



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-2023-01147 IT Resilience and Capacity Enhancement Initiative: Integration Domain 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	August 21 st , 2023
Deadline for Questions	September 6 th , 2023
Proposal Response Due*	September 8 th , 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 **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. 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:

Service Scope

Project Description

This project focuses on enhancing the IT team structure, capacity, and resilience within an organization. It aims to strengthen the IT Division by improving its ability to deliver reliable and efficient services to business operations.

The project involves building resilience and enriching capacity for the Integration domain by the utilization of a full-time managed service IT staff.

The high-level requirement is to find a qualified resource capable of providing Level 2 (L2) and Level 3 (L3) production support for IT services within the Integration Domain.

Functional Requirements

Functional requirements define the features the service must provide.

FR1. Resource skills required.

Details

- Solid experience in providing L2 and L3 support for IT services in the Integration Domain, demonstrating knowledge of industry-specific integration standards and protocols.
- Strong knowledge of IT Service Management (ITSM) principles, including incident and problem management, change management, and disaster recovery procedures.
- 5+ years of experience in enterprise-level incident and problem management and change management.
- Experience in an enterprise-level organization, preferably in the financial industry, with a focus on delivering reliable and efficient integration solutions.
- In-depth understanding of financial messaging standards, such as ISO 20022, SWIFT, FIX, or other relevant protocols, and the ability to design and develop integration solutions adhering to these standards.
- Excellent problem-solving skills with the ability to quickly analyze and resolve IT service-related issues.
- Strong knowledge of enterprise integration patterns and experience in designing, developing, and supporting integration processes using Apache Camel framework.
- Proficiency in RedHat Fuse on Spring Boot in OpenShift, Apache Camel, Apache CXF, Spring Boot, and related integration technologies.
- Experience in working with financial APIs and web services, including RESTful and SOAP-based APIs, to integrate with external systems and services.
- Familiarity with databases (SQL and NoSQL), CI/CD tools (Git flow, Jenkins Pipeline, Maven, Docker, OpenShift), and SRE tools (Prometheus, Alert Manager, Elastic search).
- Ability to work effectively both independently and as part of a team, collaborating with internal IT staff and external vendors.
- Strong organizational skills to prioritize tasks and manage multiple assignments simultaneously.
- Excellent collaboration and communication skills to work effectively with cross-functional teams and stakeholders.

FR2.Responsibilities

Details

- Provide L2 and L3 support for IT services within the Integration Domain, including Integration Platform (iPaaS), Source Code Management solution, Clearing & Payments Solutions, Financial Message Archive, Tax Refund Automation solution, OpenShift Managed Service, and other assigned services.
- Perform IT Service Management (ITSM) activities such as incident and problem management, change management, and disaster recovery procedures.
- Act as a Subject Matter Expert and Implementor in IT projects, providing guidance on integration best practices and contributing to successful implementation.
- Collaborate with cross-functional teams to understand integration requirements and design efficient and scalable integration solutions.
- Support and develop integration processes for the iPaaS platform, ensuring seamless connectivity and data flow between various systems and applications.
- Utilize the RedHat Fuse on Spring Boot in the OpenShift platform to build robust integration workflows using enterprise integration patterns.
- Develop reusable integration components using Apache Camel, Apache CXF, and Spring Boot frameworks.
- Configure and manage third-party components such as Camunda BPM and RedHat AMQ to enhance integration capabilities.
- Utilize SQL and NoSQL databases for data storage and retrieval in integration processes.
- Implement Continuous Integration/Continuous Deployment (CI/CD) practices using Git flow, Jenkins Pipeline, Maven, Container Images, and OpenShift.
- Ensure the security of integration processes by configuring protocols such as HTTPS, OAuth2, SSL, and digital signatures.

Non-Functional Requirements

Non-functional requirements define the technical standards and quality attributes of the system, for instance, system usability, effectiveness, security, scalability, etc.

NF1. Location and working hours.

Details

The resource providing L2/L3 support for IT services in the integration domain must be available at the NDB headquarters. The resource needs to be physically present on-site to effectively handle any issues or tasks. Support for remote or off-site locations may not be within the scope of this project.

Work according to the Bank's business calendar and be available during business hours for timely support and issue resolution.

Flexibility to work outside regular working hours based on NDB's requirements and provide ad-hoc support when necessary.

NF2. Language

Details Fluent English language skills to effectively communicate with team members and stakeholders.

NF3. Resource

Details 1FTE preferably onsite. The participants are free to propose another solutions for service delivery.

NF4. Service period

Details 12 months