

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 Facilities Management Hard Services 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.

Please note the timeline below may be adjusted on the basis of actual situation.

Activity	Date
Distribution of RFP	June 24, 2020
Onsite visit	July 8-10,2020
Deadline for Questions	July 17,2020
Proposal Response Due	July 24,2020
Presentation and Demonstration	July 27- July 31, 2020
Notice of Award	TBD
Negotiation on contract	TBD
Signing Contract	TBD
Project Kick Off	September 1, 2020 (Tentative)

3. Instruction to bidders

3.1 Contact Information

Please use the following contact information for all correspondence with NDB concerning this RFP.

Ms. Lisa Yu / Ms. Dan Xu

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

Proposals shall be prepared in English or bilingual (English and Chinese). Hard copy (6copies at least) is optional and shall be sent in sealed covers. 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. Then registered suppliers need to **ENROLL** in the procurement notice (for open 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. 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.

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 two parts as follows.

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

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.

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 vendor and a subcontractor.

3.10 Oral Presentation

The selected suppliers must make a scripted demonstration to NDB’s evaluation panel (procurement committee) and participate in a question and answer session. Each supplier will be allowed up to three (3) hours to conduct their scripted demonstration.

The Oral Presentation provides an opportunity for Suppliers to physically present their intended methodologies/work plans, including their approach to the risk analyses and their mitigation required under Annex B, Terms of Reference and Scope of Work. Suppliers are encouraged to make maximum use this opportunity of highlighting the advantages and benefits to NDB of their proposals.

The Oral Presentations will be held individually with only one Supplier presenting at any given time. The Supplier’s proposed Facility Manager must be part of the Oral Presentation Team and deliver the technical part of the presentation. Suppliers’ confidence will be completely respected and ensured by NDB.

Presentations will begin approximately the week of July 27, 2020. Suppliers will be notified of the scheduled date, time and agenda.

The minimum qualifying technical score is 80 points. The bidder with the highest technical score will be invited for commercial negotiation.

3.11 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 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.

ANNEX A

REQUEST FOR PROPOSALS (RFP) FOR FACILITIES MANAGEMENT SERVICES

TERMS OF REFERENCE

1. Background

The New Development Bank (NDB), as a multilateral development bank is aimed to develop and implement solutions for a sustainable future permeates the General Strategy.

The core strategies are sustainable infrastructure, new relationships and new approaches. As a new multilateral development bank, NDB aims to build an innovative and adaptable culture with high quality standards and financial stability. Furthermore, a strategic implementation framework with key performance indicators, will be developed to align NDB's activities in a common direction and engage all divisions in realizing key institutional goals for 2021. This framework will also evolve in response to the experiences and the ongoing changes in the operating environment of the Bank.

According to The Agreement on the Establishment of New Development Bank jointly signed by China, Russia, India, Brazil and South Africa in Fortaleza of Brazil on July 15th, 2014 and The Bid Document for Settling-down of New Development Bank submitted by the Chinese government, Shanghai People's Government signed with The Memorandum of Understanding on the establishment of NDB Headquarter Building in Shanghai, deciding that NDB Headquarter Building will settle down at plot A11-01, Shanghai World Expo Garden, a parcel of land within the ecological function zone in Block A, which is on the northwest of Guozhan Road, northeast of Xueye road, and southwest of Gaokexi Road. Besides, Plot A11-02 to the east of the building is reserved by NDB for 2nd phase development.



NDB Headquarter Building comprises the boundaries, functions and positions of Block A together with China Palace of Art, Mercedes Benz Cultural Centre and China Union Pay Headquarter.

The proposed NDB Headquarter Building will accommodate about 2,500 people working at the same time. Standard Office Area and Management Office Area accommodate about 1,923 people. It intends to provide about 2,000 fixed office spaces. There are totally about 500 people in Public Service Area, including NDB employee, property management team and security team. From top floors down to low floors, the building is such vertically arranged as Board Room, Management Office Area, Staff Office Area, Comprehensive Service Area, Underground Service Area, Server Room Area and Garage Area.

The General information of NDB Headquarters Project is listed as follows:

- *Land Area : 12,067.4m²*
- *Overall Floor Space : 126,423.1 m²*
- *Above Ground Floor Area : 85,676.95 m²*
- *Basement Floor Area : 40,746.15 m²*
- *Above Ground Levels: 30 Floors*
- *Basement: 4 Floors*
- *Height of Tower Building: 150m*
- *Height of Podium Building: 33m*
- *Car parking lot: 520*
- *Total Capacity: 1842 staff people+500 service people*

NDB now plans to procure a Facilities Management (FM) Services Supplier to provide the required Facilities Management Hard Services that will ensure the satisfactory Facilities Management of new headquarters office's support facilities and the provision of a healthy working environment within the offices.

