

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-AD-2024-01579 IFM Hard service for NDB Headquarters project. Please refer to the following information and attachment for detailed requirements.

NDB invites those interested and qualified companies to register with NDB's e-procurement system to be our **registered suppliers** and participate in the bidding process (**please be advised 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 advised 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 in a timely manner.

Activity	Date
Distribution of RFP	June 18, 2024
Deadline for Questions	July 5, 2024
Proposal Response Due	July 9, 2024
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.

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Email: nepeivoda.ivan@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 uploaded in NDB's e-procurement system.

For submission of proposal, the qualified suppliers should register with 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 for 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 deadline, due time, closing date, among others, referred to 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 are advised to refer to the specific paragraph and page number in RFP and should quote the corresponding passage. NDB will be prompt in responding to the questions. Questions can 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 supplier. The supplier is required to provide the basic information in the attached table (attachment 2). Please fill out the table as complete as possible. More information will help us in evaluation.
- 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 in a separate document even though it is an integral part of the proposal. The currency is **USD**; if quoted in other currencies, the exchange rate should be clearly defined. **The price shall be inclusive of applicable taxes (if not, please specify)**; 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 will negotiate with all shortlisted suppliers before deciding the winning supplier. NDB reserves the right to negotiate further with the winning supplier before or 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 excluded. 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 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 note that, being an international institution, NDB enjoys privileges and immunities as per the Articles of Agreement ([Agreement on the New Development Bank](#)) and disputes will be resolved by a reputable international arbitration center. The preferable forum is Shanghai International Arbitration Center ("SHIAC") or any alternative forum in a neutral jurisdiction.

Attachment 1:

Service Scope (Statement on Work)

FACILITIES MANAGEMENT SERVICES

Hard service

1. Background

The New Development Bank (NDB), as a multilateral development bank aims to develop and implement solutions for a sustainable future.

The core strategies are sustainable infrastructure, new relationships and new approaches. As a new multilateral development bank, NDB aims to build an innovative and adaptable culture with high quality standards and financial stability.



The NDB Headquarters Building is located at Plot A11-01, Shanghai World Expo Park between Guozhan Road and Xueye Road. With a floor space of 126,423.1 m², the NDB Headquarters Building is equipped with meeting facilities, office areas, public areas and auxiliary service areas, and can accommodate over 2000 people.

The General information of NDB Headquarters Project is listed as follows:

- *Land Area: 12,067.4m²*
- *Overall Floor Space: 126,423.1 m²*
- *Above Ground Floor Area: 85,676.95 m²*
- *Basement Floor Area: 40,746.15 m²*
- *Above Ground Levels: 30 Floors*
- *Basement: 4 Floors*
- *Height of Tower Building: 150m*
- *Height of Podium Building: 33m*
- *Car parking lot: 520*
- *Total Capacity: 1800 staff +500 service people*
- *Unoccupied floors: 07F-17F*

NDB is currently seeking to engage a Facilities Management (FM) Services Supplier to deliver essential Facilities Management-Hard Services and Planned Preventive Maintenance (PPM) for the smooth and secure functioning of operations at the NDB Headquarters Building. Additionally, the Supplier will be responsible for maintaining a conducive and healthy working environment on the premises.

2. Objectives

The main objective of the Facilities Management Hard Service and PPM is to ensure an optimal working environment in NDB's new headquarters building with maximum energy efficiency and minimal operating costs without compromising the reliability of the facilities and interrupting the NDB's normal operations.

In achieving the above objective, the Supplier must ensure that the NDB Headquarters Building, installations and equipment are properly maintained. Additionally, the supporting utility supplies are duly inspected, checked and maintained, with all supporting documentation:

2.a) in accordance with manufacturers' recommendations,

2.b) in accordance with accepted industry best practices,

2.c) in compliance with prevailing Chinese laws, regulations and statutory requirements.

