Plan approach and **International Catering Services Company** are encouraged to respond to the NDB’s overall services requirements, in Shanghai in a strategic outsourced services management manner.
- 1.3. The Bank intends **to award a (2) two-years** contract with the option to extend the contract to the selected firm.
- 1.4. The **official NDB language is English**, the contract, as well as all communication regarding the contract the contract signed will be done in English. In addition, the manager and some of the staff (detailed list in **ANNEX 2 – Scope of Services**) located at the NDB **must be fluent in English (speaking, reading and writing)**.

#### 2. Responses

To ensure that all proposals are evaluated in an equivalent fashion, each Bidder must submit a proposal that corresponds to the sequence and format of this Section. Bidder's responses should be carefully considered, as they are critical to the evaluation process. While the Bank appreciates a concise, straightforward reply, the Bidder must understand that its response to each item below will be the basis for the Bank's understanding and evaluation of the proposal response. The Bidder should ensure that its proposal clearly explains all issues

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<sup>1</sup> A copy of the “*Agreement on the New Development Bank – Fortaleza, July 15*” is accessible on <https://www.ndb.int/wp-content/themes/ndb/pdf/Agreement-on-the-New-Development-Bank.pdf>.

addressed in this ANNEX. In responding, it is at the discretion of the Bidder to expand upon topics. Proposal should not **exceed 30 pages**. Financial proposal could be provided in following pages.

**EACH PROPOSAL SHALL CONTAIN THE FOLLOWING RESPONSE SECTIONS IN THE ORDER ASKED.**

**2.1. Basic Information**

- 2.1.1. Name, email address, phone numbers and office address (es) of the key contact that Bidder proposes to support this sourcing effort and to service the Bank if awarded.
- 2.1.2. Name and contact information for corporate office and/or parent company if the above is a branch office.

**2.2. Background and Capabilities**

- 2.2.1. Provide a brief description and history of your company. **(Max. 1 page)**
- 2.2.2. Describe your company's organizational goals, business philosophy, and mission, including corporate vision and growth strategy. **(Max. 1. Page)**
- 2.2.3. Provide evidence of similar Services rendered in Shanghai, China for a minimum of five (5) years by presenting **at least three (3) current client references** whose service encompass approximately the same service scope contained in this RFP:
  - Company Name:
  - Contact Name:
  - E-mail:
  - Telephone number:
  - Amount of the contract:
  - Start and finish date of the contract:
  - Description of Services:
  - Number of staff on site:

Provision of references constitutes permission to the Bank to contact them

- 2.2.4. The Bidder is to provide a brief executive summary of its understanding of the Bank's requirements as set forth in this RFP, along with an overall description of how the Bidder will meet the requirements of the Bank in providing this service.
- 2.2.5. Based on the requirements of this RFP and on the Scope of Services included in **ANNEX 2 – Scope of Services**, Bidder is to describe in detail its work approach, for each type of service, specific tasks, services, frequency and quality measure, and must submit proposed staffing plan for all aspects of the provided to NDB.
- 2.2.6. As part of its submission of its **sustainable program** a list of actions and best practices to avoid wasting and encourage sustainable consumption (water, food, energy, gas and disposable supplies), as well as products and supplies to be used, which shall include the applicable environmental standards or certification required. All supplies and cleaning products used should be **environmentally friendly** as certified by **Green Seal® or similar standards organization**.
- 2.2.7. The bidder must send all certificates that prove the capacity, as well as the authorization to provide food-processing services.



