



The New Development Bank

Request for Proposal

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 **Catering Services (food and supplies): breakfast, lunch, dinner, events, coffee/tea shop, pantries** for staff, contractors, management, guests and customers, according to international standards and diversified options, aligned with food safety regulations taking into account cost and quality, at the following NDB location:

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

Please refer to the following information or Scope of Work (SOW) 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	June 27, 2023
On-site inspection	July 3 – 7, 2023
Bidder's Customer Site Visit	July 10 – 14, 2023
Deadline for Questions	July 14, 2023
Proposal Response Due	July 21, 2023
Proposal Presentations	July 27-Aug. 3, 2023
Negotiation of Contract	TBD
Project Kick Off	TBD
Signing Contract	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.

Ms. Holly Yao

Address: New Development Bank, Guozhan Road 1600, Pudong, Shanghai

上海室浦东新区国展路 1600 号 26 楼

Email: yao.holly@ndb.int

3.2 Submission of Proposals

Proposals shall be prepared in English. Both hard copy and electronic version are acceptable. Hard copy (5 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.

PART II:

Volume 2 - Price 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 **45 days**.

Fapiao title: **New Development Bank** or 新开发银行.

The bidders should provide the following finance model:

Copay Model*: supplier delivers food services according to client requirement; client pay management fee/subsidy to cover partially labor and overhead cost. Employees pay for a competitive price meal.

NOTE: The proposal should include labor cost, equipment and software. Cleaning services and pest control are managed by the canteen contractor.

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 inspection, examination, and assessment of the work site conditions and facilities.

<u>Building Address</u>	<u>Date</u>	<u>Time</u>
Guozhan Road 1600, Pudong New District Shanghai, China	July 3 – 7, 2023 (TBC with each participant)	1 st slot: 9:30am-11:30AM 2 nd slot: 14:30pm-16:00pm

Bidders interested in **attending the on-site inspections must request an appointment in advance**, by email yao.holly@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 will participate in a question-and-answer session by the procurement committee. Each supplier will be allowed up to two (2) hours to conduct their scripted demonstration. The proposal including pricing quotation shall be valid at least **for 120 days**.

3.9 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.

3.10 Sub-contractor

NDB expects to negotiate and sign contract with one winning vendor. NDB will accept only complete solutions from a vendor and will not accept any proposals that are a combination of items from the RFP. 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 vendor and a subcontractor.

3.11 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. The following are the key factors that would be taken into consideration for evaluating the proposals:

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.

i. 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.

ii. 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.

iii. Presentation and Demonstration

The results of Presentation and Demo will be evaluation factors.

Responses to the 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.

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/>

5. Annexes

Annex 1 – Introduction

Annex 2 – Scope of Work

Annex 3 – Financial Proposal template

ANNEX 1 – INTRODUCTION

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.

1. Purpose

- 1.1. The purpose of this **Request for Proposal (RFP)** is to select a qualified 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 and guests. As an international organization, **experience in international cuisine is mandatory**.
- 1.2. The Bank intends **to award a (2) two-year** contract with the option to extend the contract to the selected firm.
- 1.3. 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 canteen 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

The Bidder should ensure that its proposal clearly explains all requirements addressed in the ANNEXES. Proposal should not **exceed 20 pages**.

EACH PROPOSAL SHALL CONTAIN THE FOLLOWING RESPONSE SECTIONS

2.1. Basic Information

- 2.1.1. Name, email address, phone numbers and office address(es) of a parent company or 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** with a similar service:
 - Company Name:
 - Description of Services:
 - Number of staff on site:
- 2.2.4. Bidder is to describe in detail its work approach, for each type of service, specific tasks, services, and quality. And must submit proposed staffing plan for all aspects of the provided to NDB.
- 2.2.5. 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.

2.3. Pricing

The bidder should propose cost for services, inclusive of all expenses as detailed in **ANNEX 3 – Financial Proposal template**. The company can propose other additional supplies which it considers is important to keep the quality of services.

ANNEX 2 – Scope of Work

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.

SCOPE OF SERVICES

The bidder should ensure the services are provided with:

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

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

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

Site	Purpose	Kitchen	Seats
B2	Staff Canteen	Main Kitchen	NA
B1	Support Staff Canteen	-	52
3rd Floor	Employee Restaurant	2 Hot Kitchens	394
4th Floor	Coffee Shop/Training Center	1 Small Kitchen	72
5th Floor	Open Work Floor – Pantry	Pantry	No seats
6th; 17th- 29th Floors	Functional Offices	Pantry	No seats
30th – Floor	Executive Lounge and VIP Banquet Hall	02 Kitchens	100

Currently NDB population is around **240 staff members and 150 employees of service providers** with a growing perspective.

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

Item	Services/Supplies Provided
Staff and Outsourced Canteen	Breakfast, lunch and dinner
Pantries	Coffee, tea, sugar, milk, oat milk sweetener, bottled water
Coffee Shop	Coffee (diversified menu), milk, tea, snacks (Western and Eastern), candies
VIP Banquet and Executive Lounge	Breakfast, lunch, dinner, coffee-break
Materials/Supplies	Cutlery, plates, glasses, cups, utensils and disposables
Cleaning, disinfection and pest control	Kitchen and dining area

Waste Management	Controlling of wasting and Sustainable Consumption reports
Convenience	Smart canteen/Technologies/Apps
Workforce	Labor cost and overheads
Business License	Support to NDB applies to business license with government affairs

1. Breakfast

- a) **Service Hours: 7:00 AM – 9:00 AM**
- b) Menu: Chinese, Western, Vegetarian
- c) Service Model: Set menu or Buffet/Food court/a la minute (小炒)

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 if required**.

