

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-2025-01997 Catering Service Provider for the NDB Canteen 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	May 12, 2025
Notice of Intent	May 13-22, 2025
Deadline for Questions	May 29, 2025
Proposal Response Due	June 5, 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: Holly Yao

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: yao.holly@ndb.int

3.2 Submission of Proposals (Introduction to use of NDB's e-procurement system)

Proposals shall be prepared in English. Both hard copy and electronic version are acceptable. Hard copy (3 copies at least) is obligatory and shall be sent in sealed covers. 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 preparing the proposal, joining the bidding process or doing 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. 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.

3.11 On-Site Inspection (pre-proposal)

On-site inspections in each building are scheduled as detailed below. The purpose of the inspection is to allow the Bidders an opportunity to inspect the building prior to submitting their proposals. The Bidder is solely responsible for a prudent and complete inspection, examination, and assessment of the work site conditions and facilities.

<u>Building Address</u>	<u>Date</u>	<u>Time</u>
Guozhan Road 1600, Pudong New District Shanghai, China	TBC with each participant	TBC with each participant

Bidders interested in **attending the on-site inspections must request an appointment in advance**, by email yao.holly@ndb.int.

The NDB Headquarters Facility is a secure facility with restricted access; please bring a photo ID and allow enough time to process through the building security.

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.

6. Attachment

Attachment 1 – Introduction

Attachment 2 – Scope of Work

Attachment 3 – Staffing Plan

Attachment 4 – Annual Service Fee Breakdown and Staffing Plan Breakdown

Attachment 5 – Financial Proposal Instructions

Attachment 6 - Supplier Information

Attachment 1 – INTRODUCTION

Introduction

NDB is a multilateral development bank with its headquarters in Shanghai, China, established by the Federative Republic of Brazil, the Russian Federation, the Republic of India, the People's Republic of China and the Republic of South Africa ("**BRICS**") in accordance with the Agreement on the New Development Bank dated 15 July 2014.

1. Purpose

1. The purpose of this **Request for Proposal (RFP)** is to select a qualified Catering Services Company, to provide a feasible and suitable solution for catering services (**breakfast, lunch, dinner, events, coffee/tea shop and pantries**), at the NDB Headquarters Building for staff, contractors and guests. As NDB is an international organization, **catering company experience in international cuisine is mandatory**.

2. The Bank intends **to award a conditional (3) three-year contract** with the option to extend the contract to the selected catering company.

3. The **official NDB language is English**, the contract, as well as all communication regarding the contract will be done in English. In addition, the canteen manager and some of the staff (detailed list in **Attachment 2 – Scope of Services**) located at the NDB **must be able to communicate in English (speaking, reading and writing)**.

2. Responses

The Bidder should ensure that its proposal clearly explains all requirements addressed in the ANNEXES. Proposal should not **exceed 20 pages**.

EACH PROPOSAL SHALL CONTAIN THE FOLLOWING RESPONSE SECTIONS

1. Basic Information

1. Name, email address, phone numbers and office address(es) of a parent company or branch office.

2. Background and Capabilities

1. Provide a brief description and history of company. Please indicate the parent company name and location (if applicable). **(Max. 1 page)**
2. Describe company's organizational goals, business philosophy, and mission, including corporate vision and growth strategy. **(Max. 1. Page)**
3. Provide evidence of similar services rendered in China for a minimum of five (5) years by presenting **at least three (3) current client references** with a similar service:
 - Company Name:
 - Description of Services:
 - Number of canteen staff on site:
 - Number of diners to serve on daily basis. Please note that the number of customers shall be no less than 300 a day.
4. Bidder is to describe in detail its work approach, for each type of service, specific tasks, services, and quality, submit proposed staffing plan for all aspects of the services provided to NDB. Bidder is to describe their waste management approach, including the shelf-life management procedure.
5. Bidder must prove that they have a well-established supply chain to ensure the high quality of food material and ingredients. Bidder is requested to submit a list of their main suppliers: food (all applicable), utensils, water (if applicable), disposables and all materials necessary for the canteen's operation. The bidder should provide certificates that prove quality, production chain, international standards, safety food and organic food.