- 2.2.8. The bidder must submit a list of main suppliers: food (all kind of), utensils, water (in case of), disposables and all materials necessary for the canteen's operation. Certificates that prove quality, production chain, international standards, safety food and organic food; will be considered as a differential during the evaluation process and selection.
- 2.2.9. Self-inspection program: describe your company's self-inspection program to include the frequency of the manager's visits; communication of action plans and monitoring results.
- 2.2.10. Problem resolution process: describe your company's problem resolution process. How do you deal with customer complaints and responsiveness to address non-performance or unsatisfactory performance? How is this documented and reported to the client?
- 2.2.11. Provide a detailed escalation path including whom the NDB will contact in the event that performance standards are not met or need to be modified.
- 2.2.12. Identify any Subcontractors or teaming partnerships required to support the Bank's requirements. In the event that Subcontractors or teaming partners are required, identify in detail the relationship and role.
- 2.2.13. Indicate the impact of any relevant contracts that your firm is engaged in, including the duration of the contract, required number of personnel and separate location requirements that could affect your staffing or ability to perform all Bank requirements.
- 2.2.14. List details for all past (within the last 5 years) or present litigation between the company and any client. If there has been none, please so indicate.
- 2.2.15. Please provide your proposed measurable performance standards based on industry best practice that the Bank can consider to integrate into a performance incentive structure.
- 2.2.16. Please propose any opportunities you may identify for cost savings with equipment, technology or innovative ways in day-to-day of the services.
- 2.2.17. Please provide industry best practice service schedules for each of the services requested in this RFP. Also, indicate if this is the service schedule you will propose for the Bank, or if you believe the Bank will be better served to balance quality and cost under a different service delivery schedule, please provide that schedule and describe why it best fits the Bank's requirement.
- 2.2.18. Bidder is to provide an initial draft of its **Quality Assurance Plan** according to the requirements set forth in **ANNEX 2 – Scope of Services**

### **2.3. Response to COVID-19 Pandemic: working under the "New Normal"**

- 2.3.1. Please provide a real client business case with actions implemented during the COVID-19 Pandemic to attend the local requirements, as well as all measures regarding prevention cross-infection and adaption to the new normal: food quality control, social-distance, disinfection, access control, internal campaigns communication and contact with local authorities.

### **2.4. New facilities**

- 2.4.1. Please provide information whether your company had any experience with a contractor, which was setting in a new building and your company implemented Catering Services since the beginning of the

office's operation. Please describe: challenges faced, services, products and goods that must be implemented on first days or other relevant instruction that must be considered.

## **2.5. Key Personal**

- 2.5.1. Identify by name and title all key personnel proposed for account management and on-site supervisory positions.
- 2.5.2. Provide resumes of key personnel proposed.
- 2.5.3. Provide current certifications for proposed key personnel as applicable.
- 2.5.4. Describe personnel-related functions designed to maintain compliance with all local laws and regulations including but not limited to:
  - Fair employment practices;
  - Lawful wage and hour practices;
  - Occupational safety and health.
- 2.5.5. Describe your ability to supply English-speaking personnel.
- 2.5.6. Describe in detail any career development opportunities provided by your firm.
- 2.5.7. How is absenteeism handled? Do you have back-up workers, supervisors and lead workers available that may be quickly assigned to this contract to fill-in for absent employees or to meet temporary needs like events? Please explain.
- 2.5.8. Employee turnover: describe your company's policy with regard to employee turnover. Identify and list your company's turnover rate on an annual basis.

## **2.6. Training**

- 2.6.1. Please provide information regarding the training program that you currently have in place.

## **2.7. Compensation and Benefits Package**

- 2.7.1. The benefits package offered by your firm is a major consideration of potential employees when deciding whether to seek employment with your firm. Please describe in detail the benefits package offered to your staff. Confirm that all personnel to be placed at the Bank are employees of your firm eligible for and participating in your benefits program and that they are not casual labor personnel. Provide the same information for any subcontract relationship you are proposing.
- 2.7.2. Please describe your benefits package to each job position that will be part of the scope of services.
- 2.7.3. Please describe why you believe your benefits package is appropriate and competitive in terms of attracting and retaining employees in the local marketplace

## **2.8. Service Level**

Please provide an example of KPIs, Metrics, SLA you would adhere to with any incentives and/or penalties you consider appropriate.

## 2.9. Quality Assurance Plan

Please provide an example of QAP that you would put in place should you be awarded the contract.

## 2.10. Value Add

Please provide any other relevant information, which you feel, distinguish your firm from other competitors.

## 2.11. Exceptions

The Bank's Standard Terms and Conditions of Agreement (<https://www.ndb.int/data-and-documents/corporate-procurements/>), will be incorporated into the final Contract. If the company wishes to take exception to any of these terms and conditions, or needs to have any term clarified, it should so indicate in this section. Such items will be discussed during the Contract negotiations and any mutually acceptable modifications will be incorporated into the Contract. The Bidder shall note that if the selected institution did not identify exceptions in his proposal, the Terms and Conditions will be incorporated, unchanged, into the contract agreement without opportunity for the selected institution to negotiate.