At the same time, and in accordance with ensuring an optimal working environment throughout the office space occupied by NDB, the necessary work undertaken by the Supplier must not interrupt or affect in any way the Bank's normal operation. **This will require much of the maintenance to be performed under the Facilities Management Service is done after NDB business hours (09:00-17:15). For public holidays, the NDB Headquarters follows the local government arrangement.**

The Supplier is required to determine the optimal team size and shift schedules **to minimize the occurrence of overtime (OT)** charges. OT will only be authorized in exceptional circumstances with prior mutual agreement.

To ensure that NDB gets the service it needs to support the headquarters building, the service Supplier must demonstrate its strong capacity to deliver facilities management service of the highest level.

Some of the installations in NDB headquarters building are the most advanced technologies and the Facilities Management Service Supplier must demonstrate ready access to specialist expertise, globally, if necessary, to support the maintenance and operation of NDB's facilities.

3. Scope of Work

The scope of work provided is subject to change and may be adjusted at any time during contract negotiations and throughout the contract's duration.

The Scope of Work is the supply of a complete Facilities Management Hard Service and PPM service for the NDB's headquarters building. The transition shall be smooth and on schedule. The formal handover date to the supplier is October 1st 2024 within the Scope of Work for this contract as follows:

The required services are typically grouped into below categories:

- **Hard services**
 - mainly associated with technical activities, including building operation and inspection, repair and maintenance, utilities operation, project management, energy management, tools and consumables management, SOPs setup and review, etc.
 - Operation Management, which is equally important, including environment and hygiene management, risk management (FM related only), health and safety, first aid (FM related only), procurement (FM related only), finance management (FM related only), people management (FM team), license management, third party contractor management.
- **Planned Preventive Maintenance Services for NDB Headquarters Building**, either self-performed by onsite hard service team, or outsourced to third party service providers as per confirmed and approved by NDB.
- **Other matters deemed by NDB to be within the scope of responsibility of the Hard service and PPM Services.**

3.1 Full Facilities Hard Service Management Implementation

- Operation of the building and infrastructure
 - Monitoring the Building Management System (BMS) to ensure the site facilities are kept at optimal operating efficiency and performance.
 - Maintaining the CMMS, BMS and BIM, performing all upgrades as necessary and ensuring NDB maintains the validity of necessary licenses and agreements.
- Preventative maintenance for building and infrastructure
 - Daily and weekly inspections for all buildings and related generic equipment.
 - Scheduled regular (monthly, quarterly, annual) maintenance works.
 - License management for the equipment in scope.
 - Daily repairs and maintenance works.
 - Ensuring 24/7 availability of the Supplier's support team.
- Preparation and Execution of the Facilities Management Services Delivery Plan and Planned Preventive Maintenance (PPM) Program
 - Including all required checks and inspections, in accordance with manufacturers' recommendations, all relevant Chinese statutory authority regulations and international industry best practice for the structure and all of the plant, installations and equipment in the Asset Register. Copies of these are to be submitted as part of the proposal, they will be assessed as technical part.
 - The Facilities Management Services Delivery Plan is to describe how the Supplier intends to deliver the required services, how the Supplier's proposed facilities management team will be deployed and how the work will be done without interrupting NDB routine operations. The Supplier should refer to any relevant international standards being observed in the Facilities Management Services Delivery Plan.