3. Pricing

The bidder should propose cost for services, inclusive of all expenses as detailed in **Attachment 4 – Annual Service Fee Breakdown and Staffing Plan Breakdown**. The company can propose other additional supplies which it considers important to keep the quality of services.

Attachment 2 – Scope of Work

GENERAL AND SPECIAL REQUIREMENTS

The New Development Bank (“Bank”) intends to contract with a single company for the provision of comprehensive **Catering Services (breakfast, lunch, dinner, catering for events, coffee/tea shop, and pantries)** at NDB Headquarters Building.

SCOPE OF SERVICES

The bidder should ensure the services are provided with:

- Fair cost and quality
- International standards
- Safe and healthy food
- Wellness and social interaction (health and cultural aspects)

The Bank observes the following holidays, on which the Bank is closed. If the Bank requests service must be provided on a Bank holiday for any reason, the Bank should pay all overtime work required by local labor laws:

- New Year’s Day
- Spring Festival
- Tomb Sweeping Day
- Labor Day
- Dragon Boat Festival
- Mid-Autumn Festival
- National Day

There are six facilities at the NDB Headquarters Building where catering services could be undertaken, besides the small pantries on each functional floor:

Site	Purpose	Kitchen	Seats
B2	Food preparation	Main Kitchen	NA
B1	Vendor Staff Canteen	○	52
3 rd Floor	NDB Staff Canteen	2 Hot Kitchens	394
4 th Floor	Coffee Shop	1 Small Kitchen	72
4 th Floor	Training Center dining room 15 or 16	-	32
5 th Floor	Coffee and gift shop	-	NA
6 th ; 17 th - 29 th Floors	Functional Offices	Pantry	No seats
30 th Floor	Executive Lounge and VIP Banquet Hall	2 Kitchens	100

Currently NDB population is around **290 staff members and 150 employees of service providers** with a growing perspective.

In the summary below are the services and materials to be contracted, included in the proposal, however not limited to:

Item	Services/Supplies Provided
Staff and Outsourced Canteen	Breakfast, lunch and dinner
Pantries	Coffee, tea, sugar, milk, oat milk, sweetener, biscuits, bottled water
Coffee Shop	Sandwiches (hot and cold), salads, pastries, yogurt, ice cream, juices, cakes, sweets/dessert, coffee (diversified menu), tea (diversified menu), snacks, candies, vegetarian and vegan options
4F Training Center dining room 15 or 16	Breakfast, lunch, dinner, coffee-break
VIP Banquet and Executive Lounge	Breakfast, lunch, dinner, coffee-break
Materials/Supplies	Cutlery, plates, glasses, cups, utensils and disposables. Canteen staff uniform
Cleaning, disinfection and pest control	Kitchen and dining area
Waste Management	Controlling of wasting and Sustainable Consumption reports
Convenience	Smart canteen/Technologies/Apps
Workforce	Labor cost and overheads
Business License	Business license application by catering company

1. Breakfast

- Service Hours: 7:00 AM – 9:30 AM**
- Menu: Chinese, Western, Vegetarian
- Service Model: Set menu or Buffet/Food court/a la minute (小炒)

The bidder should provide some samples of menu considering the options above.

Price: per *pax* /per type of menu if applicable

The services should be provided **from Monday to Friday, normally (full service)** and on **weekends if required**.

2. Lunch

- Service Hours: 11:00 AM – 2:00 PM**
- Menu: Chinese, Western*, Vegetarian
- Service Model: Set menu or Buffet/Food court/a la minute (小炒)

*Note: Western authentic cuisine from the following countries: Brazil, Russia, India, South Africa, Halal food etc.

The bidder should provide some samples of menu considering the options above.

Price: per *pax* /per type of menu, if applicable

The services should be provided **from Monday to Friday, normally (full service)** and on **weekends if required**.

3. Dinner

- a. **Service Hours: 5:00 PM – 7:30 PM**
- b. Menu: Chinese, Western*, Vegetarian
- c. Service Model: Set menu or Buffet/Food court/a la minute (小炒)

*Note: Western authentic cuisine from the following countries: Brazil, Russia, India, South Africa, Halal food etc.

The bidder should provide some samples of menu considering the options above.

