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-2023-01307]IT Helpdesk Support Services Y2024*. Please refer to the following information and attachment 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	Nov. 29, 2023
Deadline for Questions	Dec. 6, 2023
Proposal Response Due	Dec. 12, 2023
Presentation and Demonstration	TBD
Negotiation on contract	TBD
Signing Contract	TBD
Project Kick Off	TBD

*The RFP Schedule is for reference only and NDB has its sole discretion to adjust as per the project's needs.

3. Instruction to bidders

3.1 Contact Information

Please use the following contact information for all correspondence with NDB concerning this RFP.

Name: Junfeng (Jimmy), Wang
Address: 26th floor, NDB Headquarters, 1600 Guozhan Road, Pudong, Shanghai, China
中国上海浦东新区国展路 1600 号，新开发银行总部大楼 26 层
Email: wang.junfeng@ndb.int

3.2 Submission of Proposals (Introduction to use of NDB's e-procurement system)

Proposals shall be prepared in English. Electronic version is obligatory and shall be sent online in NDB's e-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. All registration information shall be in English except uploads of scanned or copied documents originally produced in other languages. 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/procurement-opportunities/corporate-procurement/

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. Suppliers 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 suppliers. NDB will not provide feedback to questions raised beyond deadline.

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 suppliers.

3.5 Proposal Costs

NDB is not responsible for any costs incurred by the supplier in the preparation of the proposal or the site visit.

3.6 Proposal Format (if applicable)

NDB recommends that the proposal should contain **three** parts as follows. **The supplier may choose another proposal format as long as it suits the purpose.**

Volume 1 – Information on the suppliers. The supplier is required to provide the basic information in the attached table (attachment 2). Please fill out the table as complete as possible, where it applies. More information is more helpful for evaluating.

Volume 2 – Main Proposal

> Section 1   Executive Summary
>
> Section 2   Functional Section
>
> Section 3   Technical Section
>
> Section 4   Project Management Section
>
> Section 5   Support Section

Volume 3 – 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.

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 suppliers who are going to complete a proposal.

3.9   Sub-contractor

NDB expects to negotiate and sign contract with one winning supplier. NDB will accept only complete solutions from a primary supplier and will not accept any incomplete proposals that are only cover part of the RFP. The prime supplier 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 supplier and a subcontractor. If there is any sub-contractor involved or engaged by the supplier, it shall be clearly stated in the proposal.

3.10   Award Notification

NDB could negotiate with all shortlisted suppliers before deciding the winning supplier. And NDB reserves the right to negotiate further with the winning supplier before and in the

contracting process. The award notification is sent to the winner online in the e-procurement system. NDB is not obliged to notify the bid outcome to unsuccessful suppliers.

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 the main 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. Suppliers 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, suppliers must demonstrate adequate experiences in developing and implementing the requested project. NDB's confidence in the suppliers' ability to meet deadlines and successfully manage similar projects will be a primary consideration.

Special consideration is given to suppliers 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 suppliers will be carefully examined. Price will be used as a final indicator for determining the supplier finalists when all other criteria have been normalized.

iv. Presentation and Demonstration
The performances and results of Presentation and Demonstration 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, suppliers should provide adequate information to demonstrate their capabilities to fulfill this task.

5. Contract

The participants shall review the service agreement template provided by NDB in advance. The use of NDB's version of service agreement is preferable. NDB Template for Service Agreement and NDB General Terms and Conditions for Procurement Contracts can be found on the NDB's official website: https://www.ndb.int/procurement-opportunities/corporate-procurement/

Please especially be aware that being an international institution, NDB enjoys privileges and immunities granted in the Articles of Agreement (Agreement on the New Development Bank) (https://www.ndb.int/) and disputes will be held by a reputable international arbitration center. Preferable forum is Shanghai International Arbitration Center ("SHIAC") or any alternative forum in a neutral jurisdiction.

Attachment 1:

Service Scope (Statement on Work)

1   Supported Business Area and Work Environment

The main supported business area and employees are located in NDB headquarters building in 1600 Guozhan Road, Shanghai. Upon actual system environment needs, it is possible that some tickets occur in future NDB subsidiaries in other countries or NDB data centers in other locations in China and outside of China, or communication is required with NDB other service providers located inside or outside of Shanghai.

The Help Desk Service is oriented to support a scale of 350 users by mid of 2024 and around 400 users by end of 2024 in a centralized office in Shanghai. Further service extension will be communicated between NDB and the help desk service provider project managers.

2   Help Desk Service Time Period

This document describes the support service for one year starting from 01-Jan-2024.

3   Supported Hardware and Software Scope

Here listed the typical users' requests used in the NDB offices. It is expected Help Desk Service covers, but not limited to the list below. The scope also includes the necessary communications with the service provider or maintenance providers of the items in this list.

