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-2024-01677_IT Support Service at ARO Y2024-25* 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. 13, 2024
Deadline for Questions	September. 23, 2024
Proposal Response Due	October. 9, 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

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)

Glossary

Term	Definitions
BGP	Border Gateway Protocol
IT	Information Technology
NDB	New Development Bank
WAN	Wide Area Network
ARO	America Regional Office
SAO	São Paulo Office
BSB	Brasilia Office

Project Description

- ARO: provide IT support for ARO regional office.
- SAO Network : In order to build up the network infrastructure in SAO regional office.
- BSB Network : In order to build up the network infrastructure in BSB regional office.
- ARO: provide Printers Outsourcing for ARO regional office.

Duration
1 year starting from November 1st, 2024 to Oct. 31st, 2025 with the option to extend

Scope

Category	Description	Quantity
São Paulo IT Support	Provide IT Support for ARO	1

Category	Description	Quantity

Category	Description	Quantity
Internet access of 50Mbps	- Internet channel 50 Mb/s with SLA 99,9% in working hours; - External static IP addresses (subnet /29)	1

Remark: Rua Surubim，504 Brooklin Paulista Novo – CidadeMonções – cep 04.571-050(7 e 8 adnar)

Category	Description	Quantity
Internet access of 50Mbps	- Internet channel 50 Mb/s with SLA 99,9% in working hours; - External static IP addresses (subnet /29)	1

Remark: Setor Bancário Norte,Lote 28 Brailia-DF Edificio Armando Monteiro Neto CEP:70.040-913-2 andar.

Category	Description	Quantity
São Paulo Printers Outsourcing	Provide Printers Outsourcing for ARO in Sao Paulo	1
Brasilia Printers Outsourcing	Provide Printers Outsourcing for ARO in Brasilia	1

Functions and Features

Functional Requirements

FR1.

Details

. Ongoing IT support

1.1 General Description

- Server room support
    - Provide physical support to the office IT equipment.
- Maintain the server room schema
    - Maintain the server room organization and cataloged.
- Maintain an asset list
    - Maintain an IT equipment inventory.
- Local interface to data and voice provider
    - Provide a local interface to solve any connectivity problem with our current providers (Embratel or Algar)
- Technical Support
    - Support will follow the order telephone / remote / onsite;
    - When there is a need to do onsite service, a technician will be sent to the local to solve the issue;
    - There will be no limit of tickets and technicians' visits to solve problems on-site
- SLA to Server room support
    - Provide specialized support for physical problems with 2 hours SLA.
    - Server Room Support Available 9x5: 09:00am to 06:00pm Monday-Friday.
    - Additional support out of business hours can be programmed with 24hs anticipation note and approval of the associated costs (Support Extension).

Senior Support Analyst	Professionals responsible for supporting all IT infrastructure and staff: IT infrastructure management Such as Servers, Switches, Firewall, Active Directory and other network assets. Ability to work with teams and manage Local IT environments.
	1. Key systems for HelpDesk:
	a. Windows 10/11 environment
	b. Printing service
	c. VMWare VDI is used in HQ, Citrix in testing. There might be some support need for users travelling to member countries.
	d. BlackBerry MAM application in user mobile
	e. VPN is used by travel users.
	f. VIP concept from majority of the bank
	g. Cover office and travel user support in Brazil full day, second half of SA/Russia (in the short future) and India for a few hours.
	h. Number of tickets is not expected high from past statistics
	i. Main Systems used:
	i. ServiceNow for tickets and internal service requests.
	ii. Office 365 with Outlook/OneDrive client
	iii. NetSuite Accounting
	iv. SF for HR
	v. SWIFT (might not be used by regional offices)
	vi. Treasury and Load systems with light usage from regional offices
	1. Operational IT Service
	1. Service Desk and Desk side support
	2. Configuration Management
	3. Incident Management
	4. Problem Management
	5. Security Management
	6. Service Level Fulfillment
	7. IT operational services are required
	8. VIP Service
	9. IT Assent Management
	10. User Management
	11. Regular Server-side operations (Email Archiving / Backups)
	2. Resource Requirements
	1. Desk Support –Senior engineer is required with 4+ years in profession IT service with medium to proficient skills to fulfill the expectations above.

FR2.

Details

Printers Outsourcing

General Description for both offices

- Xerox Color Multifunction A3 Printer with Scanner with dosk
- Color A4 Printer

  Maintenance and toner replacement included. SLA 6 hours

FR3.

Details

To build up the SAO network for below :

Category	Description	Quantity
Internet access of 50Mbps	- Internet channel 50 Mb/s with SLA 99,9% in working hours; - External static IP addresses (subnet /29)	1

FR4.

Details

To build up BSB network for below:

Category	Description	Quantity
Internet access of 50Mbps	- Internet channel 50 Mb/s with SLA 99,9% in working hours; - External static IP addresses (subnet /29)	1

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 cases (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	