Price: per *pax* /per type of menu, if applicable

The services should be provided **from Monday to Friday, normally (full service)** and on **weekends if required**.

4. Coffee- Shop

- a. **Service Hours: 8:00 AM – 7:30 PM, Monday to Friday**
- b. Options: sandwiches (hot and cold), salads, pastries, yogurt, ice cream, juices, cakes, sweets/dessert, coffee (diversified menu), tea (diversified menu), snacks, candies, vegetarian and vegan options.
- c. Menu: Chinese and Western
- d. **Price:** pay by the customers
- e. **Cashier:** the bidder should provide a cashier for receiving payments Alipay, WeChat and international credit card (if possible)

5. Pantries

- a. Service Model: self-service
- b. Products provided: Coffee, tea, bottled water, sugar, milk, biscuits, oat milk, sweetener, season fruits (twice a week on staff floor, and daily on 29F), chocolate and cookies (once a week)
- c. The bidder should refill the pantry according to the consumption: tea bag, sweeten, sugar, coffee-machine and fruits and disposables.

All pantries will be equipped with the equipment listed below:

- Microwave Oven
- Refrigerator
- Disinfection cabinet
- Coffee machine
- Water purifier
- Tabletop water dispenser
- Electric Water Heater

NOTE: At the 29F, besides the pantry supplies, the contractor must provide a waiter/waitress or tea lady, with basic knowledge in English.

6. Events

Contractor shall provide catering services to all internal events held in NDB facilities, located on the 4th floor Training Center, the 5th floor Multi-function Hall, the 30th floor VIP Banquet Hall and Executive Lounge. The services will be provided by demand. NDB will hold high level events for guests from government authorities, such as ministers/NDB Governors, NDB Directors and other dignitaries. For such services, the bidders should propose all required services: menu (buffet or a la carte), staff, waiters, setup (cutlery, plates and utensils) according to the event requirement. however, the bidder **should provide three types of menu** according to the event category:

- **Category 1: Simple**
- **Category 2: Medium**
- **Category 3: Superior**

Event price proposal shall assume 80 guests and include manpower breakdown and price of dishes, while also indicate sources of materials.

Attachment 3 – Staffing Plan

Job Position	Staff Number
Project Manager (fluent in English)	
Operation Assistant/Service Assistant (fluent in English)	
Chinese Cuisine Head Chef	
Chinese Cuisine Chef	
Chinese Cuisine Cook	
Western Cuisine Head Chef (foreign national)	1
Western Cuisine Chef	
Western Cook (one shall be foreign national)	
Dim-Sum Chef	
Pastry Chef	
Pantry Waiter/Service Assistant	
Coffee Shop Attendant (fluent in English)	
Cashier	
Waiters	
Cleaning Staff	
EHS Specialist	
Total	

All onsite staff must have the necessary certifications, EHS training, and qualifications required to deliver catering services.

Please provide the CVs for the following positions:

Project Manager
Operation Assistant/Service Assistant
Chinese Cuisine Head Chef
Chinese Cuisine Chef
Chinese Cuisine Cook
Western Cuisine Head Chef (foreign national)
Western Cuisine Chef
Western Cook (one shall be foreign national)
Dim-Sum Chef
Pastry Chef
Coffee Shop Attendant
EHS Specialist

The Western Cuisine Head Chef (foreign national) shall have the experience of international cuisines, such as Brazilian, Russian, Indian, South African, Halal food etc. Experience in renowned international hotel chains is a plus.

Attachment 4 – Annual Service Fee Breakdown and Staffing Plan Breakdown

1. Annual Service Fee Breakdown

Service Content	Description	Quantity per year	Unit Price (RMB)	Total Annual Price (RMB)
Labor Cost	staff	12 months		
Daily & Routine Cleaning Service Fee	weekly cleaning	48 weeks		
Daily Consumables	disposable goods	12 months		
Pest Control Fee	bi-weekly	24 weeks		
Waste Disposal Fee	garbage removal	12 months		
Management Fee (%)	%	12 months		
Tax	%	12 months		
Others		12 months		
Total Catering Service Fee		12 months		