- The Planned Preventive Maintenance (PPM) Program is to describe the various checks, tests, inspections and maintenance tasks to be undertaken, and the different time intervals at which they are to be undertaken. NDB accepts that exact details of some of the installed equipment may not be available at present, other than maximum size/capacity, and so the Supplier may base the PPM Program on generic maintenance regimes. However, the successful Supplier will be expected to revise the PPM Program accordingly once exact equipment details are known, and any price variations must be discussed with NDB and approved by NDB.
- Minor Repair Works
 - Minor repair works will be performed by the onsite Hard Service Team.
 - Undertaking incidental repairs (spare parts adopt actual reimbursement basis) and small works (value less than US\$5,000) as necessary in agreement with NDB and in accordance with schedule of rates provided in Pricing Schedule, after obtaining prior written approval of this work from NDB.
- Small Project Works
 - Small projects will be performed by the on-site Hard Service team.
 - Project management from initiation phase (defining requirements), through plan, design, construct to complete works.
 - Risk management, on-time, in-schedule, in-cost, in-quality delivery.
 - Monitoring and managing external contractors and suppliers who are engaged by NDB to carry out other works in the building, including qualification checks, access approval, review work plans, issue work permits, coordinate services isolations when required, approve OH&S plans and supervise implementation of the plans. Take measures include but not limited to persuasion, warning, and financial penalty.
- Compliance with local and NDB laws and policies
 - Submitting facilities management and KPI reports according to schedule agreed with NDB.
 - Managing engineering drawings, equipment specifications, maintenance records, and completion acceptance materials related to property management.
- ESG related support
 - Preparing an impact analysis and implementation plan for achieving LEED Platinum Standard for Maintenance and Operating under LEED Platinum Standard for the maintenance of the Headquarters Building should NDB approve.
 - Preparing an impact analysis and implementation plan for achieving WELL v2 Platinum Standard for Maintenance and operation under WELL v2 Platinum standards within the Headquarters building should NDB approve.
- Support annual budgeting process
 - Supporting NDB in minimizing operation costs of the headquarters building without compromising office availability and comfort level.
- Space management
 - Undertaking space management, including maintaining seating plans and office identification labels, making and installing new labels as necessary, carrying out space utilization studies and providing recommendation for improvement.
 - Managing the furniture and setup of office premises.

- Manage performance of specialized and authorized vendor if work is outsourced
 - Monitoring and managing external contractors and suppliers who are engaged by NDB to carry out other works in the building, including qualification checks, access approval, work plans review, work permits issuance, services isolations coordination when required, OH&S plans approval and supervision of planned implementation, through measures including but not limited to persuasion, warning, and financial penalty.
- Annual review of facility or asset risk assessment
 - Providing annual review report of facility management and PPM implementation.
 - Conducting facility or asset risk assessment and advising on improvement measures.

3.2 Summary of Items to be Maintained in the Facilities Management Hard Service Work Scope

The system scope of hard services including but not limited to:

- Extra Low Voltage (ELV) System
 - Building Management System
- Electrical System
 - Electrical Switch Room (HV & LV)
 - Power Distribution
 - UPS System for data center and other key areas
 - Lighting
 - Window
 - Power Charge Station
 - Power Generator
- Heating, Ventilation and Air Conditioning (HVAC) System
 - Chiller Plant and Pump for Data Center and executive floors
 - Primary Air Unit
 - Air Handling Unit
 - Fan Coil Unit
 - Duct
 - air intake fan and exhaust air fan
 - VAV boxes
 - VRF
 - Precision air conditioner for Data Center and Archive Room
 - Heat Water System
 - Pipes
- Fire System
 - Fire services water pump
 - Automatic Fire Alarm System
 - Fresh Fire buffer tank and pipes
 - Fire Hydrant
 - Sprinkler System

- Plumbing and Drainage (P&D) System
 - Sewage treatment plant and pump
 - Cold and hot water pump
 - Potable and city water supply and distribution
 - Toilet and Fixtures
 - Soil and waste pump
 - Irrigation water pump system for outdoor landscaping
 - External rain and storm water drainage system
 - Kitchen and canteen
- Civil and Structural (C&S) System
 - Building Facade
 - Perimeter Fencing
 - Road, guidepost and drainage
 - Storm water and rainwater discharge
 - Roofing and building, including doors and windows
 - Car wash and wheel wash disinfection
 - Lifts
- Other Systems
 - MEP (Electrical, Mechanical and plumbing) for IT, security (CCTV, Access Control, etc.) and onsite third parties
 - Kitchen Equipment

3.3 Response Time

Response time refers to the time taken by the Supplier to respond to Facilities Management incidents and are not related to the timetable for proposal completion. Response time is summarized in the table below.