2. Objectives

The main objective of the Facilities Management Hard Service is to ensure an optimal working environment in NDB's new headquarters building with maximum energy efficiency and minimal operating costs without compromising the reliability of the facilities providing this environment and without interrupting the NDB's normal operations.

In achieving the above objective, the Supplier must ensure that the NDB's new headquarters building, all of the plant, installations and equipment installed to maintain the headquarters building's working environment. Additionally, the supporting utilities supply are correctly inspected, checked and maintained, with all supporting documentation¹:

2.a) in accordance with their manufacturers' recommendations,

2.b) in accordance with accepted industry best practices,

2.c) in compliance with prevailing Chinese laws, regulations and statutory requirements.

At the same time, and in accordance with ensuring an optimal working environment throughout all of the office space occupied by NDB, the necessary work undertaken by the Supplier must not interrupt or effect in any way The Bank's normal operation. This will require that much of the maintenance to be performed under the Facilities Management Service is done outside of NDB's working hours which are from 9am to 5:15pm.

To ensure that NDB receives the Facilities Management Service it needs to support its new headquarters building, the service Supplier must be able to clearly demonstrate its capacity to provide to provide a facilities management service of the quite highest level.

Some of the installations in NDB's new headquarters building will be the most advanced technology and the Facilities Management Service Supplier must be able to demonstrate access to specialist expertise, globally if necessary, to support the maintenance and operation of NDB's facilities.

¹ It is intended by NDB that documentation will be kept in electronic format as far as possible, see 3.7 Document Storage & Paperless Reporting page 10 below

3. Scope of Work

The Scope of Work is the supply of a complete Facilities Management Hard Service for the NDB's headquarters building. The formal handover date to NDB is Sep.1st 2021 and the Facilities Management Service will start 12 months before formal handover date. Therefore, there are 2 main work stages within the Scope of Work for this contract as follows:

- Stage 1 – Set Up and familiarization, Stage 2 – Full Facilities Management Implementation
FM Hard services are mainly associated with technical activities, including building inspection and maintenance, utilities operation, inspection and maintenance, project management, energy management, tools and consumables management, SOPs setup and review, etc.

The main components of the above 3 stages are summarized below.

Scope of Work, Stage 1 – Set Up and Familiarization

- St 1-1. Witnessing the testing and commissioning of the NDB headquarters building structure (all of the central core, the Tower, the Podium and basement parts) and all plant, equipment and installations. Ensure that the building, plant, equipment and installations are fully commissioned and operational, with set points established as necessary and commissioning certificates correctly completed by the NDB headquarters building handover date, 01 Sept. 2021; and submit regular progress reports and punch lists to NDB throughout this period.
- St 1-2. Ensuring all O&M Manuals and as Built Drawings are completed by the construction contractor and handed over to NDB in electronic format and 3 x bound hard copies by handover date, 01 Sept. 2021. O&M manuals to be A4 size; electrical, mechanical and hydraulic drawings are to be AO size and bound.
- St 1-3. Ensuring all manufacturer's original manuals, parts lists and other documentation are handed over to NDB with the NDB Headquarters building handover acceptance.
- St 1-4. Setting up, configuring and populating the CMMS (Computerized Maintenance Management System) – Suppliers are to propose their preferred CMMS package in the proposal providing NDB with the option of buying it themselves or through the Supplier.

- St 1-5. Verifying the BMS (Building Management System) provided by NDB. It is the Supplier's responsibility to correctly configure the BMS to ensure NDB's energy use is optimized.
- St 1-6. Compiling a complete Asset Register in NDB's CMMS (St 1-4 above) for the new Headquarters building, and all plant, equipment and installations in the Facilities Management Service, complete with all warranty details, a structured asset numbering system and a locations identification system.
- St 1-7. Familiarization with the BIM (to be transferred from the designers at NDB Headquarters building handover time).
- St 1-8. Preparing an impact analysis and implementation plan for achieving LEED Platinum Standard for Maintenance within 12 months of NDB accepting the office complex building.
- St 1-9. Preparing an impact analysis and implementation plan for achieving WELL v2– Platinum Standard within 12 months of NDB accepting the office complex building.
- St 1-10. Preparing the 50-year life cycle cost model, (required to be fully operational by 01 September, 2021).
- St 1-11. Prepare the Facilities Management Services Delivery Plan, and Preventive Maintenance (PM) Program for Stage 2, including all required checks and inspections, in accordance with manufacturers' recommendations, all relevant Chinese statutory authority regulations and international industry best practice for the structure and all of the plant, installations and equipment in the Asset Register, in readiness for Stage 2. Copies of these are to be submitted as part of the proposal.

