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 _EPS# S-IT-2024-01651_ _Network operation center-NOC_ 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	September. 5, 2024
Deadline for Questions	September. 13, 2024
Proposal Response Due	September. 30, 2024
Presentation and Demonstration	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

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

Network Operation Center-NOC

Requirements Specification

Stakeholder Needs (Mission Vision)

Enhanced uptime of the network infrastructure that supports the applications provided by NDB to its end users, being external partners, customers, or staff.
Enhanced performance of the network infrastructure that supports the applications provided by NDB to its end users, being external partners, customers, or staff.

Project Description

NDB Global Network Infrastructure is currently composed of the following components:

- NDB Backbone, which is operated by NDB itself, and provides connectivity to all the components that are part of NDB Global Network Infrastructure. NDB possess Autonomous System number 150166

- NDB HQ, which is composed of the following: SDN-based (Software-Defined Network) Campus Network, SDN-based Data Center network, Surveillance network, Building Device network, Conference System network, Management network

- Regional Offices, as per below:

  o Americas Regional Office – São Paulo and Brasília, Brazil

  o Africa Regional Center – Sandtown, South Africa

  o Eurasia Regional Center – Moscow, Russia

  o Indian Regional Office – Gift City, Gandhinagar, Gujarat, India

- Connectivity Hubs, which provides connections to the Internet, cloud and service providers and NDB Backbone, as per below:

  o Shanghai Connectivity Hub

  o Hong Kong Connectivity Hub

  o Singapore Connectivity Hub

NDB IT Global Infrastructure is currently composed of the following components:

- Storage

- Fiber Channel Switches

- Servers, whose main purpose is to run virtualization technologies on top of it

- Servers, whose main purpose is to be used for backup/recovery solutions

- Hyper-Converged Infrastructure

The scope of this project is to implement a Network Operations Center (NOC) to be responsible for the Level 1 and Level 2 operations of the components described above.

The scope of this project is to implement a Network Operations Center (NOC) to be responsible for the Level 1 and Level 2 operations of the network components described above.

Scope

Setup of a Network Operations Center, to be responsible for the Level 1 and Level 2 operations of the components described above.

Key Assumptions and Constraints

This request helps to mitigate the risk that exists today regarding the operations and support of NDB Global Network Infrastructure and NDB IT Global Infrastructure.

Glossary

Term	Definitions
HQs	Headquarters
IT	Information Technology
ITSM	Information Technology Service Management
NDB	New Development Bank
RMA	Return Merchandise Authorization
SOC	Security Operations Center
WAN	Wide Area Network

Functional Requirements

FR1 **Details**	Network Monitoring, which comprises the regular daily operations and respective recording of the health, performance and availability of the main components of NDB Global Network Infrastructure, being either network devices, links or systems related to NDB Global Network Infrastructure.
FR2 **Details**	Alert Management, which comprises the pro-active and reactive monitoring of alarms related to NDB Global Network Infrastructure and NDB IT Global Infrastructure. This requirement includes:

- Definitions and enforcement of the alarm severities for each of the parameters being monitored

- Definitions and enforcement of the roles who should be communicated upon each of the alarm severities being monitored

- Daily pro-active monitoring of the main alarms

- Reactive action upon the receiving of an alarm

- Summarization of all the alarms which have been raised during a specific interval of time. Development of a plan with the respective execution in order to mitigate/decrease the number and severity of such alarms

FR3 **Details**	Availability Monitoring, which comprises the daily, weekly, monthly and yearly monitoring of the availability of the components of NDB Global Network Infrastructure and NDB IT Global Infrastructure.

This activity included the definition and enforcement of KPIs related to the availability.

It should include the summarization and generation of daily, weekly, monthly and yearly monitoring of the availability NDB Global Network Infrastructure and NDB IT Global Infrastructure, and check whether they comply with the current contracts with the network service providers. A plan for improvement should be defined if deemed necessary. This plan should define the main findings and then be shared with the network experts of NDB for discussion, deployment and enforcement.

FR4 **Details**	Performance Management and Optimization, which comprises the following activities:

- Definition of performance KPIs for the main parameters of NDB Global Network Infrastructure

- Daily, weekly, monthly and yearly monitoring of such KPIs

- Summarization and report of such KPIs on a by-weekly basis

- Development of a plan with the respective execution in order to discuss the findings of the performance-KPI reports

FR5	Support for incidents, with root cause analysis, raised according to NDB IT Incident Management procedures with the ITSM tool adopted by NDB involving any of the components of NDB Global Network Infrastructure and NDB IT Global Infrastructure. The incidents must be classified into one of the 4 severity levels below:
Details	

- Severity 1: entire network(s) or part of the network(s) is not available

- Severity 2: entire network(s) or part of the network(s) delivers a degraded response

- Severity 3: some functions of the network(s) are malfunctioning and some actions cannot be completed however some other parts still work as expected

- Severity 4: request for a clarification of one aspect of the network

This activity also comprises:

- Summarization and report of the raised incidents on a by-weekly basis

- Development of a plan with the respective execution in order to mitigate/decrease the number and severity of such incidents

FR6	Level-1 support with troubleshooting. This activity comprises the Level-1 basic troubleshooting for network incidents related to NDB Global Network Infrastructure and NDB IT Global Infrastructure.
Details	

Such incidents might be raised by IT Network team itself, SOC (Security Operations Center) or IT Help-Desk.

FR7	Level-2 support with troubleshooting. This activity comprises the Level-2 troubleshooting for network incidents related to NDB Global Network Infrastructure and NDB IT Global Infrastructure.
Details	

Such incidents might be raised by NOC Level-1 Team, IT Network team itself, SOC (Security Operations Center) or IT Help-Desk.

