

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-ARO-2025-01873 Outsourcing Service Bidding Process** 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	March 11, 2025
Notice of Intent	March 13, 2025
Deadline for Questions	March 17, 2025
Proposal Response Due	March 25, 2025
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: Polina Iakovleva

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: iakovleva.polina@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. 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 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:

Job Description: Administrative Support, Americas Regional Office (ARO)

This position will be responsible for day-to-day operational activities at the NDB Americas Regional Office (ARO) related to administrative support service as required by all internal stakeholders of the ARO. This position will be responsible for office facility management and maintenance, office reception administration, travel and hotel bookings, claims processing, office vehicle administration, etc. as per the policies, guidelines and processes of the Bank. This position will be reporting to the Director General, Americas Regional Office and Senior Officer.

Specific responsibilities include but not limited to:

- Maintain communication with the Bank's respective division(s) and serve as the contact person for all facilities-related inquiries ensuring that all requests are handled in an efficient, timely and smooth manner. Review facilities provisions and report on the areas to be improved or developed as appropriate.
- Respond, handle and keep the records of problem areas and diverse inquiries incoming from internal stakeholders.
- Organize and maintain correspondence, office records and files as appropriate and in accordance with the Bank's requirements.
- Administer the office security and identification access cards, maintain security access control database.
- Coordinate all in-house administrative services, including administration of official vehicles, office supplies, assistance and support in the planning and organization of diverse events/meetings, etc. either independently or with the support of the contractors.
- Manage flight booking and hotel reservations and other travel arrangements including visa assistance in line with the Bank's applicable policies and processes. Maintain travel records.
- Manage the visitors and the reception of ARO by ensuring that the reception areas operate high-quality service.
- Assist in protocol support of the internal and external stakeholders, as and when required.
- Other duties and responsibilities assigned from time to time.

Position requirements

- Minimum of 5 years of relevant experience in secretarial services
- Hands-on experience in one or more areas of travel, facilities administration services, etc.
- Proven ability and experience in communications in English (verbal and written).
- Ability to work with individuals from different cultural backgrounds fostering a climate of teamwork and collaboration.
- Good working knowledge of procedures, formats and standards relevant to the performance of responsibilities.
- Proven experience in working under tight deadlines
- Problem-solving, communication, conflict management and interpersonal skills with high resilience and drive in achieving objectives and goals.
- Bachelor's Degree in a relevant field.

Job Description: Senior Officer, Americas Regional Office (ARO)

This position will be responsible for day-to-day operational activities at the NDB Americas Regional Office (ARO) related to administrative service as required by all internal stakeholders of the ARO. This position will be responsible for procurement and sourcing of operational merchandise, financial reporting and budget management, office facility management and maintenance, office reception administration, travel and hotel bookings, claims processing, office vehicle administration, etc. as per the policies, guidelines and processes of the Bank. This position will be reporting to the Director General, Americas Regional Office

Specific responsibilities include but not limited to:

- Ensure cost-effective procurement of office supplies, as per procurement policies and guidelines of the Bank. Conduct the regular physical audit of office supplies, order and dispense office supplies if required.
- Maintain communication with the Bank's respective division(s) and serve as the contact person for all facilities-related inquiries ensuring that all requests are handled in an efficient, timely and smooth manner. Review facilities provisions and report on the areas to be improved or developed as appropriate.
- Maintain communication with the various third-party service providers to ensure that all facilities-related areas are promptly resolved and report to the Bank's respective division(s) on the areas to be improved.
- Coordinate with the Bank's respective division(s) to develop systems and procedures enable timely and informative reporting to the Headquarters.
- Perform some accounting activities and maintain financial data. Ensure consolidation of balance sheets, profit and loss, etc.
- Prepare financial reports in accordance with internal norms and requirements.
- Provide the Finance, Budget and Accounting Division of the Bank with adequate information/documentation related to financial reporting and budget management when required.
- Respond, handle and keep the records of problem areas and diverse inquiries incoming from internal stakeholders.
- Organize and maintain correspondence, office records and files as appropriate and in accordance with the Bank's requirements.
- Administer the office security and identification access cards, maintain security access control database.
- Coordinate all in-house administrative services, including administration of official vehicles, office supplies, assistance and support in the planning and organization of diverse events/meetings, etc. either independently or with the support of the contractors.
- Manage flight booking and hotel reservations and other travel arrangements including visa assistance in line with the Bank's applicable policies and processes. Maintain travel records.
- Manage the visitors and the reception of ARO by ensuring that the reception areas operate high-quality service.
- Assist in protocol support of the internal and external stakeholders, as and when required.
- Assist in documenting work papers for different audits when required.
- assisting and coordinating other outsourced staff in the positions of executive assistant, general services and IT
- Other duties and responsibilities assigned from time to time.

Position requirements

- Minimum of 5 years of relevant experience in administration activities.
- Hands-on experience in one or more areas of travel, facilities administration services, office procurement, etc.
- Proven ability and experience in communications in English (verbal and written).
- Ability to work with individuals from different cultural backgrounds fostering a climate of teamwork and collaboration.
- Good working knowledge of procedures, formats and standards relevant to the performance of responsibilities.
- Proven experience in working under tight deadlines
- Problem-solving, communication, conflict management and interpersonal skills with high resilience and drive in achieving objectives and goals.
- Bachelor's Degree in a relevant field.

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	