The Facilities Management Services Delivery Plan is to describe how the Supplier intends to deliver the required services, how the Supplier's proposed facilities management team will be deployed and how the work will be done without interrupting NDB's routine operations. The Supplier should refer to any relevant international standards being observed in the Facilities Management Services Delivery Plan.

The Preventive Maintenance (PM) Program is to describe the various checks, tests, inspections and maintenance tasks to be undertaken, and the different time intervals at which they are to be undertaken. NDB accepts that exact details of much of the installed equipment is not available at present, other than maximum size/capacity, and so the

Supplier may base the PM Program on generic maintenance regimes. However, the successful Supplier will be expected to revise the PM Program accordingly once exact equipment details are known and any price variations must be discussed with NDB and approved by NDB.

St 1-12. Agreeing the response times and action plans (see 3.4 below) for unscheduled and scheduled interventions in accordance with the priority of work required.

St 1-13. Preparing the reporting formats to be submitted monthly and as requested to NDB, including KPI reports, ready for implementation after NDB occupies the office complex.

St 1-14. Agreeing the KPIs (see 3.6 below) required by NDB as part of the reporting procedure.

St 1-15. Test and drill of the Supplier's Business Continuity Plan and emergency response plans (in case of power outage, fire, attack, severe weather condition, earthquake etc., submit a copy of this plan with proposal.

St 1-16. Prepare a Methodology/Work Plan for the implementation and completion of Stage 1 to ensure a smooth transition from Stage 1 to Stage 2, complete with a Risk Analysis and Risk Register. Submit copies with proposal.

St 1-17. Prepare a Methodology/Work Plan for the implementation of Stage 2 complete with a Risk Analysis and Risk Register. Submit copies with proposal.

St 1-18. Janitorial service by demand (Single shot internal cleaning by demand). Price should be provided by m² and includes all required equipment and supplies. Minimal size of order – entire floor (~1800m²)

NOTE 1: For computerized software packages, regardless of whether NDB provides the software packages itself or uses packages provided by the Supplier, the data used within these packages remains the sole property of NDB and may not be used by any other party without prior, written approval from NDB.

NOTE 2: As software capacity develops, it may be possible to incorporate the 50-year life cycle cost model (St 1-10) into the BIM, BMS or CMMS, or make even further software consolidations to a single software package within 10 years or less. If a Supplier is aware of such a change taking place during the proposed duration of the Facilities Management contract a note to this effect may be

added when addressing the Technical Specifications Worksheet, Annex B-2(to be provided), but the Financial Proposal should be based on separate software packages.

Scope of Work, Stage 2 – Full Facilities Hard Service Management Implementation

- St 2-1. Execution of the Facilitates Management Services Delivery Plan and Planned Preventive (PM) Maintenance Program according to the schedule agreed with NDB from St 1-11 above.
- St 2-2. Submission of facilities management and KPI reports according to schedule agreed with NDB.
- St 2-3. Maintaining the CMMS, BMS and BIM, performing all upgrades as necessary and ensuring NDB maintains the validity of necessary licenses and agreements Together with respective software provider.
- St 2-4. Ensuring 24/7 availability of the Supplier's support team.
- St 2-5. Supporting NDB in minimizing operating costs of the new office complex without compromising office availability. Ongoing savings plan and improvements proposals should be provided on the regular bases.
- St 2-6. Operating under LEED Platinum Standard for the maintenance of the Headquarters Building should NDB approve the LEED standards implementation plan from St 1-8 above.
- St 2-7. Operating under WELL v2 Platinum standards within the Headquarters building should NDB approve the WELL standards implementation plan from St 1-9 above.
- St 2-8. Completing the 50-year life cycle costing model by 01 September 2021.
- St 2-9. Undertaking incidental repairs and small works (value less than US\$70,000) as necessary in agreement with NDB and in accordance with schedule of rates provided in Pricing Schedule, after obtaining prior written approval of this work from NDB.

St 2-10. Undertaking space management, including maintaining seating plans and office identification labels, making and installing new labels as necessary, carrying out space utilization studies and providing recommendation for improvement.

St 2-11. Monitoring and managing external contractors and suppliers who are engaged by NDB to carry out other works in the building, including qualification checks, access approval, review work plans, issue work permits, coordinate services isolations when required, approve OH&S plans and supervise implementation of the plans.

3.1 Brief Description of NDB's Headquarters Building

Further to 1. Background above, NDB headquarters building will initially occupy all 30 floors of the core of the new building, parts of 4 basement floors.