FR8	Capacity Planning. This requirement is intertwined with requirement FR4, Performance Management and Optimization, however with the below scope:
Details	

- Development of a near-term report plan with the required adjustments in the network infrastructure for the most critical components, being network devices or links

- Development of a medium-term report plan with the required adjustments in the network infrastructure for the medium critical components, being network devices or links

- Development of a long-term report plan with the required adjustments in the network infrastructure for the medium critical components, being network devices or links

FR9	Patch Management.
Details	According to NDB's IT Security requirements or the network device's vendor requirements, the recommended patches should be applied to IT Network's Production environment appropriately. If necessary, a test in NDB's network infrastructure laboratory should be conducted before the upgrade in the Production environment.

FR10 **Details**	Knowledge Base maintenance. A knowledge base should be populated and maintained with the root cause analysis and the resolution adopted for each of the incidents raised to the IT Network Infrastructure.
	It is expected that NDB's ITSM tool be used for such knowledge base.

FR11	Execution of Scripts.
Details	This requirement includes the creation and execution of scripts to be applied in the network devices. Automated tools for such requirement will be positively evaluated.

FR12	Operations Automation
Details	For all the functional requirements described in this document, the automation of operations will be considered and positively evaluated.

FR13	Support of network devices, links and private lines.
Details	The regular support of network devices themselves, being related to an eventual RMA, escalation process within the vendor responsible for the support services, are the responsibility of the NOC. The same is valid for links and private lines.

FR14 **Details**	Execution of backup and eventual restore of the configurations of network devices.

FR15	Dashboards for real-time availability and performance should be provided for all network devices and links. Weekly and monthly reports should be generated based on these dashboards.
Details	

FR16	KPI definitions and management. Besides the KPIs related to performance described in FR4., Performance Management and Optimization, other KPIs should be defined too, related to:
Details	

- Availability
- Number of incidents
- Resolution time for the incidents
- Among others

FR17	Configuration compliance to NDB network standards and guidelines.
Details	The configuration templates of the network devices should follow NDB IT Network Architecture standards and IT Security hardening guidelines. NOC should be able to provide reports of the percentage of compliant devices and, for those that are not compliant, an action plan for fixing it.

FR18	Compliance to NDB IT security standards and guidelines.
Details	The configuration templates of the network devices should follow NDB IT Network Architecture standards and IT Security hardening guidelines. NOC should be able to provide reports of the percentage of compliant devices and, for those that are not compliant, an action plan for fixing it.
FR19	Daily activities related to end-users' requests and issues that involve any aspect of NDB Global Network Infrastructure, L2 support for IT Help-desk requests in line with internal SLO.
Details	

FR20	IT Infrastructure hardware monitoring
Details	IT Infrastructure hardware monitoring, which comprises the regular daily monitoring and respective recording of the health, performance and availability of the main components of NDB IT Global Infrastructure, composed of storage, fiber channel switches, servers for virtualization purposes, servers for backup/restore solutions and hyper-converged infrastructure.

FR21	Support of NDB IT Global Infrastructure.
Details	The regular support of hardware devices themselves, being related to an eventual RMA, escalation process within the vendor responsible for the support services, are the responsibility of the NOC.

Non-Functional Requirements

NF1 **Details**	Services of the NOC can be provided remotely. However, it is expected that the NOC leader/manager be in Shanghai at least once a month for status report and on-prem meeting at NDB HQ for discussion of the main issues of the NOC.

NF2

Details

75% of the activities of the NOC should happen during Shanghai business hours, from 8:30 am until 6:00 pm China Standard time (CST) on weekdays or regular business days on weekends according to China's government official calendar. The remaining activities (around 25%) are expected to be delivered out of Shanghai working time hours.

Considering the above, the following shifts for the NOC are expected:

- Weekdays, Shanghai business hours, from 8:30 am until 6:00 pm China Standard time (CST). Level-1 and Level-2 resources. As mentioned above, 75% of NOC activities are expected to be executed during this time interval

- Weekdays. from 6:30 am until 8:30 am and from 6:00 pm to 12:00 pm China Standard time (CST). Level-1 resource

- Weekends. From 8:30 am until 6:00 pm China Standard time (CST). Level-1 resource

- National Holidays in China: From 8:30 am until 6:00 pm China Standard time (CST). Level-1 resource

NF3

Details

ITIL framework compliant.

NF4

Details

All members of the NOC, being L1 operations, L2 operations or NOC leader/manager must be able to speak, write and read fluent English.

NF5

Details

Services must be delivered by experts in the field who have at least:

- 3-5 years of experience in L1 NOC operations for L1 operations

- 5-8 years of experience in L2 NOC operations for L2 operations

- 8-10 years of experience in NOC operations and 3-5 years of experience in NOC management for the role of NOC leader/manager

Relevant certifications in the field of IT Networking, ITIL and NOC Operations will be highly considered for the professionals of the NOC team.

It is expected that a stable team, being L1, L2 or NOC leader manager be provided for such services. This means that the members of the NOC team should not change frequently. Even more consideration of this point should be given to the NOC leader/manager.

NF6	All the members of the NOC should be regular employees of the vendor that is providing the services. No third-party employees of the vendor who is providing the services are to be allowed.
Details	
NF7	Services must be delivered by a company whose headquarter is in one of NDB Member countries.
Details	
NF8	Services period is 2 years after signing of the contract
Details	

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 Similar case(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	