

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 Intranet Portal and S-IT-2023-01268 project. 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.15, 2023
Notice of Intent	Nov. 22, 2023
Deadline for Questions	Nov. 27, 2023
Proposal Response Due	Dec. 5, 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)

NDB Information Technology

Intranet Portal

Requirements Specification

Executive Summary

Project Description

As part of NDB's "one team" strategy, we intend to develop an Intranet Portal to promote a culture of collaboration, innovation, knowledge sharing, and inclusion in the bank. Our vision is to create a single-entry point portal to access all enterprise information and systems, embracing employment engagement, communication, collaboration, and a personalized working environment. In summary, we want to transform our employee experience and enable them to achieve more. In phase 1, we aim to build an Intranet portal, connected with our visual identity, with easy navigation and search capabilities of our document library and content, with extensibility already planned for future phases.

Goals for phase 1

- Develop and publish an Intranet Portal that connects our employees with our visual identity, language, and content.
- Create an intuitive platform that enables business units to share relevant information.
- Create high-quality and relevant content for employees, including news, events, articles, training, and videos.
- Define a governance model focused on collaboration.
- Facilitate search of our documents and content with intuitive navigation and information architecture.
- Provide quick access to our systems with an intuitive navigation.

Expected deliverables.

- Intranet Portal aligned with NDB's visual identity on SharePoint.
- Intuitive navigation menu.
- High-quality and relevant content.
- Department-level hub site templates and page templates.
- Governance model.
- Technical documentation.
- Site Analytics.
- Document Library with search capabilities.
- Training.
- Support & maintenance.

Functions and Features

Functional Requirements

FR1. General requirement to the solution provider team

- **Expertise and Experience:** The solution provider team should have a strong background and extensive experience in IT solution delivery to the financial industry and MDB (multilateral development bank).
- **Relevant Skills and Certifications:** The solution provider should have a team of specialists with the necessary skills and certifications. The solution provider should have a team that is able to perform the following roles:
 - **Project Manager:** manage scope, quality, cost, time, and reporting during the execution of the project.
 - **Solution Architect:** design and document the solution.
 - **UX Designer:** create the design elements of the Intranet, following NDB's visual identity guidelines.
 - **Business Analyst:** collect, analyze, and document requirements, including content requirements, within our business units.
 - **Delivery Manager:** deliver the solution following our change management policies, procedures, and guidelines.
 - **Development:** customize the solution based on our requirements
 - **Support and training:** offer training, guidance, and support.
- **Understanding of Organizational Context:** The solution provider should demonstrate a strong understanding of NDB's organization, industry, size, complexity, and specific IT management and governance challenges. They should be able to align the recommendations and solutions with NDB's context and strategic objectives.
- **Methodology and Approach:** The solution provider should have a structured and proven approach for managing the project delivery from beginning to end to ensure a systematic and successful delivery of the solution in production.
- **Collaboration and Communication:** The solution provider team should demonstrate excellent communication skills, actively listen to NDB's needs and requirements, and foster collaborative working relationships with project stakeholders.
- **Tailored Solutions:** Look for a solution provider that can provide tailored solutions to meet your specific needs. They should be able to customize policies, frameworks, and governance structures to align with NDB's culture, processes, and industry regulations.
- **Project Management and Timelines:** The solution provider should have a track record of delivering projects on time and within budget, proven project management methodologies, deliverable milestones, and reporting mechanisms to ensure effective project oversight and transparency.
- **References and Reputation:** The solution provider should have a high reputation in the industry with testimonials, case studies, or client success stories that demonstrate their ability to deliver value and achieve desired outcomes.

FR2. Intranet Portal General Requirements

- The Intranet Portal must use the online modern Microsoft SharePoint technology.
- The layout definition should leverage SharePoint web parts and native components and avoid or reduce custom development.
- The landing page should be engaging and contain multiple information elements such as, but not limited to, news, events calendar, videos, search bar, integration with external sources, and official NDB channels (e.g., WeChat, Twitter, YouTube, LinkedIn, etc.)
- The proposal of the landing page, sub-pages, and hub-site layouts must be reviewed and approved by NDB.
- The landing page and all hub sites must follow the style guide identity defined in the requirement FR7.
- English is the only language required.
- The content of the landing page and other initial launch requirements defined on FR9 should be developed by the supplier, based on the information provided by NDB.
- Additional content development can be requested during the contract duration based on FR4.

FR3. Information Architecture and Navigation

- The supplier should define an information architecture considering all elements in SharePoint: global navigation, hub structure and organization, local site and page navigation, metadata architecture, search experiences, personalized content experiences.
- The navigation menus layouts and structure should be aligned with the information architecture defined and approved by NDB.
- The information architecture should be delivered as a Microsoft Word document and/or Power Point
- It is expected a few rounds of discussion and changes on the navigation menu.

FR4. Content creation

- The supplier should be able to create and publish high-quality content based on NDB's provided information, through interviews and/or documentation. Consider that planning, preparation, data collection/recording, content creation, editing and publishing should be provided by the supplier.
- These services are optional and on-demand, upon request from NDB.
- The following asset types are expected to be created:
 - News and Articles: mainly text content with relevant business information
 - Pages: content layout structure and web-parts used to store content or information.
 - Videos:
 - Platform launch: promotional video to introduce the new intranet portal, describing its benefits and main features.
 - Short clips such as employee testimonial, interview: recording footage edited of employee or team testimonial.
 - Event: ad-hoc internal event footage edited into a summary video.
- The cost model must be broken down per asset type.