It is possible that there could be some savings in operating costs due to any large-scale non-occupancy of the remaining 126,000m² of office space. NDB's approach to realizing any such savings is discussed under 6. Pricing Structure below.

NDB's new Headquarters Building will comprise standard offices, multi-function halls and conference areas, restaurants, cafeteria and canteen, gym, clinic and many other associated staff amenities. Above ground level the structure is an all steel framed building with steel floors covered by concrete screeds.

The external walls are glass and so function as windows as well as the building facade. The external walls/windows of the offices and other working spaces are double glazed with an intelligent shading system between the two glass panes; the intelligent shading is managed by the Building Management System (BMS). The external panes are laminated with a heat blocking film to reduce heat transfer through the glass..

3.2 Summary of Items to be Maintained in the Facilities Management Service

The system scope of hard services is shown as follows:

- Extra Low Voltage (ELV) System
 - Building Management System
- Electrical System

- Electrical Switch Room (HV & LV)
- Power Distribution
- UPS System for data center and other key areas
- Lighting
- Window
- Power Charge Station
- Power Generator

- Heating, Ventilating and Air Conditioning (HVAC) System
 - Chiller Plant and Pump for Data Center
 - Primary Air Unit
 - Air Handling Unit
 - Fan Coil Unit
 - Duct
 - Fresh air intake fan and exhaust air fan
 - VRV Units
 - Data Center Air Conditioning
 - Heat Water System
 - Pipes

- Fire System
 - Fire services water pump
 - Automatic Fire Alarm System
 - Fire buffer tank and pipes
 - Fire Hydrant
 - Sprinkler System

- Plumbing and Drainage (P&D) System
 - Sewage treatment plant and pump
 - Cold and hot water pump
 - Potable and city water supply and distribution
 - Toilet and Fixtures
 - Soil and waste pump
 - Irrigation water pump system for outdoor landscaping
 - External rain and storm water drainage system
 - Kitchen and canteen

- Civil and Structural (C&S) System
 - Building Facade
 - Perimeter Fencing
 - Road, guidepost and drainage
 - Storm water and rainwater discharge
 - Roofing and building, including doors and windows
 - Car wash and wheel wash disinfection

- Lifts
- Other Systems
 - MEP (Electrical, Mechanical and plumbing) for IT, building security (CCTV, Access Control, etc.) and onsite third parties

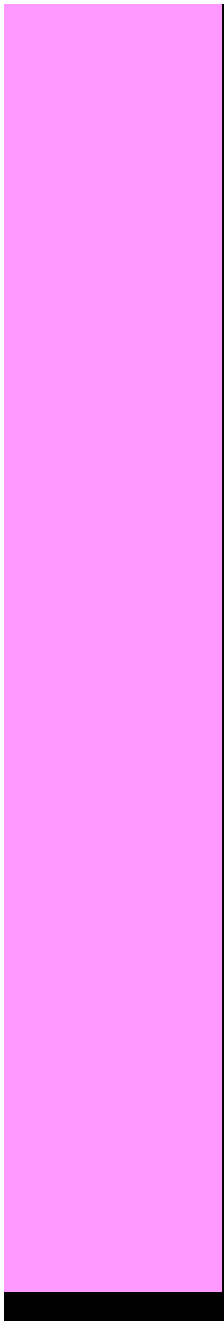
The hard services in scope of hard services are listed as follows:

- **Operation of the building and infrastructure**
 - Monitoring the Building Management System (BMS) to ensure the site facilities are kept at optimal operating efficiency and performance.
- **Preventative maintenance for building and infrastructure:**
 - Daily and weekly inspections for all buildings and related generic equipment
 - Scheduled regular (monthly, quarterly, annual) maintenance works
 - License management for the equipment in scope
 - Daily repairs and maintenance works
- **Minor Repair Works**
- **Small Project Works**
 - Small projects will be performed by the on-site HS team
 - Project management from initiation phase (defining requirements), through plan, design, construct to complete works
 - Risk management, on-time, in-schedule, in-cost, in-quality delivery
- **Compliance to local and NDB laws and policies**
- **Support annual budgeting process**
- **Manage performance of specialized and authorized vendor if work is outsourced**
- **Annual Review of facility or asset risk assessment**

3.3 Response Times

Response times refer to the time taken by the Supplier to respond to Facilities Management incidents and are not related to the timetable for proposal completion. Response times are summarized in the table below.