2. Lunch

- a) **Service Hours: 11:00 AM – 2:00 PM**
- b) Menu: Chinese, Western, Vegetarian
- c) Service Model: Set menu or Buffet/Food court//a la minute (小炒)

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**.

3. Dinner

- a) **Service Hours: 5:00 PM – 7:30 PM**
- a) Menu: Chinese, Western, Vegetarian
- b) Service Model: Set menu or Buffet/Food court/a la minute (小炒)

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**.

4. Coffee- Shop

- a) **Service Hours: 8:00 AM – 7:30 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.
- a) Menu: Chinese and Western
- b) **Price:** pay by the customers
- c) **Cashier:** the bidder should provide a cashier for receiving payments Alipay, WeChat and international credit card (if possible)

5. Pantries

- a) Service Model: self-service
- b) Products provided: Coffee, tea, bottled water, sugar, milk, cookies, oat milk, sweetener, season fruits (twice a week)
- c) The bidder should refill the pantry according to the consumption: tea bag, sweeten, sugar, coffee-machine and fruits and disposables.

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 (28F and 29F), besides the pantry supplies with the same products served on the other floors, the supplier must provide a waiter/waitress or tea lady, with basic knowledge in English.

6. Events

Contractor shall provide catering services to all internal events held in NDB facilities. The services will be provided by demand; however, the bidder **should provide three types of menu**, to keep a **balance and standard** according to the event category:

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

7. VIP Banquet Hall and Executive Lounge

It has expected that at the VIP Banquet Hall and Executive lounge, NDB will hold high level events for guests from authorities, VIP and special guests. For such services, the bidders should propose all services expected for such services: menu, staff, waiters, setup (cutlery, plates and utensils) according to the event requirement. The proposal should take into consideration the following:

- **Meals: breakfast, lunch, dinner**
- **Restaurant menu (three options): customized menu, buffet, *a la cart***
- **Service hours: according to the event schedule, programed in advance.**

ANNEX 3 – Financial Proposal Instructions and Tentative Template:

The bidders should present the Financial Proposal according to the following finance model:

Copay Model: supplier delivers food services according to client requirement; client pays management fee/subsidy to cover partially labor and overhead cost. Employees pay for a competitive price meal.

NOTE: the proposal should include labor cost including one-time investment such as business license application, equipment and software related to canteen. Besides, cleaning services, pest control will in charge of the contractor.

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
B1	Support Staff Canteen	Breakfast	1						
		Lunch	1						
		Dinner	1						
3 rd F	Employee Restaurant	Breakfast	1						
		Lunch	1						
		Dinner	1						
4 th F	Coffee-Shop		1						
5 th F and Functional Floors	Pantries	Supplies refill							
30 th F	VIP Banquet Hall 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						
Training Center Auditorium Meeting Rooms	Events	Category 1 Simple	1						
		Category 2 Medium	1						
		Category 3 Superior	1						
Additional Services	Materials								
	Waste Management								
	Cleaning, disinfection and pest control								
	Convenience and Innovation								
	One-time investment								
Total:									

Additional Service included to the RFP and SOW

The overheads cost ("Overheads Cost") shall include costs of utensil and small wares, cleaning (excluding · cleaning of oil fume pipes) and pest control provided by third parties assigned by the canteen vendor, POS and uniform as listed in the below form. Notwithstanding other provisions hereunder, any overheads cost not listed in the below form shall be subject to the prior approval or confirmation by the New Development Bank and shall not be borne by the canteen vendor. The total costs of utensil and small wares, POS and uniform shall be amortized and paid by the New Development Bank to the canteen vendor per month during the 2-year term of this Agreement. If this Agreement is early terminated for any reason, the New Development Bank shall make a one-off payment of the remaining amount of the said total costs within 20 days of the termination date of this Agreement based on the relevant invoice issued by the canteen vendor. The costs of cleaning and pest control are subject to the actual amounts paid by the canteen vendor for such third-party services, which shall not exceed the yearly costs listed in the bellow form.

Overhead Summary (including tax)	
Item	Cost (RMB)
Utensil + Smallwares (one off cost)	
Western Small Smallwares	
Chinese Counter Smallwares	
Coffee Station Smallwares	
FOH Smallwares	
Kitchen	
Additional kitchen utensils	
Pastry equipment	
Service Plates Cutlery	
Small equipment	
HSE related	
Third Party Service	
Cleaning (yearly cost)	
Pest control (yearly cost)	
Other (one off cost)	
POS 6 sets	
Uniform	
TOTAL	

Additional Cleaning and Disposable Costs include overheads of cleaning, food and non-food disposable listing in excel file which will be submitted by the canteen vendor to the New Development Bank on monthly bases, the cost of which shall be reimbursed by the New Development Bank to the canteen vendor per the actual amount and price of the canteen vendor.

Additional Cleaning and Disposable Costs are out of " Overheads Cost" and should not be calculated into "Total Cost" and can't charge that 10% management fee.