1. **Employee Workplace**
   a. Company Desktop PC, Laptop PC and other types of NDB device
   b. Printer & Scanner
   c. Company Cell Phones with company related software, configuration and upgrades.
   d. VIP Cell Phones and personal devices at best effort
   e. Deskphone telephones
   f. Video conference equipment based on Huawei, Poly, Maxhub, Taiden, and etc.
   g. Setup Zooms, Teams and other video conference and telephone conference .
   h. VIP video conference and telephone conference standby support.
   i. On demand and event support.
2. **Software installation and configuration**
   a. Standard OS and standard software in company NDB device.
   b. Productivity software, e.g. Microsoft Apps.
   c. Client and server side anti-virus software
   d. Network browser
   e. Email server and client
   f. Office automation software
   g. Network management tools

h. Authenticated server side software maintenance.

Additionally, these IT operational services are required:

1. VIP Service
   a. Special customer care to VIP users in the company. The VIP list is to be defined by NDB IT operation manager.
   b. The special care includes the general aspects of IT environment including hardware, software, devices, office work and meeting support.
   c. Prioritize VIP ticket level.
2. User Management
   a. LDAP and user authorization configuration and maintenance.
   b. Activation, maintenance and deactivation during user's employment life-cycle.

4 Supported Service Scope

It is expected from the Help Desk Service provider the following services:

1. Operational IT Service.
2. Consulting IT Service

4.1 Operational IT Service

The operational IT service is expected to fulfill basic ITIL framework, including the following aspects. All the service categories may integrate with other service categories.

1. **Service Desk and Desk side support**
   a. Call Logging & Management
   b. Multilevel Support
   c. Request fulfillment
   d. Vendor management and communication
   e. Knowledge management
   f. Hardware maintenance & break/fix for desktop, laptop, printer, server equipment.
   g. Virus cleaning and OS installation/re-installation.
   h. Standard software supporting.
   i. Network Monitoring and troubleshooting
   j. Cabling Maintenance
   k. Network Security
   l. Utilize NDB ticket system to track and follow support activities.
2. **Configuration Management**
   a. Cover the supported hardware and software environment
   b. Identification, registration, status maintenance, regular verification and reporting of configuration.
3. **Incident Management**

     a. Receiving, detection and reporting
     b. Support, diagnosis and classification
     c. Incident escalation
     d. Resolution and recovery
     e. Incident closure
     f. Monitoring, tracking, communication and recording during incident process.

4. **Problem Management**
     a. Analysis, identification and registration of problems
     b. Classification, investigation and diagnosis.
     c. Error and impact control
     d. Solution evaluation and definition.
     e. Closure of error and associated problems.
     f. Monitoring, tracking, communication, quality assurance and recording during problem process.
     g. Trend analysis and prevention of potential problems.

5. **Change Management**
     a. Review and classification of change request
     b. Change planning, implementation
     c. Evaluation and recording of change.

6. **Release Management**
     a. Support the Manage the company software and hardware library.
     b. Support Software new release and distribution.
     c. Ensure patches and upgrades to software and hardware.

7. **Security Management**
     a. Ensure all the supported IT processes work according to NDB security regulations

8. **Service Level Fulfillment**
     a. Response and Resolution Time for On-site Support

9. **Document Management**
     a. Create and maintain users' guidelines as well as internal IT Helpdesk knowledge database

Priority Level	Description	Response Time	Resolution Time
Critical	Critical Business Impact in Office environment, e.g. Massive Network Disconnection VIP service is also critical.	90% in 10 minutes	90% recovered in 4 business hour;
High	Major Business Impact, or multiple users in OA environment affected, e.g. Telephone System, Printer Problem	90% in 30 minutes	90% recovered in 8 business hours;
Medium	Minor Business Impact, or single user in OA environment affected, e.g. PC hardware or software problem	90% in 60 minutes	90% resolved in 16 business hours
Low	Project work or no users affected. E.g. Single service inquiries	90% in 120 minutes	90% resolved in 40 business hours;

b. Response and Resolution Time for IMAC

Description	Response Time	Resolution Time
Install/Move/Add/Change Software or Devices	90% in 60 minutes	90% resolved in 8 business hours
Installation of new machine	90% in 60 minutes	90% resolved in 12 business hours

c. Working Hours
- Business hours is 08:30-18:30, Monday to Friday. One hour break for lunch with shifts.
- Holidays follow NDB headquarters agenda.
- Ad-hoc overtime working or stand-by service is required to support special events.

d. Weekly report on ticket and service level, Statement of Work status, technical progress, issue identification and related action plans.

e. Ensure customer satisfaction and improvement plan if needed.

Additionally, these IT operational services are required:

1. VIP Service
   a. Special customer care to VIP users in the company. The VIP list is to be defined by NDB IT operation manager.
   b. The special care includes the general aspects of IT environment including hardware, software, devices, office work and meeting support.

c. Prioritize VIP ticket level.

2. IT Assent Management
    a. Maintain all IT asset information and asset inventory check quarterly
    b. Track asset inventory status and asset link to employees.
    c. Ensure software license and certificate validity.

3. User Management
    a. LDAP and user authorization configuration and maintenance.
    b. Activation, maintenance and deactivation during user's employment life-cycle.

