



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 S-IT-2021-00446 Managed service consultant and production service manager 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 \(EPS\)](#) 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	January 27, 2022
Deadline for Questions	February 15 , 2022
Proposal Response Due*	February 16, 2022
Negotiation on contract	TBC
Signing Contract	TBC
Project Kick Off	TBC

*Decision about second round can be done based on the results of first proposals review.

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: 26th Floor, NDB Headquarters, 1600 Guozhan Road,
Pudong New District, Shanghai 200126, China
Email: 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 (6copies at least) is **optional** and shall be sent in sealed covers. Electronic version is **obligatory** and shall be submitted online via 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 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. **The vendor may choose other format if you desire so.**

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. Note: The payment will be done by international 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.**

3.7 Validity Period

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

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/>

Attachment 1:

Service Scope

1. Introduction

Position	Specification
Managed Service Consultant	Handle infrastructure support including network, servers, monitoring, server room and other IT projects
IT Infrastructure and HQ building support service	Handle network, servers, HQ building and other IT projects.
Service Manager	Inquiry, filling, purchase and payment
System Engineer	System inspection and testing

2. Specifications

1) Managed Service Consultant, 1FTE

- The service consultant Should be proficient in using AD system maintenance, including AD user, group, DNS, ADFS, sites, group policy and application integration.
- The service consultant should have at least 10 years' experience in the required domain.
- The service consultant should understand Office365 China system email user and group's migration, including user account, email ID and email data.
- The service consultant should Proficiency in using Aliyun and Azure system build, upgrade, configure server, managing account, permission, and service port.
- The service consultant is capable to support both Okta and Azure AD identity service including Single Sign-On, Multi-factor Authentication, Lifecycle Management, Universal Directory, API Access Management, SAML authentication and OAuth authorization.
- The service consultant is capable to support both Office365 China version and Global version.
- The service consultant should understand optimize MDM solution, including separate BYOD device and corporate device authentication for VPN, WIFI, and Cable line.
- The service consultant should achieve the function that BYOD device is able to access corporate email via Blackberry Work.
- The service consultant should understand Office365 China system data backup and restore configuration.
- The service consultant should understand trouble-shooting the issues on Office365 China, ADFS, AAD connect
- The service consultant-working hour is from 9:00-18:00 in NDB Shanghai office during workdays.
- The service consultant-working hour should follow NDB Shanghai office working hour regulation.
- Expected to work for 1 year, within which the scope of work assigned by the NDB can be accepted.

2) IT Infrastructure and headquarters building support service, 1FTE

- Maintenance and manage the network system for NDB SHO office and offices in member countries.
- Manage and coordinate the HQ IT project, review/provide relevant bidding documents, coordinate potential solution discussion with relevant parties, and provide professional advice to NDB.
- POC for sub-systems of the HQ project, such as service robot application, staff communication application etc.
- The service consultant-working hour should follow NDB Shanghai office working hour regulation.
- This service is required for one year.

3) Service manager, 1FTE

- According to the project, select vendor and inspect vendor qualifications.
- Coordinate the delivery process with vendor to ensure the delivery is correct.
- Invite vendors that meet project requirements to participate in project competition.
- Discuss the most favorable conditions with the supplier and make purchases.
- Apply for payment, arrange relevant materials, review.
- According to the project Acceptance of active materials, apply for payment.
- Check the quality and quantity of the purchased equipment.
- Keep the necessary original records of the procurement work, do the statistics, and report regularly
- The service consultant-working hour should follow NDB Shanghai office working hour regulation.
- Service period is expected to be one year.

4) System Engineer, 1FTE

- Responsible for the analysis, elimination, and rectification of system failures, and verify the rectification and correction measures.
- Handle the daily management and data backup of the system server.
- Apply and maintenance System certificate, System Optimization.
- Responsible for PAM system support.
- Responsible for Tenable system support.
- Coordinate patch management for Windows and Linux servers.
- Responsible for RPA system support.
- Docking Zabbix monitoring system requirements and tracking to complete problem repair.
- Manage Partner user account system including partner account, group and application.
- The service consultant-working hour should follow NDB Shanghai office working hour regulation.
- This service is required for one year.

3. In Total 4 FTE to work on-site at the address:

NDB Headquarters, 1600 Guozhan Road, Pudong New District, Shanghai 200126, China