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-IT-2025-02113 Splunk Subscription Upgrade Initiative Y2026 for IT Security_ 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	Oct. 14, 2025
Question Submission Due	Oct. 20, 2025
Proposal Response Due	Oct. 30, 2025
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: 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 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:

NDB Information Technology
Splunk Subscription Upgrade Initiative Y2026 for IT Security

Executive Summary
Project Description

Our current Splunk solution implementation has been a critical component of our cybersecurity posture, helping operational continuity, security posture, and the ability to leverage data for business insights. The benefits of renewal extend far beyond simply keeping the software active, ensuring NDB continues to capitalize on the platform's powerful capabilities.

Our current license capacity is insufficient to onboard the comprehensive set of log sources now mandated by IT Procedure - Service Monitoring and Log Management.

The project will focus on upgrading the Splunk license capability from 50GB/day to 100GB/day and renewing the maintenance service.

Functions and Features
Functional Requirements

FR1.	General requirements for the solution provider team

Upgrade the subscription below one year from Splunk.

Existing Subscription	Upgrade to	Quantity	License Period
SE-T-LIC-ST: Splunk Enterprise -Term License with Standard Success Plan-50GB/Day	SE-T-LIC-ST: Splunk Enterprise -Term License with Standard Success Plan-100GB/Day	1	2025-12-31 to 2026-12-30
IT-T-LIC-ST: Splunk IT Service Intelligence -Term License with Standard Success Plan - 50 GB/Day	IT-T-LIC-ST: Splunk IT Service Intelligence -Term License with Standard Success Plan -100 GB/Day	1	2025-12-31 to 2026-12-30
ES-T-LIC-ST: Splunk Enterprise Security Term License with Standard Success Plan -50 GB/Day	ES-T-LIC-ST: Splunk Enterprise Security Term License with Standard Success Plan -100 GB/Day	1	2025-12-31 to 2026-12-30

FR2.	Service support requirement to the solution provider team

Renew the existing NDB Splunk maintenance service with the following specs one year.

Item	Service items	Description of the service	Service Specifications	Remark
			Level-2 support services Description	
1	Quarterly inspections	Regularly provide inspection services every quarter, issue quarterly	Inspection content:	
			1) Splunk cluster component health check	
			2) Master Policy current configuration information	
			3) Hard disk capacity check	
			4) System time check	

		inspection reports, and provide fault repair suggestions. If NDB encounters a fault that cannot be solved by itself, The vendor provides troubleshooting services as needed	5) Network communication checks	
			6) Splunk cluster component service status check	
			7) Splunk report function verification	
			8) Splunk License usage check	
			9) Inspection summary and suggestions	
			10) NDB describes the problem by email	
			11) The vendor analyses the problem, replies to the fault handling document, and repair suggestions by email	
			12) The vendor shall go to the scene to investigate and analyze the problem according to the provisions and provide solutions	
			13) There is a problem with the system itself, and The vendor assists NDB in applying for the original factory case processing	
3	Service maintenance scope	These objectives aim to maintain the availability, performance, security, and resilience of critical systems, ultimately ensuring the continuity of essential services and minimizing the impact of	Maintenance Objectives:	
			1) Establish a dedicated support team available 24/7 to respond promptly to critical incidents.	
			2) Provide 1-hour/2-hour response and troubleshooting for critical/high incidents, ensuring minimal downtime.	
			3) Escalate issues to Splunk teams and coordinate if necessary. 4) Implement emergency fixes and workarounds to restore service functionality. 5) Minimize system downtime by conducting regular inspections, upgrades, and repairs. 6) Ensure the optimal performance of critical systems and minimize the risk of failures.	

		disruptions on business operations.	7) Regularly review and update backup and recovery procedures to align with evolving business needs and technologies	
4	Software patches (excludin g major version upgrades)	Splunk officially released a new service pack, and the vendor is responsible for reminding customers to patch. The vendor provides a plan, and after confirmation by both parties, The vendor is responsible for patching and ensuring the stable operation of the system	Service activities: a) Stay part A informed about the latest security vulnerabilities and patches for critical systems. b) Evaluate and test patches to assess compatibility and potential impact on system stability. c) After patching, The vendor will check the system to ensure the stability of the subsequent system.	

Incident management requirement

Vendor shall follow the 4 defined priorities (Critical, High, Medium, and Low) requirements of response and resolution time, etc., when an incident occurs.

Priority	Respons e	Response Targets	Resolution	Resolution Targets

Priority	Response Time		Resolution Time	
Critical	30 minutes	95%	4 hours	90%
High	2 hours	95%	12 hours	90%
Medium	12 hours	90%	48 hours	90%
Low	24 hours	90%	72 hours	90%

Priority definition:

Critical: the system is down due to an incident, which leads to no access to the system.

High: a critical module or component is unusable and is preventing full use of the system in a manner that has a material impact on business. The system itself is partially available, but one or more elements are not functioning correctly and require immediate attention.

Medium: a non-critical or procedure of the system is down, unusable, or difficult to use with some operational impact, but no immediate impact on the system delivery, and an alternative or bypass is available.

Low: an enhancement to the system without which eligible users are unable to develop their business.

Response Time: the initial period in which The vendor responded to commence action to an incident.

Resolution Time: the period by which The vendor will resolve the issue or provide an alternative solution to walk around the issue.

Non-Functional Requirements

NF1.	Location

Details   Service resource to work with NDB HQ.

NF2.	Language

Details   English is mandatory as the medium of communication and documentation

NF3.	Payment

Details   Maintenance fee shall be paid quarterly after delivering the service.

NF4.	Service continuity

Details   Supplier shall ensure a seamless continuity of services during the renewal transition, including the provision of license coverage for up to three (3) months prior to expiration of the existing license, without additional charges, to allow sufficient time for activation of the renewed agreement and to avoid any disruption to business operations.

NF5.	Service Renewal

Details   The price is expected to be kept flat for the next year's renewal if needed.

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	