Service Level Standard – Reactive Maintenance Response Times				
Priority	Example	Response Time	Action	SLA Target
A - Emergency - 'risk to life, limb and/or property'. May also be required out of office hours.	<input type="checkbox"/> Gas Leak <input type="checkbox"/> Major Water Leak <input type="checkbox"/> Lift Entrapment <input type="checkbox"/> Fire or imminent risk of fire or explosion <input type="checkbox"/> Collapse or imminent collapse of structure	Immediate	1 st - Try to recover/repair system 2 nd - If can't be recovered seek contingency plan with customer 3 rd - Always ensure system is left in a safe condition and agree contingency plan with customer 4 th - Establish root cause – can a future recurrence be prevented?	100%
B - Urgent	<input type="checkbox"/> Excess amount of water entering building or overflow running <input type="checkbox"/> Loss of hot water, electrical, power or HVAC services to or in building <input type="checkbox"/> Malfunctioning lock & building security risk <input type="checkbox"/> Loss of local power to building	Within 2 hours	1 st - Try to recover/repair system 2 nd - If can't be recovered seek contingency plan with customer 3 rd - Always ensure system is left in a safe condition and agree	100%



- Blocked drains/toilets/internal waste pipes if no other facility
- Broken window & building security issue
(will be boarded up)
- Problems effecting emergency access/egress or preventing disabled access
- Security of a room within a secure building
- Floor covering if trip hazard
- Loss of HVAC services, hot water or lighting in a room where contingency services are available
- Unusable showers/toilets if not alternatives available for use
- Water leak if not causing building damage



contingency plan with customer

4th - Establish root cause – can a future recurrence be prevented?



Service Level Standard – Reactive Maintenance Response Times				
Priority	Example	Response Time	Action	SLA Target
C - Standard	<input type="checkbox"/> Single stair light out <input type="checkbox"/> Lack of power at a single socket <input type="checkbox"/> Adjustments to doors/door closers/window when difficult to close/open <input type="checkbox"/> Only 1 light out of many in a room <input type="checkbox"/> Single radiator not working when one of many in a group	Within 1 day	Repair/fix/adjust	90%
D - Planned	<input type="checkbox"/> Replacement floor covering <input type="checkbox"/> Replacement curtains/blinds <input type="checkbox"/> Minor decoration <input type="checkbox"/> General extractor fan (not LEV) <input type="checkbox"/> Plaster repairs <input type="checkbox"/> Quotations for works	Within 2 days	Repair/fix/adjust	90%

Suppliers are to base their prices on the response times shown in the table. The successful supplier may negotiate response times with NDB during contract negotiations if a fee reduction is possible while still providing NDB with acceptable response times.

3.4Reporting

The details of the reporting are to be agreed between the Supplier and the NDB, but reporting to

NDB is to be:

- on a monthly basis for routine activities, submitted within 5 days after the end of the calendar month,
- within 24 hours of any emergency event, including injury to NDB staff, Supplier's staff, or third parties. Accidents involving injury are also to be entered in the relevant Medical Log, either NDB's the Supplier's or both, depending on the injured parties,
- as and when requested by the NDB.

Reports may be prepared using the reporting systems of the CMMS and the BMS, but may require a separately prepared cover note, the format for which is to be determined by the NDB.

Reporting will normally be required in electronic format only, but NDB may require hard copies as well, which must be provided by the Supplier as requested by NDB. A Fire Alarm Log Book and an Accident Book must be kept in hard copy at all times.

KPIs are included in the reporting process and are described further below.

3.5 KPIs

The 5 KPIs required are:

1. backlog of deferred work,

2. percent of completed work that is reactive,
3. preventive maintenance (PM) program compliance,
4. Pareto analysis of completed work,
5. weekly work-schedule compliance.

3.6 Document Storage and Paperless Reporting

All reporting is to be in electronic format, unless hard copies are specifically requested by the NDB, complying with NDB's 'lean, green, clean' policy. The Fire Alarm Register and Accident Record Book are to be kept in hard copy as well as electronic files.

3.7 Occupational Health and Safety (OH&S)

The Supplier is responsible for the occupational health and safety of persons employed in the Facilities Management Service, whether permanent staff, temporary, part-time or contract staff, or sub-contractors. The Supplier is also responsible for ensuring the implementation of safe working practices to protect NDB staff and third parties from harm and accidents while carrying out the Facilities Management Service.

The Supplier will be required to maintain a hard copy accident record book for the Facilities Management Service.

3.8 Insurance

The Supplier is required to have full contractor's all risk insurance with the insurance policy being in full compliance with Chinese statutory requirements. A copy of the Supplier's insurance certificates and cover must be submitted as part of the proposal. The insurance certificate submitted should clearly show to show that the Supplier has sufficient financial cover to protect NDB's new office complex against unforeseen risk.