Service Level Standard – Reactive Maintenance Response Time

Priority	Example	Response Time	Action	SLA Target
A - Emergency - 'risk to life, limb and/or property'. May also be required out of office hours.	<input type="checkbox"/> Gas Leak <input type="checkbox"/> Major Water Leak <input type="checkbox"/> Lift Entrapment <input type="checkbox"/> Fire or imminent risk of fire or explosion <input type="checkbox"/> Collapse or imminent collapse of structure	3 minutes	- Try to recover/repair system - If can't be recovered seek contingency plan with customer - Always ensure system is left in a safe condition and agree contingency plan with customer - Identify root cause – can a future recurrence be prevented?	100%
B - Urgent	<input type="checkbox"/> Excess amount of water entering building or overflow running <input type="checkbox"/> Loss of hot water, electrical, power or HVAC services to or in building <input type="checkbox"/> Malfunctioning lock & security risk	30 minutes	- Try to recover/repair system - If it can't be recovered, seek contingency plan with the customer	100%

	<input type="checkbox"/> Loss of local power to building <input type="checkbox"/> Blocked drains/toilets/internal waste pipes if no other facility <input type="checkbox"/> Broken window & security issue <input type="checkbox"/> Problems affecting emergency access/egress or preventing disabled access <input type="checkbox"/> Security of a room within a secure building <input type="checkbox"/> Floor covering if trip hazard <input type="checkbox"/> Loss of HVAC services, hot water or lighting in a room where contingency services are available <input type="checkbox"/> Unusable showers/toilets if no alternatives available for use <input type="checkbox"/> Water leak if not causing building damage		- Always ensure system is left in a safe condition and agree contingency plan with the customer - Identify root cause – can a future recurrence be prevented?	
C - Standard	<input type="checkbox"/> Single stair light out <input type="checkbox"/> Lack of power at a single socket <input type="checkbox"/> Adjustments to doors/door closers/window when difficult to close/open <input type="checkbox"/> Only 1 light out of many in a room <input type="checkbox"/> Single radiator not working when one of many in a group	Within 1 day	Repair/fix/adjust	90%
D - Planned	<input type="checkbox"/> Replacement floor covering <input type="checkbox"/> Replacement curtains/blinds <input type="checkbox"/> Minor decoration <input type="checkbox"/> General extractor fan (not LEV) <input type="checkbox"/> Plaster repairs <input type="checkbox"/> Quotations for works	Within 2 days	Repair/fix/adjust	90%

The successful supplier may negotiate response time with NDB during contract negotiations to ensure safety, best market practice and cost optimization.

3.4 Reporting

The details of the reporting are to be agreed between the Supplier and the NDB, but reporting to

NDB is to be:

- on a monthly basis for routine activities, submitted within 5 days after the end of the calendar month,
- within 24 hours of any emergency event, including injury to NDB staff, Supplier's staff, or third parties. Accidents involving injury are also to be entered in the relevant Medical Log, either NDB's the Supplier's or both, depending on the injured parties,
- as and when requested by the NDB.

Reports may be prepared using the reporting systems of the CMMS and the BMS, but may require a separately prepared cover note, the format for which is to be determined by the NDB.

Reporting will normally be required in electronic format only, but NDB may require hard copies as well, which must be provided by the Supplier as requested by NDB. A Fire Alarm Logbook and an Accident Book must be kept in hard copy at all times.

KPIs are included in the reporting process and are described further below.

3.5 KPIs

The 6 KPIs required are:

1. Backlog of Deferred Work: Target to reduce the backlog by 20% each quarter.
2. Percent of Completed Work that is Reactive: Aim to keep reactive work below 30% of total completed work.
3. Planned Preventive Maintenance (PPM) Program Compliance: Target compliance rate of 95% or higher for scheduled PPM tasks.
4. Pareto Analysis of Completed Work: Identify and address the top 20% of issues contributing to 80% of completed work.
5. Weekly Work-Schedule Compliance: Achieve a compliance rate of 95% for completing tasks as per the weekly schedule.
6. Number of Incidents (excluding planned maintenance, failure resolutions, malfunction resolution) Quarterly: Aim to reduce the number of incidents by 10% each quarter.