## 2.12. Pricing

- 2.12.1. The bidder should to propose cost for services, inclusive of all expenses as detailed in **ANNEX 3 – Financial Proposal template**. The Bank is under no obligation to contract any of the services not included in such ANNEX, however the company can propose other additional supplies which it considers is important to keep the quality of services.
- 2.12.2. The bidder assumes responsibility for properly estimating the difficulties and the cost of performing the services. Failure to investigate the conditions or become acquainted with all the information concerning the services to be performed will not be considered as a reason for additional charges at a later date.

## ANNEX 2 – Scope of Services

### I. GENERAL AND SPECIAL REQUIREMENTS

The New Development Bank (“Bank”) intends to contract with a single company for the provision of comprehensive **Catering Services (breakfast, lunch, dinner, catering for events, coffee/tea shop, and pantries)** at NDB headquarters. The Bank wishes to receive proposals that represent Bidder’s understanding of an industry expertise in fulfilling this requirement. The Bank wishes to receive the optimum combination of service quality and cost for the standard specified. The contract awarded will be performance-based; therefore, the Bank will rely on measurable results to determine contract compliance, and will expect Bidders to propose their most efficient and cost effective approach to providing the services.

#### 1. Special Requirements

In preparing their proposals, Bidders should be aware of the following general and special requirements:

- a) The selected Bidders (“Contractor”) is expected to provide all labor, materials, equipment, management, and supervision necessary to perform all **Catering Services** described in this RFP. All materials and supplies, including food, equipment and utensils must be maintained in good condition, healthy and high quality, provided in sufficient quantities to adequately perform all services. All supplies and cleaning products used shall be environmentally friendly as certified by Green Seal® or similar standards organization. The Bank will provide secure on-site storage for Contractor’s equipment and for reasonable quantities of supplies. Contractor shall have readily available Materials Safety Data Sheets (MSDS) of all cleaning products/chemicals used or stored on-site.
- b) The Contractor shall perform the bulk of this scope of services on a daily basis Monday through Friday and Saturdays, Sundays and holidays as needed.
- c) The Bank observes the following holidays, on which the Bank is closed. If the Contractor determines that work must be accomplished on a Bank holiday for any reason, the company should pay all overtime work required by labor local laws:
  - New Year’s Day
  - Spring Festival
  - Tomb Sweeping Day
  - Labor Day
  - Dragon Boat Festival
  - Mid-Autumn Festival
  - National Day
- d) Contractor is expected to supply any computer/tablet equipment and software necessary for its work, and will be responsible for coordinating with the Bank’s Information Technology Department to accomplish proper installation and connectivity that may be required for this equipment. The Bank will not be responsible for the operation of, or for any support, maintenance or repairs of Contractor’s computer hardware or software. Such instruction is regarding the supervision Contractor team assigned to the Bank.

- e) Contractor is expected to provide on-site dedicated supervision at all times during its work hours. The supervisory individual will be Contractor's liaison to the Bank's designated contract administrator and will be required to meet with him or her as needed to monitor performance, conduct performance reviews and resolve any issues. The Bank will provide a designated adequate workspace for Contractor's on-site supervisory staff (desk and telephone with local service).
- f) Contractor is expected to place only properly trained personnel at the Bank's account, and shall also ensure that any and all personnel are legally authorized to work in China. The Contractor shall be responsible for the conduct and performance of Contractor employees, and shall maintain constant and effective supervision over Contractor staff.
- g) Contractor is expected to provide its employees with neat, identifiable uniforms or similar attire that clearly identifies them as Contractor's employees. The Bank will provide each on-site Contractor employee with an Identification/Access badge that must be worn at all times. If access badge is damaged or lost, relevant cost will be borne by the contractor.

## **2. Healthy and Green Mind Set (Sustainable Program and Healthy Program)**

- a) Contractor is expected to provide green and healthy mindset and approach. Actions regarding to avoid wasting and encourage sustainable consumption (water, food, energy, gas and disposable supplies) will be evaluated and considered, as a differential during the bidder selection.
- b) Campaigns related to healthy eating and habits, as well as using of organic products will also be evaluated as a differential criteria during the supplier selection.

