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-2023-00929 Corp. Service Portal Enhancement. 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	August 18th, 2023
Deadline for Questions	August 30th, 2023
Proposal Response Due*	September 1st, 2023
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
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 **optiona**l 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. Questions can 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:

<center>**Service scope**</center>

Support Customization, Configuration, Implementation, Maintenance, Upgrades and Troubleshooting of the NDB digitization platform on ServiceNow.

<center>**Business requirements**</center>

1 Objectives

The key objective of this project is to Support Customization, Configuration, Implementation, Maintenance, Upgrades and Troubleshooting of the NDB digitization platform on ServiceNow and deliver, deploy, maintain, and support new automation ad digitalization demand from NDB on the ServiceNow platform.

2 Background

NDB has implemented and has been using the digitalization platform ServiceNow (ITSM) module for various internal processes and intend to further implement, configure, and customize the platform for the various new and existing process and implement new modules, integration, third party products while maintaining the current platform. Given the rise of the demands, NDB intends to have ServiceNow partners involvement for the implementation, configuration, customization and maintenance of the new demands and current running systems and processes on the current platform. Goals

The primary goal of this project is to   engagement of the ServiceNow implementation partner to support the current digitization on the ServiceNow platform and implement, customize, configure, and maintain new processes implemented on the ServiceNow platform.

- Day to Day operations management
- New modules or third-party applications implementation
- Working on the maintenance configurations, changes etc.
- L1 and L2 support and liasoning for L3
- Daily reporting to the service management team on progresses

3 Requirements

NDB ServiceNow platform Implementation, upgrade, maintain, customize, configure, and troubleshoot on and using ITSM, ITPM and IRM platforms.

1. New Requests

1. Service Portal and related components
2. Pages and related components
3. Forms
4. Widgets and related components
5. Workflow, flows, Decision tables
6. Menus and related components
7. Catalogs, record producers, orders etc. and related components
8. UI and UX works
9. Workflow, Flows and Related Components

10. Integration – Rest/Soap/Scripted/Email etc. and related components
11. Client-side Scripting, server-side scripting using the capabilities of ServiceNow- Unlimited
12. Scheduled Jobs, Business rules etc.- Unlimited
13. Customization and configuration changes of Incident/Change and Problem- Unlimited
14. CMDB new CI related changes and updates
15. Reports and Performance analytics dashboards
16. Workspaces, VTBs etc. and related components
17. New store applications and Plugins
18. Incidents, Changes, Problem management etc.
19. Security customization – unlimited as per the approval from NDB
20. All other new implementation, configuration, and changes etc. on the complete ITSM, IRM and ITM platform

2. Existing platform and deployments

1. Maintenance, Configuration, customization of the current deployments
2. Maintenance, Configuration, customization of the current platform
3. Existing Setup Maintenance, Implementation, configuration, customization, and changes

   a. Current Portals, page
   b. Current Catalogs
   c. Current record producers
   d. Current Custom Modules
   e. Incident, Change and Problem management.
   f. All other modules, configurations, system configurations etc.

3.Follow following principles for all workorders approved and allotted by NDB

1. All demands to be delivered as per the approval from NDB.
2. The workorder effort and timeline will be agreed and approved by NDB basis the complexities or urgency of the requirements.
3. Devops process as approved by NDB periodically.
4. Change, Incident and Problem management for the platform as per approved process by NDB
5. L1 and L2 Support and Liasoning for all changes, troubleshooting etc.
6. Upgrades and ensuring zero issue upgrades to all instance and all users.
7. The service provider will be evaluated monthly basis the number of errors delivered per tasks given, no. of incidents, change and open and resolution time, no of bugs etc.

4.Following will be the consideration for each New Request

1. The requirements will be shared by the NDB IT team.
2. The requirements will be converted to the low-level implementation document by the service provider along with the test cases as applicable.
3. The document will be reviewed and approved by NDB IT division and work assignment will be confirmed.
4. Upon delivery of the working module NDB relevant division with test it and share for updates, changes etc.
5. Service providers to perform the SIT and bug fixing if any as identified by NDB.

6. Upon UAT and SIT sign off from NDB service provider to deploy in prod ensuring zero issue upon deployment
7. Service providers to support the deployment for the period.

Non-Functional requirements

1. The provider must follow the NDB ITSM guidelines and execute, deliver and support as per the demand, task and support as per SLAs as approved by NDB IT Service team.
2. All changes to be updated as part of update sets with NDB team to have rights to change it in future as per business requirements.
3. The configuration should integrate with the existing platform i.e., ITSM, NDB integration Platform as a service (IPaaS), HR system, NDB SIEM platform etc.
4. All implementations should guarantee that there is no impact upon any upgrades to the core platform by ServiceNow.
5. The UI implementation should be inline of the business requirements of the NDB.
6. The implementation team need to support the deployment they have done through the period of the contract.
7. The implementation must adhere to Information Security guidelines of NDB and signed off by the NDB Information Security team after production go live.
8. The high availability of the system RTO and RPO of the system should be agreed and approved by the NDB before implementation and should be tested before going live.
9. Handover of the system with respective roles in NDB should be completed with training to respective teams and handover documents for the completion of the project.
10. The implementation should have development, testing and production environment and should support all future changes without issues.
11. The final sign off the implementation will be given post production go live and sign off from all stakeholders in NDB.

4   Key drivers for this project
The key drivers and motivators for the project are:

- All new deliveries to be delivered by service providers with zero defects and or requirement mismatch with NDB requirements.
- Support the platform and deployments with zero issues, defects, bugs, and expectations mismatch from NDB.

5   Proposals:
To conclude, suppliers are to provide two parts:

1. Volume 1 – Main Proposal
2. Volume 2 – Price Proposal
   Price proposal should be provided as hourly/man-day rates for the tasks by demand.