3.6 Document Storage and Paperless Reporting

All reporting is to be in electronic format, unless hard copies are specifically requested by the NDB, complying with NDB's 'lean, green, clean' policy. The Fire Alarm Register and Accident Record Book are to be kept in hard copy as well as electronic files.

3.7 Occupational Health and Safety (OH&S)

The Supplier is responsible for the occupational health and safety of persons employed in the Facilities Management Service, whether permanent staff, temporary, part-time or contract staff, or sub-contractors. The Supplier is also responsible for ensuring the implementation of safe working practices to protect NDB staff and third parties from harm and accidents while carrying out the Facilities Management Service.

The Supplier will be required to maintain a hard copy accident record book for the Facilities Management Service.

3.8 Insurance

The Supplier is required to have full contractor's all risk insurance with the insurance policy being in full compliance with Chinese statutory requirements. A copy of the Supplier's insurance certificates, and cover must be submitted as part of the proposal. The insurance certificate submitted should clearly show that the Supplier has sufficient financial cover to protect NDB's new office complex against unforeseen risk.

3.9 Facilities Management Maintenance Tasks, Timing and Sequences

The execution of the Facilities Management Service must be done in accordance with the maintenance recommendations of the various manufacturers of the installed assets, plant and equipment, including structural components, as well as prevailing local statutory requirements and accepted industry best practices.

The execution of the Facilities Management Service must not interrupt the NDB's normal working operations and NDB accepts that this requirement will necessitate that much of the physical implementation of the work will be done outside normal working hours.

4 Team Requirements

The Supplier is expected to provide its most effective team to undertake NDB's required Facilities Management Hard Service providing NDB with optimal value for money. The team may be composed of the Supplier's in-house permanent staff and sub-contracted specialist personnel.

While the Supplier is free to determine its own Facilities Management Team, NDB has specific requirements for the management of that team and so requires copies of current CV for the four (4) positions described below.

NDB's CV template is provided in the RFP, Annex C-2. Failure to use this template may result in a supplier's proposal being rejected.

4.1 Account Director CV

The Account Director will be an active senior director of the Supplier's company and someone that NDB can contact immediately, if necessary at any time, should a crisis arise in the execution of the

contract. Therefore, NDB must be given the appropriate contact details for this person once the successful bidder has been selected and contracts agreed. NDB will treat these details with the strictest confidence.

The Account Director will be ultimately responsible for quality assurance and the successful delivery of the contract, even though the account director will not be permanently on site managing the contract. NDB requires that the Account Director attends the KPI reviews.

4.2 Facility Manager CV

The Facility Manager will be the Supplier's contact point with NDB and so must meet at least the following criteria:

- 10+ years' Facilities Management working experience at a senior level.
- 5+ years' experience of working with international clients.
- No less than two years' experience with the Supplier that is submitting a bid for this contract.
- Excellent English both oral and written – the proposed Facility Manager is required to sign a statement that he or she has been responsible for preparing the Supplier's proposal as proof of written English skills, and verbal English skills will be assessed during the Presentation.
- Experience of working with computerized building and maintenance management systems

4.3 Deputy Facility Manager CV

The Deputy Facility Manager must always be available to NDB as a substitute for the Facility Manager whenever the appointed Facility Manager is not available. The Deputy Facility Manager must therefore meet all the same criteria as the Facility Manager.

The Deputy Facility Manager is not required to be permanently available to NDB on site at the same time as the Facility Manager or by telephone contact elsewhere. To enable the Supplier to propose the most cost-effective contract fee rate, the Deputy Facility Manager is to be omitted from the Supplier's total fee calculations.

The Supplier may appoint an assistant for the Facility Manager, who may be on-site permanently, if this is considered necessary by the Supplier. The successful Supplier may discuss the exact titles for the deputy and assistant with NDB during contract negotiations and change them to suit the Supplier's management designations if necessary.