## **3. Safety food, Food Restrictions and Cultural Aspects**

- a) Contractor is expected to be fully capable of providing a healthy menu in line with the high quality standards and practices required by corporate kitchens and gastronomy, as well as the local safety food regulations.
- b) Contractor is expected to be capable to provide a diversified menu and services that can meet the following aspects:
  - b.1) **Food restrictions:** Lactose, Gluten, Vegetarian and Vegan
  - b.2) **Cultural Aspects:** Halal food, Western, Eastern (Chinese), Latin American and European
  - b.3) **Cultural Gastronomic Events:** the contractor shall promote gastronomic events/campaigns related to Country Members gastronomy and culture, as well as international festivities

## **4. Business License**

The bidder should to provide support to NDB apply for the business license required by local regulations with government affairs. **Such license should be in name of NDB.**

## **5. Quality Assurance Plan (QAP)**

- a) Contractor shall institute and maintain throughout the contract period a properly documented QAP designed to ensure that the services are provided at all times and in all respects in accordance with the contract.

- b) The QAP shall include, at a minimum, providing daily supervision and conducting frequent inspections, regular customer service and housekeeping surveys, work order completion goals, and quarterly QA inspection by an Administration Division or who will be nominated for such inspection. The Contractor shall ensure that accurate records are maintained describing the disposition of all complaints and issues resolution. The records so created shall be open to inspection by the Bank.
- c) The QAP is a living document and may be subject to change depending on the needs of the contract.
- d) The QAP shall include the following, as a minimum:
  - I. How the Contractor will control quality of supplies and services.
    - i. How project management, inspections, plan implementation, process improvement changes, correction of deficiencies, and green cleaning compliance will be accomplished.
    - ii. An inspection plan or checklist tailored to the specific building(s) being cleaned and serviced under this contract. The inspection plan or checklist shall detail how services at the work site shall be inspected to ensure that the outcome of the work meets all the quality standards set forth in the Contract:
    - iii. A Contingency Plan for separation of employees and employee absence.
    - iv. How Contractor shall monitor deficiencies of work output in relation to the performance standards, methods of informing employees of deficiencies in their area(s) of responsibility, and a process to ensure that the deficiencies are corrected and do not reoccur.
    - v. This is a performance-based contract, which will be monitored by Service Level Agreement. Contractor is expected to propose industry best practice Key Performance Indicators (KPI).
    - vi. A Communication Plan for the Contractor to communicate with the Bank to receive and respond to service calls requests from Service Now and e-mails.

## **6. Communication Schedule and Reports**

- a) The Contractor will be expected to meet regularly with the Bank's contract administrator (schedule to be defined) and to prepare quality assurance review reports and documentation that provide for monitoring of performance and costs.
- b) On a daily basis, Contractor shall report, in the format provided, any observed building maintenance and repair issues encountered during the course of their work. These may include but is not limited to the following:
  - i. Plumbing – malfunctioning or leaking sinks, faucets, drains, toilets, urinals
  - ii. Lighting – blinking or burnt out lamps
  - iii. Electrical – no power to outlet, disabled door opener not functioning
  - iv. Finishes – damaged walls, furniture, ceiling tile, etc. Other maintenance/repair deficiencies observed by the contractor
  - v. Kitchen's Equipment
  - vi. Any unforeseen events related to operations and services provision including lack of supplies.
- c) In the event of an emergency or if a member of its personnel encounters anything suspicious (package, possible stolen item) as well as any potential risk (operational or safety) the Contractor shall contact the Administration Division focal point.

## II. SCOPE OF SERVICES

The bidder should ensure the services are provided with:

- Fair cost and quality
- International standards and diversified menu
- Safety and healthy food
- Wellness and social interaction (health and cultural aspects)
- Convenience

The NDB Headquarters has six facilities capable to provide catering services, besides the small pantries in each functional floor:

Site	Purpose	Kitchen	Seats	Priority
<b>B2</b>	Staff Canteen	Main Kitchen	NA	High
<b>B1</b>	Service Staff Canteen	Main Kitchen	52	High
<b>3<sup>rd</sup> Floor</b>	Employee Restaurant	2 Hot Kitchens	394	High
<b>4<sup>th</sup> Floor</b>	Coffee Shop/Training Center	1 Small Kitchen	Open Space	High
<b>5<sup>th</sup> Floor</b>	Open Work Floor – Pantry	Pantry	No seats	High
<b>6<sup>th</sup>; 17<sup>th</sup>- 29<sup>th</sup> Floors</b>	Functional Offices	Pantry	No seats	High
<b>30<sup>th</sup> – Floor</b>	Executive Lounge and VIP Banquet Room	2 Kitchens	45 and 118 respectively	Medium

Currently NDB population is around **200 staff (including outsourced employees)** with a growing perspective until December 2021 to 250.

In **2022** is estimated **300** staff plus a “floating” population of guests, visitors and services providers.

In the summary below are the services to be contracted, included in the proposal, however not limited to:

Item	Services/Supplies Provided
<b>Staff and Outsourced Canteen</b>	Breakfast, lunch and dinner*
<b>Pantries</b>	Coffee, tea, sugar, milk, oat milk sweetener
<b>Coffee Shop</b>	Coffee (diversified menu), milk, tea, snacks (Western and Eastern), candies
<b>VIP Banquet and Executive Lounge</b>	Breakfast, lunch, dinner, coffee-break*
<b>Materials/Supplies</b>	Cutlery, plates, glasses, cups, utensils and disposables
<b>Cleaning, disinfection and pest control</b>	Kitchen and dining area
<b>Wellness and Cultural Aspects</b>	Campaigns regarding BRICS gastronomy, healthy eating programs, food restrictions, cultural aspects and main international festivities
<b>Waste Management</b>	Controlling of wasting and Sustainable Consumption reports
<b>Convenience</b>	Smart canteen/Technologies/Apps
<b>Workforce</b>	Labor cost and overheads
<b>Events</b>	Breakfast, lunch, dinner, brunch, coffee-breaks, snacks by demand*
<b>Business License</b>	Support to NDB applies to business license with government affairs

\*the details about each service are listed below

## 1. Breakfast

- a) **Service Hours: 7:00 AM – 9:00 AM**
- b) Menu: Chinese, Western, vegetarian, vegan, halal
- c) Service Model: Set menu or Buffet/Food court

The bidder will propose two options of service model.

The bidder should provide some samples of menu considering the options above.

**Price:** per *pax* /per type of menu if applicable

The services should be provided **from Monday to Friday, normally (full service)** and on **weekends, in special schedule** according the population estimated to work on weekends (mainly outsourced employees).

**Services operation model:** the bidder should provide the details about the operational model

## 3. Lunch

- a) **Service Hours: 11:00 AM – 2:30 PM**
- b) Menu: Chinese, Western, vegetarian, vegan, halal
- c) Service Model: Set menu or Buffet/Food court

The bidder will propose two options of service model.

The bidder should provide some samples of menu considering the options above.

**Price:** per *pax* /per type of menu, if applicable

The services should be provided **from Monday to Friday, normally (full service)** and on **weekends in special schedule** according the population estimated to work on weekends (mainly outsourced employees).

**Services operation model:** the bidder should provide the details about the operational model

## 4. Dinner

- a) **Service Hours: 6:00 PM – 8:30 PM**
- b) Menu: Chinese, Western, vegetarian, vegan, halal
- c) Service Model: Set menu or Buffet/Food court

The bidder will propose two options of service model.

The bidder should provide some samples of menu considering the options above.

**Price:** per *pax* /per type of menu, if applicable

The services should be provided **from Monday to Friday, normally (full service)** and on **weekends in special schedule** according the population estimated to work on weekends (mainly outsourced employees).