2. Staffing Plan Breakdown

Job Position	No.	Monthly Salary	Annual Salary	Employee Bonus	Employee Social Benefits	Total Annual labor cost	OT Pay/h(working days)	OT Pay/h(& weekends)	OT Pay/h(holidays)
Project Manager (fluent in English)									
Operation Assistant /Service Assistant (fluent in English)									
Chinese Cuisine Head Chef									
Chinese Cuisine Chef									
Chinese Cuisine Cook									
Western Cuisine Head Chef (foreign national)	1								
Western Cuisine Chef									
Western Cook (one shall be foreign national)									
Dim-Sum Chef									

Pastry Chef									
Pantry Waiter/Service Assistant									
Coffee Shop Attendant (fluent in English)									
Cashier									
Waiters									
Cleaning Staff									
EHS Specialist									

Attachment 5 – Financial Proposal Instructions and Tentative Template

The bidders should present the Financial Proposal according to the following finance model:

Copay Model: supplier delivers food services according to client requirement; client pays management fee/subsidy to cover partially labor and overhead cost. Employees pay for a competitive price meal.

NOTE: the proposal should include labor cost including one-time investment such as business license application, equipment and software related to canteen. Besides cleaning services, pest control will in charge of the contractor.

PRICE PROPOSAL TENTATIVE TEMPLATE

Site	Area	Service type (Annex 2)	Q	Unit Price Copay Model CNY	Total Monthly CNY	Total Monthly USD	Total Annual Cost CNY	Total Annual Cost USD
B1	Vendor Staff Canteen	Breakfast	1					
		Lunch	1					
		Dinner	1					
3rd F	NDB Staff Canteen	Breakfast	1					
		Lunch	1					
		Dinner	1					
4th F	Coffee-Shop		1					
5th F and Functional Floors	Coffee and gift shop and Pantries on 16F – 29F	Supplies refill						
30th F	VIP Banquet Hall and Executive Lounge	Buffet Breakfast	1					
		Buffet Lunch	1					
		Buffet Dinner	1					
		A la cart Breakfast	1					
		A la cart Lunch	1					
		A la cart Dinner	1					
Training Center Auditorium Meeting Rooms	Events	Category 1 Simple	1					
		Category 2 Medium	1					
		Category 3 Superior	1					
Additional Services	Materials							
	Waste Management							
	Cleaning, disinfection and pest control							
	Convenience and Innovation							

	One-time investment							
Total:								

Additional Service included to the RFP and SOW

The overheads cost ("Overheads Cost") shall include costs of utensil and small wares, cleaning (excluding · cleaning of oil fume pipes) and pest control provided by third parties assigned by the canteen vendor, POS and uniform as listed in the form below. Notwithstanding other provisions hereunder, any overheads cost not listed in the form below shall be subject to prior approval or confirmation by the New Development Bank and shall not be borne by the canteen vendor. The total costs of utensil and small wares, POS and uniform shall be amortized and paid by the New Development Bank to the canteen vendor per month during the conditional 3-year term of this Agreement. The costs of cleaning and pest control are subject to the actual amounts paid by the canteen vendor for such third-party services, which shall not exceed the yearly costs listed in the below form.

Overhead Summary (including tax)	
Item	Cost (RMB)
Utensil + Smallwares (one off cost)	
Western Counter Smallwares	
Chinese Counter Smallwares	
Coffee Station Smallwares	
FOH Smallwares	
Kitchen	
Additional kitchen utensils	
Pastry equipment	
Service Plates Cutlery	
Small equipment	
HSE related	
Third Party Service	
Cleaning (yearly cost)	
Pest control (yearly cost)	
Other (one off cost)	
POS 6 sets	
Uniform	
TOTAL	

Additional Cleaning and Disposable Costs include overheads of cleaning, food and non-food disposable listing in excel file which will be submitted by the

canteen vendor to the New Development Bank on monthly bases, the cost of which shall be reimbursed by the New Development Bank to the canteen vendor per the actual amount and price of the canteen vendor.

Additional Cleaning and Disposable Costs are out of " Overheads Cost" and should not be calculated into "Total Cost" and can't charge that management fee.

Attachment 6 - Supplier Information

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	