4.4 Small Works Project Manager CV

The Supplier is to provide a CV for the proposed Small Works Project Manager. The quantity of Small Works, if any, cannot be defined at this stage and so the price for the proposed Small Works Project Manager must not be included in the contract fee make up. If the services are required, the agreed fee will be included in the small works cost and the work treated as a contract variation.

To allow for the potential cost of any small works, the Supplier is to show a value of 20% of the total Facilities Management contract price as an additional cost. NDB will then issue reimbursable work orders to cover any costs.

The daily fee for the proposed Small Works Project Manager is to be shown in the Price Schedule Annex D-1.

The Supplier will determine the full makeup of its Facilities Management Team, which may include self-employed and/or sub-contracted specialists. The Supplier is required to submit a schedule of its proposed Facilities Management Team, identifying permanent on-site members and those only required for specific inputs.

NDB will provide basement space for the Supplier to use as storage space and workspace, and workstations for the supplier to use on NDB's Administration floor. The Chief Administrator of NDB's Administration Department is the person to whom the Supplier's Facility Manager reports.

These team members' individual fee rates are to be listed in the Price Schedule, Annex D-1, Financial Proposal.

5 Pricing Structure

NDB intends to award a 2-year Facilities Management Hard Service contract with an option for a 2-year extension on satisfactory completion of the initial 2-year period.

There are 2 separate sections for this contract:

Section 1: Fixed Cost- Fixed fees payable by NDB, mainly refer to Supplier's staff cost.

- The staff cost is a fixed lump sum unit price (US\$/person/month), including but not limited to the following contents that meet the requirement of the service position: the supplier shall bear the salary of the staff, all legal and compliant social insurance, housing accumulation fund, commercial insurance, training, recruitment, bonuses, welfare, medical examination, redundancy payments, PPE, work uniform, job certificate, labor union, disability insurance, high-temperature allowance, night shift allowance, overtime pay (note: for overtime

arranged by NDB due to work needs, NDB shall pay corresponding cost in accordance with the Labor Law and per the unit price in item 3, Price Schedule, Annex D-1), office equipment, stationery and all other expenses, regardless of whether these expense details are clearly stated in the quotation schedule.

Section 2: Provisional Cost - Reimbursable expenses which will be pass-through to NDB by actual requirement and spending. Provision cost may include:

- PPM cost: The cost comes from Planned Preventive Maintenance program which will be performed by hard service team, OEM supplier or specialized third party service supplier (e.g., Lift, fire system, HAVC, BMS etc.).
- Minor repair and maintenance cost for daily facility operation, including consumables, spare parts etc.
- Ad hoc maintenance and repair as requested by the Bank.

The fee of Section 1 and Section 2 are to be submitted in the Price Schedule, Annex D-1, Financial Proposal.

There will be an option to re-negotiate the fee if NDB decides to take up the offer of a 2-year extension. The Supplier's Facility Manager is to be the same person. Changing the Facility Manager could lead to punitive charges.

NDB is also aware that, at the time of issuing this RFP, full details may not be available for every installation, asset, and piece of equipment to be covered by this contract so that, in some cases, Suppliers will have to base their proposal fees on generic maintenance regimes based on their experience of similar size systems. Therefore, NDB expects the selected Supplier to advise NDB of any savings that can be passed on to NDB once the exact Planned Preventive Maintenance program is confirmed, and NDB reserves the right to re-negotiate the Section-2 Provisional fees with the selected supplier accordingly.

To allow for pricing unforeseen works and overtimes that are not covered by the service scope of the contract, the Supplier is to provide a schedule of rates for the main staff members in its team in the appropriate places in item 3 Annex-D of the RFP, Price Schedule.

Supplier shall be responsible for the cost of the offered CMMS and BMS software for the purpose of onsite facility management, NDB does not bear any cost related to CMMS and BMS to be used by the Supplier.