**Services operation model:** the bidder should provide the details about the operational model

## 5. Coffee- Shop

- a) **Service Hours: 8:00 AM – 6:00 PM, Monday to Friday**
- b) Options: sandwiches, pastries, yogurt, juices, cakes, sweet/dessert, coffee (diversified menu), tea (diversified menu), snacks, candies, vegetarian and vegan options.
- c) Menu: Chinese and Western
- d) Service Model: food cost
- e) **Price:** pay by the customers



- f) **Cashier:** the bidder should provide a cashier for receiving payments Alipay, WeChat and international credit card (if possible)
- g) **Services operation model:** the bidder should provide the details about the operational model

## 6. Pantries

- a) **Service hours: 24h**
- b) Service Model: self-service\*
- c) Products provided: Coffee, tea, sugar, milk, oat milk, sweeten, season fruits (twice a week)
- d) The bidder should refill the pantry according with the consumption: tea bag, sweeten, sugar, coffee-machine and fruits and disposables.
- e) **Services operation model:** the bidder should provide the details about the operational model

All pantries will be equipped with the equipment listed below:

- Microwave Oven
- Refrigerator
- Disinfection cabinet
- Coffee machine
- Water purifier
- Tabletop water dispenser
- Electric Water Heater

**\*Note:** 1. At the Management, floor (29<sup>th</sup> floor, besides the pantry supplies with the same products served on the other floors. The supplier must **to provide a waiter/waitress or tea lady**, with training in Western and Chinese service model. Basic knowledge in English will be a differential.; 2. The services hours can be adjusted based on the operational routine, in case of the supplier contracted considers that is important for a better services provision.

## 7. Events

Contractor shall provide catering services to all internal events hold in NDB facilities. NDB will discuss with the supplier hired a work flow to request such services in advance, so the services can be provided in a planned and coordinated manner.

The services will be provided by demand; however, the bidder **should provide three types of menu**, to keep a **balance and standard** according the event category, also **to avoid discrepancies in the services provided:**

- **Category 1: Simple**
- **Category 2: Medium**
- **Category 3: Superior**

For data and sizing purposes, the number of events below can be used as reference in terms of events catering services demand. However, the bidders should be aware that the numbers started to be registered in August/2019, also that due pandemic, since 2020, NDB has only performed internal events, with an **average attendance of between 15-80 participants**. Following the records, we noticed a **growing trend in holding events in the second semester of each year**.

Year	Number of Events
2019*	82
2020	138
2021**	12

\*Aug-December

\*\*Jan-June

We estimate that by 2022, these numbers will increase, given the expectations around the control and containment of the pandemic at a global level. If so, NDB will hold events with external guests' attendance, including international ceremonies.

**Services operation model:** the bidder should provide the details about the operational model

## 8. VIP Banquet Room and Executive Lounge

It has expected that at the VIP Banquet Room and Executive lounge, NDB will hold events in a high level of guests like authorities, VIP and special guests.

For such services, the bidders should propose all services expected for such services: menu, staff, waiters, setup (cutlery, plates, utensils) according the event requirement.

The proposal should take into consideration, as main requirements:

- **Meals: breakfast, lunch, dinner**
- **Restaurant menu (three options): customized menu, buffet, *a la cart***
- **Service hours: according the event schedule, programed in advance. The bidder should inform in the proposal how long in advance, it is needed to receive the request services.**
- **Services operation model:** the bidder should provide the details about the operational model

## 9. Additional services to be considered in the proposal:

9.1. **Materials:** all materials necessary for the services provision, as well as food preparation, must be considered in the proposal: cutlery (Western and Eastern), glasses, cups, mugs, plates, disposables, cleaning supplies, utensils, etc. The bidder must take into account the attached equipment list. If it is necessary to purchase any additional equipment, this will be the responsibility of the contractor.

9.2. **Wellness and Culture:** the contractor should promote to all NDB staff, during a calendar year campaigns regarding regional gastronomy (BRICS), healthy eating and international cultural festivities, conscious and sustainable consumption.

9.3. **Waste Management:** the contractor should keep a daily, monthly and annual record (reports) of the waste produced by services provision, as well as propose the proper handling and disposal of such waste.

9.4. **Cleaning, disinfection and pest control:** the contractor will be responsible for cleaning, disinfection and pest control in dining and kitchen areas. The products used should follow local regulations as well as present some kind of green certification.

9.5. **Convenience and innovation:** it will be considered as a plus, the proposal which presents convenience services like as: smart canteen, apps (menu access, special orders, etc.)

### III. KEY PERFORMANCE INDICATORS

Before the signature of the contract, the Bank and the Contractor will agree on Key Performance Indicators (KPI) to measure the delivery of the services under the contract. These KPIs will be integrated into a Service Level Agreement to be agreed upon at signing of the contract. The Contractor must be able to provide all measurements as requested by the Bank.