4. Regular Server-side operations including but not limited to the following:
    a. Email archiving
    b. Application Database backup and archiving
    c. System Data backup and archiving

5. IT Facility Move during NDB Office Move
    a. Booking keep of NDB IT asset during office move.
    b. Support NDB IT to ensure smooth IT transitions during office move.

4.2 IT Consulting Service

It is expected the following service can be provided effectively.

1. Adopt technical and industry knowledge to support NDB IT team to build state-of-art infrastructure. This includes the support in the evaluation of concept, options, cut-edge technologies of Infrastructure landscape, facilities, and support NDB IT team in pilot project, office move and new IT environment setup.
2. Support in business software evaluation, testing, pilot run, selection and implementation phase. This includes the setup of new on premise or on-demand software system, basic scripting or process building.
3. Undertake small to middle size IT projects independently or jointly with NDB IT.

5 On-site Support People Resource Requirements

Six on-site support engineers are expected. All resources are required with proficient English oral and written skills.

1. Desk Support –Lead is required with 8+ years in professional IT service with proficient skills to fulfill the expectations in the chapters above. This senior engineer should act as a Project Manager who will be the main contact window between Help Desk Service and NDB IT.
2. Desk Support – Senior Engineer is required with 6+ years in profession IT service with medium to proficient skills to fulfill the expectations in the chapters above.
3. Desk Support – Engineer is required with 5+ years in profession IT service with medium to proficient skills to fulfill the expectations in the chapters above.
4. Help Desk VIP Support – Engineer is required with 5+ years in professional IT service with proficient skills to fulfill the expectations in the chapters above.

Beyond the on-site support engineers, it is expected the service provider company is able to provide the following:

1. Knowledge building and experience exchange with the on-site engineers.
2. Customer care communication and review about help desk service, Service Level Agreement check and further process improvements. Senior level account manager or service delivery manager is expected to be contact window for service model tuning and complaint management beyond on site help desk.
3. Backup people shift in case there is unavailability from the on-site support engineer.

Working equipment, e.g. computers, mobiles, for the on-site support engineer in the entire help desk service period to be provided by NDB, NDB reserve the right to requirement the on-site support engineer to use NDB equipment according to NDB IT policy

6 Delivery

The Service Personnel

The following resources are proposed to be working in this project:

Role	Quantity
On-site Help Desk Lead	1
On-site Help Desk Senior Engineer	2
On-Site Help Desk Engineer	2
On-Site Help Desk VIP Support	1

The Location and Service Hours

Service under this SOW will be performed from HQ. The service hour may be adjusted according to the NDB's future service hour requirement but shall not exceed 9 hours per working day.

Upon NDB's request, Service Provider agrees to adjust the service team's working hours in the range between 8:30am and 7:30pm with each HelpDesk engineer's service time not exceeding 9 hours during workdays.

A detailed transition plan and timeline shall be indicated clearly in your proposal.

7 Payment/Charges

a) **Normal Working Hours Charges**

Support Service	Number of resources	Planned Total Months	Rate/Month /Resource (In RMB)	Total Annual Costs (RMB) Included VAT
Support Service by On-site Help Desk Lead	1	12		
Support Service by On-site Help Desk Senior Engineer	2	12		
Support Service by On-site Help Desk Engineer	2	12		
Support Service by On-site Help Desk VIP Support	1	12		
TOTAL	6	12		

b) Transition cost (if any)

c) Extra (OverTime) Working hours Charges

In case, Extra (OverTime) support required (Outside working hours specified in Section Delivery), NDB would send request to service provider two working days in advance and service provider would provide required support. Service Provider to list out the overtime charges in the quotation.

d) Professional Trainings/Certification

If any resource is required to take professional trainings/certifications, for services related to the scope of this SOW, the NDB would reimburse related expenses. These trainings/certifications need to be pre-approved by NDB.

e) Travel Expenses

Charges will be applicable on actual if any resource is required to travel outside his /her primary location (China- Shanghai city), for anything related to the scope of this SOW, the NDB would reimburse the Consultant on actual of the incurred travel and living expenses, or as decided at the time of the travel approval.

The payment is expected to be done in RMB. The rate includes of tax/VAT.

Quarterly invoice shall be created after receiving confirmation of service delivery by the NDB. The payment by NDB should be within 30 days upon invoice arrival.

Attachment 2:

Information Category	Description	Supplier's inputs
General Information	Legal Entity Name	
	Legal Address	
	Website	
	Government Registered Number	
	Date of Registration	
	Tax ID	
	Name(s) of Authorized Signatory	
	Contact Information (name, title, mail address and telephone number)	
	Amount of Employee	
	Three reference customers for intranet based on SharePoint (minimum)	
Financial Information	Registration capital	
	Revenue of last 3 years	
Other Information	Information Security Credentials if any	
	Data residency location, for providing service required in the RFP	
	IDD/ AML Sanctions, Yes or No. If yes, please specify.	
	Others deemed necessary	