Complete the Price Schedule in Annex D-1 of the RFP. Failure to price any item may result in rejection of the Proposal or non-payment against that item.

The prices quoted should include all costs, taxes, import duties etc., and be the price that NDB will be charged.

It is NDB's intention that the Facilities Management contract will run smoothly with no major variation from the Scope of Works presented above. However, the Price Schedule does not necessarily guarantee an annual or whole life cost of this contract as this could be affected by unforeseen circumstances and the eventual use by NDB of its facilities.

ANNEX B

REQUEST FOR PROPOSALS (RFP) FOR FACILITIES MANAGEMENT SERVICES

Appendix of Drawings and Specifications

List of Drawings and Specifications

1. Architectural layout
2. Fit-out Layout
3. HVAC
4. Electrical
5. Plumbing
6. BMS
7. Firefighting
8. Facade
9. Kitchen
10. Lifts

Please note that the above drawings and design details are the latest available at the time of issuing this Scope of Work but are not guaranteed to represent the final size and configuration of anything. IF IN DOUBT AND REQUIRE FURTHER INFORMATION, PLEASE ASK.

Documentation will be provided to qualified suppliers after signing of the NDA.

ANNEX C

REQUEST FOR PROPOSALS (RFP) FOR

FACILITIES MANAGEMENT SERVICES

TECHINICAL PROPOSAL SUBMISSION FORM

[*Location, Date*]

To: [*Name and address of NDB*]

We, the undersigned, offer to provide the service for [***name of the assignment***], in accordance with your Request for Proposal dated [*date*]. We are hereby submitting our Technical Proposal attached in a separate Annex.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, we undertake to negotiate on the basis of the proposed personnel. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than October 1st, 2024.

We understand you are not bound to accept any Proposal you receive.

[List no deviation / non-compliance of Terms and Conditions here, if any.]

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

ANNEX C-1

REQUEST FOR PROPOSALS (RFP) FOR

FACILITIES MANAGEMENT SERVICES

TECHINICAL PROPOSAL

PROPOSAL RESPONSE CHECKLIST			
Check that you have included all required documents with your proposal!			
1	Completed Proposal Submission Form, Annex C	Yes	No
2	Financial Proposal Submission Form, Annex D	Yes	No
3	Price Schedule, Annex D-1	Yes	No
4	Copy of Supplier's Business Continuity & Emergency Response Plans	Yes	No
5	Copy of the Facilities Management Services Delivery Plan	Yes	No
6	Copy of the Planned Preventive Maintenance Program	Yes	No
7	Copy of Methodology/Work Plan for Implementation	Yes	No
8	Copy of Risk Analysis and Risk register	Yes	No
9	Evidence of ability to access international specialist expertise if needed	Yes	No
10	Copy of Supplier's Team Structure diagram	Yes	No
11	CV in NDB format of Supplier's proposed Account Director, ANNEX C-2	Yes	No
12	CV in NDB format of Supplier's proposed Facility Manager , ANNEX C-2	Yes	No
13	CV in NDB format of Supplier's proposed Deputy Facility Manager, ANNEX C-2	Yes	No
14	CV in NDB format of Supplier's proposed Small Works Project Manager ANNEX C-2	Yes	No

15	Filled in Supplier information form (Attachment 2)	<i>Yes</i>	<i>No</i>
16	Review and accept terms and conditions of the NDB's Service agreement without changes (https://www.ndb.int/data-and-documents/corporate-procurements/)	<i>Yes</i>	<i>No</i>

ANNEX C-2

Curriculum Vitae (CV) for Proposed Personnel

Position Title and No.	{e.g., Facility Manager}
Name of Firm	<i>Insert name of firm proposing the expert</i>
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Citizenship	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, *type of employment (full time, part time, contractual)*, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May 2010 - present]	[e.g., Ministry of, advisor/consultant to... For references:		<i>(need be as detailed as possible)</i>

	Tel...../email.....;		
	Name, Title]		

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Supplier's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks

Certification:

I, the undersigned, certify to the best of my knowledge and belief that

- (i) This CV correctly describes my qualifications and experience.
- (ii) I was not part of the team who wrote the terms of reference for this consulting services assignment.
- (iii) I certify that I have been informed by the firm that it is including my CV in the Proposal for this assignment. I confirm that I will be available to carry out the assignment for which my

CV will be submitted in accordance with the implementation arrangements and schedule set out in the Proposal.