3.9 Facilities Management Maintenance Tasks, Timing and Sequences

The execution of the Facilities Management Service must be done in accordance with the maintenance recommendations of the various manufacturers of the installed assets, plant and equipment, including structural components, as well as prevailing local statutory requirements and accepted industry best practices.

The execution of the Facilities Management Service must not interrupt the NDB's normal working operations and NDB accepts that this requirement will necessitate that much of the physical implementation of the work will be done outside normal working hours.

3.10 General Requirements

3.10.a Spare Parts, Materials and Consumables

The execution of this contract requires the Supplier to provide spare parts, materials and consumables. Whenever possible, spare parts, materials and consumables must be genuine, manufacturer's parts. However, NDB accepts that for some of the spare parts, materials and consumables to be used in the execution of this contract, (e.g. lubricants, filters, batteries and paint), alternative premium quality aftermarket options are available that may provide NDB with better value for money.

Therefore, any Supplier wishing to use aftermarket alternatives to genuine manufacturer's products must state this in their tender, complete with the name of the manufacturer of the alternatives to be used. However, it is the Supplier's responsibility to ensure that any alternatives to genuine manufacturer's spare parts are of priority brand. In the case of any equipment failure during the execution of this contract arising from the use of inadequate quality aftermarket parts by the Supplier, the Supplier will be held responsible for the cost of all necessary equipment repairs and the associated costs of all related unavailability of facilities.

Any change from any agreed, tendered manufacture of spare parts, materials or consumables during the execution of this contract must have NDB's prior consent. Failure to obtain such consent may render this contract invalid, exonerate NDB from part or all payment of invoices submitted after such an unauthorised change, and NDB will seek damages, including the associated costs all related unavailability of facilities, if any asset, item of plant or piece of equipment fails through the use of any spare parts, materials and consumables not consented to by NDB.

3.10.b Lubricants

The relevant API service category and SAE viscosity grade (as applicable) must be stated for all lubricants proposed for use in this contract.

3.10.c Warranty

Suppliers are required to state the warranty they will provide for labour and materials supplied under this contract in addition to the manufacturers' warranties.

4. Team Requirements

The Supplier is expected to provide its most effective team to undertake NDB's required Facilities Management Hard Service providing NDB with optimal value for money. The team may be composed of the Supplier's in-house permanent staff and sub-contracted specialist personnel.

While the Supplier is free to determine its own Facilities Management Team, NDB has specific requirements for the management of that team and so requires copies of current CV for the four (4) positions described below.

NDB's CV template is provided in the RFP, Annex C-2. Failure to use this template may result in a supplier's proposal being rejected

4.1 Account Director CV

The Account Director will be an active senior director of the Supplier's company and someone that NDB can contact immediately, if necessary at any time, should a crisis arise in the execution of the contract. Therefore, NDB must be given the appropriate contact details for this person once the successful bidder has been selected and contracts agreed. NDB will treat these details with the strictest confidence.

The Account Director will be ultimately responsible for quality assurance and the successful delivery of the contract, even though the account director will not be permanently on site managing the contract. NDB requires that the Account Director attends the KPI reviews.

4.2. Facility Manager CV

The Facility Manager will be the Supplier's contact point with NDB and so must meet at least the following criteria:

- 10+ years' Facilities Management working experience at a senior level
- 5+ years' experience of working with international clients
- No less than two years' experience with the Supplier that is submitting a bid for this contract
- Excellent English both oral and written – the proposed Facility Manager is required to sign a statement that he or she has been responsible for preparing the Supplier's proposal as proof of written English skills, and verbal English skills will be assessed during the Oral Presentation.
- Experience of working with computerized building and maintenance management systems

4.3. Deputy Facility Manager CV

The Deputy Facility Manager must always be available to NDB as a substitute for the Facility Manager whenever the appointed Facility Manager is not available. The Deputy Facility Manager must therefore meet all the same criteria as the Facility Manager.

The Deputy Facility Manager is not required to be permanently available to NDB on site at the same time as the Facility Manager or by telephone contact elsewhere. To enable the Supplier to propose the most cost-effective contract fee rate, the Deputy Facility Manager is to be omitted from the Supplier's total fee calculations.

The Supplier may appoint an assistant for the Facility Manager, who may be on-site permanently, if this is considered necessary by the Supplier. The successful Supplier may discuss the exact titles for the deputy and assistant with NDB during contract negotiations and change them to suit the Supplier's management designations if necessary.

4.4. Small Works Project Manager CV

The Supplier is to provide a CV for the proposed Small Works Project Manager. The quantity of Small Works, if any, cannot be defined at this stage and so the price for the proposed Small Works Project Manager must not be included in the contract fee make up. If the services are required, the agreed fee will be included in the small works cost and the work treated as a contract variation.

