



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-2019-00160 Outsourcing Administrative support](#) project. Please refer to the following information or attached TOR (Service Scope) 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	March, 6 ,c2020
Deadline for Questions	March, 26, 2020
Proposal Response Due	March 27, 2020
Negotiation on contract	Tbc
Signing Contract	tbc
Project Kick Off	tbc

3. Instruction to bidders

3.1 Contact Information

Please use the following contact information for all correspondence with NDB concerning this RFP. **Suppliers who solicit information about this RFP either directly or indirectly from other sources will be disqualified.**

Mr. Ivan Nepeivoda

Address: 33rd Floor, BRICS Tower, No. 333, Lujiazui Ring Road, Pudong, Shanghai

上海浦东陆家嘴环路 333 号，金砖大厦 33 层

Email: nepeivoda.ivan@ndb.int

3.2 Submission of Proposals

Proposals shall be prepared in English. Both hard copy and electronic version is acceptable. Hard copy (6copies at least) is **optional** and shall be sent in sealed covers. Electronic version is **obligatory** and shall be sent to the above contact person with protection (password).

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. 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/data-and-documents/corporate-procurements/>)

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. Vendors 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 vendors.

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 vendors.

3.5 Proposal Costs

NDB is not responsible for any costs incurred by the vendor in the preparation of the proposal or the site visit.

3.6 Proposal Format (if applicable)

NDB recommends that the proposal should contain two parts as follows. **The vendor may choose other format if you desires so.**

Volume 1 – Main Proposal

Section 1 Executive Summary

Section 2 Functional Section

Section 3 Technical Section

Section 4 Project Management Section

Section 5 Support Section

The above format is only a recommendation. Suppliers could use other formats if you desire so.

Volume 2 – 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. Note: The payment will be done by international wire transfer, then NDB recommends that the tax fee must be included in the proposal, with respective details. Payment terms applicable - not less than 30 days.

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 vendors who are going to complete a proposal.

3.9 Sub-contractor

NDB expects to negotiate and sign contract with one winning vendor. NDB will accept only complete solutions from a primary vendor, and will not accept any proposals that are on only one item or a combination of items from the RFP. The prime vendor 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 vendor and a subcontractor.

3.10 Award Notification

NDB could negotiate with all shortlisted suppliers before deciding the winning vendor. And NDB reserves the right to negotiate further with the winning supplier before and in the contracting process. The remaining vendors will be notified in writing of their selection status.

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 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. Vendors 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, vendors must demonstrate adequate experience in developing and implementing the requested project. NDB's confidence in the vendors' ability to meet deadlines and successfully manage similar projects will be a primary consideration.

Special consideration is given to vendors 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 vendors will be carefully examined. Price will be used as a final indicator for determining the vendor finalists when all other criteria have been normalized.

iv. Presentation and Demonstration

The results of Presentation and Demo 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, vendors should provide adequate information to demonstrate their capabilities to fulfill this task.

5. Contract

The participant shall review the service agreement template provided by NDB in advance. The use of NDB's version of the agreement is preferable. Template agreement and general terms and conditions can be found on the NDB's official web-site <https://www.ndb.int/data-and-documents/corporate-procurements/>

Attachment:

Outsourcing of Administrative support

Staffing/Contract recruitment service for 1FTE in alignment of Brazil labor law.

Term: Full time, 3 years, with cancelation and extension options

Location: Brazil, Sao Paulo and Brasilia

Scope:

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.

Title	FTE q-ty	Annual GROSS Salary, USD	Agency Fee, %
Administrative support specialist (Sao Paulo)	1		
Receptionist (Sao Paulo)	1		
Receptionist (Brasilia)	1		

Participant should to provide agency fee related to this level of position in % from gross salary or fixed fee.

Annual GROSS salary provided for references. NDB has right to review the amount of salary before recruitment process.

Participant also should to provide their evaluation of Estimate Job description (provided in section A of this RFP) and make recommendation of Annual Gross Salary size.

Section A

Tentative Job Description: 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 and will be based in the Bank's regional office in Sao Paulo, Brazil.

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.
- Other duties and responsibilities assigned from time to time.

Position requirements

- Minimum of 7 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.