I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

(Signature of Experts)

Day/Month/Year

ANNEX D

REQUEST FOR PROPOSALS (RFP) FOR FACILITIES MANAGEMENT SERVICES FINANCIAL PROPOSAL SUBMISSION FORM

[*Location, Date*]

To: [*Name and address of NDB*]

We, the undersigned, offer to provide the technical proposal for [***name of the assignment***], in accordance with your Request for Proposal dated [*date*]. We are hereby submitting our Financial Proposal.

Our attached Financial Proposal is for the **sum of*** [*Amount in words and figures, including or excluding taxes*] as shown in the **Price Schedule** Annex D-1 complete with our schedule of other, related fees.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiation.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Add:

***The Sum must include all the taxes.**

ANNEX D-1

REQUEST FOR PROPOSALS (RFP) FOR FACILITIES MANAGEMENT SERVICES

FINANCIAL PROPOSAL

Please complete the Price Schedule below.

For items 1 [fixed cost], the fixed monthly fee is the supplier's total cost for the stated Facilities Management for Hard Service divided by the number of months.

For items 2 [provisional cost], the annual fee is the supplier's total cost for the Planned Preventive Maintenance cost. Supplier shall take into consideration the actual usable area/facilities of the NDB headquarters building and provide a most reasonable estimate annual cost based on the OEM recommendation, regulatory requirement as well as the best industrial practice. The Price Schedule of item 2 will be assessed as one of the evaluation factors.

For item 3 [provisional cost], the hourly rate must correspond with the team positions proposed by the Supplier. The purpose of this requirement is to assist in the rapid resolution of any dispute regarding costs of work outside of the contract's Scope of Work. The calculation basis of the hourly rate shall be the base salary of each job position and in line with local regulations regarding overtimes cost.

For item 4 [provisional cost], the schedule of rate is the supplier's quotation for the spare parts and consumable which may require for minor repair and small projects.

The prices quoted should include all costs, taxes, import duties etc., and be the price that NDB will be charged.

PRICE SCHEDULE	
The Supplier is responsible for delivering the service to NDB at its headquarters and for all costs associated with providing this service, as reflected in the fees quoted by the Supplier below.	Date: _____ RFP no. _____ Page N° _____ of _____ (Attach additional pages as necessary)

Item No.	Description of Service	Unit price US\$
	Facilities Management Contract Fees	
1	Monthly Fee for Fixed cost Supporting documents are needed to explain details (i.e. team structure, cost model, etc.)	
2	Annual Fee for Provisional cost (Planned Preventive Maintenance program) Supporting documents are needed to explain details (i.e. self-maintenance, professional maintenance by third party contractor))	
	Hourly Rates for Unscheduled Interventions and Overtimes	
	Individual daily schedule of rates for the Supplier's specific team members, to be used as the basis for calculating all unscheduled interventions and overtimes; Supplier to complete job titles in accordance with the proposed team structure and provide relevant hourly rates:	
	a) Facility Manager	
	b) Small Works Project Manager	
	c) HAVC engineer	
	d) Technician	
	e) Handyman	
	f) Assistant	
	g)	
	h)	
	i)	
3	etc. as required – Supplier may extend the form to suit	
4	Schedule of Rate of Spare Parts and consumables for minor repairs and small project	

Name of Supplier:

Signature of Supplier:

Date:

Attachment 2:

Information Category	Description	Supplier's inputs
General Information	Legal Entity Name	
	Legal Address	
	Website	
	Government Registration 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 (minimum)	
Financial Information	Registered 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	