To allow for the potential cost of any small works, the Supplier is to show a value of 20% of the total Facilities Management contract price as an additional cost. NDB will then issue reimbursable work orders to cover any costs.

The daily fee for the proposed Small Works Project Manager is to be shown in the Price Schedule Annex D-1.

The Supplier will determine the full makeup of its Facilities Management Team, which may include self-employed and/or sub-contracted specialists. The Supplier is required to submit a schedule of its proposed Facilities Management Team, identifying permanent on-site members and those only required for specific inputs. This may be included in the appropriate section of Annex B-2 Technical Specifications Worksheet(to be provided), or attached as a separate document.

NDB will provide basement space for the Supplier to use as storage space and workspace for the supplier to use on NDB's Administration floor. The head of NDB's Administration department is the person to whom the Supplier's Facility Manager reports. If the Supplier requires any further facilities, they are to be listed in Annex B-2 Technical Specifications Worksheet(to be provided).

These team members' individual fee rates are to be listed in the Price Schedule, Annex D-1, Financial Proposal.

5. Timeline & Deliverables

In the table below, completion dates for the Deliverables are based on contract signing being completed to allow contract commencement on **01 Sep 2020**

Deliverable No	Brief Description	Completion Date
1	Witnessing & commissioning	31 August 2021
2	Reporting during witnessing	Within 4 days of the end of each month
3	Fully populated CMMS	31 August 2021
4	Complete PM Program	31 August 2021
5	Facilities Management Asset Register	31 August 2021
6	Fully operating BMS	31 August 2021
7	Facilities Management Hard Service	31 August 2021
8	Maintenance to LEED & WELL	31 August 2021
9	Facilities Management Reporting	Within 4 days of the end of each month
10	50-year life cycle cost model	31 August 2021

6. Pricing Structure

NDB intends to award a 3-year Facilities Management Hard Service contract with an option for a 3-year extension on satisfactory completion of the initial 3-year period.

NDB requires a fixed monthly fee for this contract. There are 2 separate sections for this contract:

Stage 1 – Facilities Management Set Up and Familiarization, where the supplier sets up the required systems and becomes familiar with the equipment and assets being installed,

Stage 2 – Facilities Management Implementation in accordance with the PM Program and the Facilities Management Services Delivery Plan.

The work requirements for the 2 stages are very different, therefore, 2 fees are to be submitted in the

Financial Proposal:

- a Stage 1 monthly fee,
- a Stage 2 monthly fee.

There will be an option to re-negotiate the Stage 2 fee if NDB decides to take up the offer of a 3-year extension.

The Supplier's Facility Manager is to be the same person for both Stage 1 and Stage 2. Changing the Facility Manager in Stage 2 could lead to punitive charges.

The Stage 2 fee is to be based on the estimated 126,000m² of NDB office floor. Further to 3.1 above, it is quite possible that part of the Tower is not fully occupied immediately. Therefore, NDB proposes that if it is practical to close down some major items of installed equipment, this is done, and a reduced fee negotiated to take advantage of any possible savings.

The supplier is reminded that while the Stage 2 fee is to be based on approximately 126,000m², these areas are only approximate and may change by the time of contract start up, for which NDB reserves the right to re-negotiate the monthly fee.

NDB is also aware that, at the time of issuing this TOR, full details are not available for every installation, asset, and piece of equipment to be covered by this contract so that, in some cases, Suppliers will have to base their proposal fees on generic maintenance regimes based on their experience of similar size systems. Therefore, NDB expects the selected Supplier to advise NDB of any savings that can be passed on to NDB once the exact Preventive Maintenance plan is known, and NDB reserves the right to re-negotiate the Stage-2 contract fees with the selected supplier accordingly.

To allow for pricing unforeseen works that are not covered by warranty agreements, the Supplier is to provide a schedule of rates for the main staff members in its team in the appropriate places in Annex-D of the RFP, Price Schedule.

The cost of the offered CMMS and BMS software if supplied by the Supplier will also be shown in Annex-D of the RFP, Price Schedule.

Complete the Price Schedule in Annex D-1 of the RFP. Failure to price any item may result in rejection of the Proposal or non-payment against that item.

The prices quoted should include all costs, taxes, import duties etc., and be the price that NDB will be charged.

It is NDB's intention that the Facilities Management contract will run smoothly with no major variation from the Scope of Works presented above. However, the Price Schedule does not necessarily guarantee an annual or whole life cost of this contract as this could be affected by unforeseen circumstances and the eventual use by NDB of its facilities

7. Supplier's Response to Technical Specifications

The Technical Specifications are presented in Worksheet format with a column for the Supplier to confirm compliance or otherwise, and a column for justifying non-compliance, if this is the case.