- The supplier should include on its proposal how these services are delivered, including quality, service specifications, time to deliver upon request.
- The Supplier should be responsible for the following activities for video content creations: 1) project management and coordination for video shooting; 2) pre-shooting preparation; 3) Video shooting on-site management; and 4) post-shooting production and supervision.
- The supplier should provide all necessary equipment for the content creation.

FR5.Governance model

- The supplier should develop and document an Intranet governance model guideline following NDB's practices.

FR6.Analytics

- The supplier should setup SharePoint to provide analytics reports on the following key performance indicators:
 - Unique viewers
 - Site visits
 - Average time spent per user
 - Site traffic
 - Popular platforms

FR7.Design and Style Guide

- The supplier should create and provide a style guide document following NDB's visual identity guidelines to build visual consistency for the landing page and all hub-sites as per NF5.
- The style guide must be reviewed and approved by NDB, and it is expected to have about 3 interactions of adjustments during this phase.
- The supplier should set up the style definitions on the Intranet Portal and all hub sites.

FR8.Hub sites

- It is expected that multiple departments will develop their own content hub, to share information. SharePoint hub sites help NDB to group and connect users based on projects, departments, regions, etc.
- It is expected that at least 4 hub sites would be created at the start.
- The supplier should create 1 hub site template and navigation structure to allow the expansion of new hubs/sites, following FR7.
- The supplier should provide an operating procedure document on how to add a new department hub with the template page and its navigation menu as per NF5.

FR9.Site launch

- The supplier should provide a detailed plan for the site launch day.

- In addition to all functional and non-functional requirements, the supplier should include on their proposal, additional ideas or features that would aid NDB to achieve the project goals, such as launch day event, interactive features, AI capabilities, etc.
- The supplier should structure their proposal in 3 level of packages/scenarios (e.g., basic, medium, advanced) that would define or limit the capabilities included on each package.
- The lowest level package/scenario must contain all the requirements listed on this service scope document (e.g., Basic must contain all the requirements listed on this service scope document with a minimum number of 10 pages and 20 articles/news.)
- The assumption on Number of pages, articles, videos, news, and any other number of web part components should also be listed on each package/scenario.
- The proposal should include the cost of these 3 packages/scenarios respectively.
- Consider the number of users (NF9), service period (NF11), methodology and timeline (NF12) while structuring these packages/scenarios.

FR10. Document Library

- The supplier should review and integrate NDB's shared SharePoint document library within the Intranet Portal.
- During the review, the supplier should provide best practices and guidelines on the taxonomy and classification we should use to increase searchability.
- The portal search feature must be configured to be able to find documents on this library.

Non-Functional Requirements

NF1. Location

Details Service should be provided to NDB HQ. Services (i.e., development, support) can be provided remotely. The supplier should include on their proposal how their services would be delivered.

NF2. Language

Details English is mandatory as the medium of communication and documentation

NF3. Support & Maintenance

Details English is mandatory as the medium of communication and documentation.
The support cost and model and SLAs should be described in the proposal.
The support model should include support for all roles described on NF4.

NF4. Training

Details The supplier should provide online or onsite training to the following users:

- System Administrator: support the technology and its configurations.
- End Users: use the portal daily to find information and access systems.

- Site Administrator: configure and setup new hubs/sites and analyse the site reports / analytics.
- Content publisher: add/update content on their hub/sites.

All training sessions should be recorded and provided to NDB.

Costs should be broken down by training per user role (i.e., system administrator, end user, site administrator, content publisher). NDB can request multiple training sessions based on their demand.

It is expected that at least 1 training session for each user type must be provided.

A maximum of 3 trainings per role is expected.

The supplier should include the training program details per role on the proposal.

NF5. Documentation

Details

The supplier should deliver high-quality technical documentation using NDB's document template in Microsoft Word format including:

- Technology architecture: contains high-level and low-level architecture design describing components, relationships, and their functions.
- User manual: contains information about how to navigate and use the portal, outlining detailed step-by-step procedures.
- Content Publisher manual: contains instructions on how to publish content on the landing page and hub sites.
- Site Administrator manual: contains information on how to manage the site, create new site, add site to a hub, create new hub, manage the hub.
- Security and Access control: contains definitions of all groups/roles and their access levels implemented based on NF6.
- Information architecture: definitions based on FR3.
- Governance model based on FR5.
- Style Guide based on FR7.

NF6. Security

Details

The supplier should define and implement a security and access control model. NDB's SharePoint is already integrate with Azure AD and the supplier must consider this integration on their model. Single sign on must be supported.

The definition of roles and their access-levels must be documented as per NF5.

The security model must consider all elements of the information architecture as per FR3.

Audit settings must be enabled, and audit reports generated automatically periodically.

NF7. Source Code Management

Details All produced source code, including style sheets, scripts, templates, configuration settings belong to NDB and should be stored in our code repository system.

NF8. Deployment

Details The Intranet Portal should be hosted at NDB's cloud environment. The supplier should be able to configure, setup and deploy the new portal onto this environment.

NF9. Number of Users

Details The portal should support at least 400 users and should be scalable to 1000+ in the future.

NF10. Development of new capabilities for future Change Request and Enhancement

Details The supplier should be able to offer additional (optional) development and implementation services as per NDB's request.

These professional services will be consumed as needed and on-demand, based on additional statement of work (SOW).

The cost should be provided per man days.

70 man-days should be considered as estimate.

NF11. Service Period

Details The service period is 1 year.

NF12. Delivery Methodology and Timeline

Details The supplier should describe its delivery methodology and an estimate timeline on the proposal. Consider each package (FR9) on the timeline.

NF13. Price

Details Supplier shall use the total price considering the highest package/scenario to input the price in NDB E-Procurement system and indicate the other packages/scenarios prices in their proposal respectively.

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	