The Contractor will set up processes to monitor performance against the KPIs that are to be measured and will report on KPI performance.

The following KPIs are provided as samples, which may be included in the SLA. However, indicators **1, 3, 5, 7, 8 and 9** should be **mandatory**.

#### Key Performance Indicators (Samples)

- **Indicator # 1 Indicator Name:** Customer Satisfaction

**Definition:** Customer satisfaction with the level of service provided shall not be lower than 80% of customer survey results.

- **Indicator # 2 Indicator Name:** Responsiveness

**Definition:** Work Orders and Service Requests are performed in a timely manner as defined in the SLA.

- **Indicator # 3 Indicator Name:** Complaints

**Definition:** Complaints received and resolved within the established rectification time.

- **Indicator # 4 Indicator Name:** Invoice Accuracy

**Definition:** Invoices received by the Bank are correct accurate and on time with full supporting documentation.

- **Indicator # 5 Indicator Name:** Cost Savings

**Definition:** Cost saving and cost avoidance recommendations are provided on a regular basis.

- **Indicator # 6 Indicator Name:** Staffing Levels

**Definition:** 95% of employees are available for their contracted hours of work.

- **Indicator #7 Indicator Name: Quality Assurance Audit (QAA) Reports and follow Up Corrective Actions**

**Definition:** Quality Assurance Audit (QAA) Reports are provided and follow up Corrective actions are executed in a timely manner (as defined in the SLA).

- **Indicator # 8 Indicator Name:** Waste Audit Reports

**Definition:** Ensure that the generated waste is sort and disposed correctly, and provide audit reports periodically as agreed with the Bank to demonstrate that the process has been adhered to.

- **Indicator # 9 Indicator Name:** Diversified Menu

**Definition:** Ensure that the menu will keep a great level of variety, with quality and aligned to food restriction and cultural aspects mentioned at ANNEX 2, I - GENERAL AND SPECIAL REQUIREMENTS, item 3.

### **ANNEX 3 – Financial Proposal Instructions and Tentative Template:**

The bidders should present the Financial Proposal with two finance models following the instructions below:

- a) **Cost Plus Model:** client pays 100% of the costs (food, labor cost and overheads)
- b) **Copay Model\*:** supplier deliver food services according client requirement; clients pays management fee/subsidy to cover partially labor and overhead cost. Employees pay for a competitive price meal.

**Note 1:** in both cases, the bidder must provide the detailed values including all costs incurred in such contract.

**Note 2:** the proposal should include labor cost which including one-time investment such as business license application, equipment and software related to Smart Canteen, etc. Besides, cleaning services, pest control will in charge of the contractor.

\*Co-pay model without events services

**PRICE PROPOSAL TENTATIVE TEMPLATE**

Site	Area	Service type (Annex 2)	Q	Unit Price Cost Plus Model CNY	Unit Price Copay Model CNY	Total Monthly CNY	Total Monthly USD	Total Annual Cost CNY	Total Annual Cost USD
<b>B1</b>	Support Staff Canteen	Breakfast	1						
		Lunch	1						
		Dinner	1						
<b>3<sup>rd</sup> F</b>	Employee Restaurant	Breakfast	1						
		Lunch	1						
		Dinner	1						
<b>4<sup>th</sup> F</b>	Coffee-Shop								
<b>5<sup>th</sup> F and Functional Floors</b>	Pantries	Supplies refill							
<b>30<sup>th</sup> F</b>	VIP Banquet Room and Executive Lounge	Buffet Breakfast	1						
		Buffet Lunch	1						
		Buffet Dinner	1						
		A la cart Breakfast	1						
		A la cart Lunch	1						
		A la cart Dinner	1						
<b>Training Center Auditorium Meeting Rooms</b>	Events	Category 1 Simple	1						
		Category 2 Medium	1						
		Category 3 Superior	1						
<b>Additional Services</b>	Materials								
	Wellness and Cultural Campaigns								
	Waste Management								
	Cleaning, disinfection and pest control								
	Convenience and Innovation								
	One-time investment								
<b>Total:</b>									

The provider should to provide whole organization structure of the Team which will be involved in delivery of the service described above, with indication of total number of FTE and detailed cost structure.