The second column may also be used for any comments the Supplier wants to make in addition to confirming compliance.

Please respond to every item in Annex B-2 Technical Specifications Worksheet

(to be provided)

ANNEX B-1

REQUEST FOR PROPOSALS (RFP) FOR FACILITIES MANAGEMENT SERVICES

Appendix of Drawings and Specifications

List of Drawings and Specifications to be provided at later stage

1. Architectural layout
2. Phase 1 layout (Vol A & B)
3. HVAC
4. Electrical
5. Plumbing
6. BMS
7. Firefighting electrical
8. Facade
9. Kitchen
10. Audio visual systems
11. Lifts
12. Basement floors phasing demarcation plans

13. MEP System framework

Please note that the above drawings and design details are the latest available at the time of issuing this Scope of Work but are not guaranteed to represent the final size and configuration of anything. IF IN DOUBT AND REQUIRE FURTHER INFORMATION, PLEASE ASK.

ANNEX B -2

REQUEST FOR PROPOSALS (RFP) FOR
FACILITIES MANAGEMENT SERVICES

TERMS OF REFERENCE – TECHNICAL SPECIFICATIONS

To be provided at later stage

ANNEX C

REQUEST FOR PROPOSALS (RFP) FOR FACILITIES MANAGEMENT SERVICES

TECHINICAL PROPOSAL SUBMISSION FORM

[*Location, Date*]

To: [*Name and address of NDB*]

Dear Sirs:

We, the undersigned, offer to provide the service for [***name of the assignment***], in accordance with your Request for Proposal dated [*date*]. We are hereby submitting our Technical Proposal attached in a separate Annex.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in Section 2 of ANNEX A., we undertake to negotiate on the basis of the proposed personnel. Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations. We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than the date indicated in Section 2 of ANNEX A.

We understand you are not bound to accept any Proposal you receive.

[List no deviation / non-compliance of Terms and Conditions here, if any.]

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

ANNEX C-1

**REQUEST FOR PROPOSALS (RFP) FOR
FACILITIES MANAGEMENT SERVICES**

TECHINICAL PROPOSAL

PROPOSAL RESPONSE CHECKLIST			
Check that you have included all required documents with your proposal			
1	Completed Proposal Submission Form, Annex C	Yes	No
2	Proof of Authorization as described in 5.3 above	Yes	No
3	Financial Proposal Submission Form, Annex D	Yes	No
4	Price Schedule, Annex D-1	Yes	No
5	Copy of Supplier's Business Continuity & Emergency Response Plans	Yes	No
6	Copy of the Facilities Management Services Delivery Plan	Yes	No
7	Copy of the Preventive Maintenance Program	Yes	No
8	Copy of Methodology/Work Plan for Implementation of Stage 1	Yes	No
9	Copy of Risk Analysis and Risk register for Stage 1	Yes	No

10	Copy of Methodology/Work Plan for Implementation of Stage 2	Yes	No
11	Copy of Risk Analysis and Risk register for Stage 2	Yes	No
12	Evidence of ability to access international specialist expertise if needed	Yes	No
13	Copy of Supplier's Team Structure diagram	Yes	No
14	CV in NDB format of Supplier's proposed Account Director	Yes	No
15	CV in NDB format of Supplier's proposed Facility Manager	Yes	No
16	CV in NDB format of Supplier's proposed Deputy Facility Manager	Yes	No
17	CV in NDB format of Supplier's proposed Small Works Project Manager	Yes	No
18	CV in NDB format of every member of Supplier's Team shown in 12 above	Yes	No

ANNEX C-2

Curriculum Vitae (CV) for Proposed Personnel

Position Title and No.	{e.g., Facility Manager}
Name of Firm	<i>Insert name of firm proposing the expert</i>
Name of Expert:	{Insert full name}
Date of Birth:	{day/month/year}
Citizenship	

Education: {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}

Employment record relevant to the assignment: {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, *type of employment (full time, part time, contractual)*, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

Period	Employing organization and your title/position. Contact information for references	Country	Summary of activities performed relevant to the Assignment
[e.g., May	[e.g., Ministry of,		

2010 - present]	advisor/consultant to... For references: Tel...../email.....; Name, Title]		<i>(need be as detailed as possible)</i>

Membership in Professional Associations and Publications:

Language Skills (indicate only languages in which you can work): _____

Adequacy for the Assignment:

Detailed Tasks Assigned on Supplier's Team of Experts:	Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks

Expert 's contact information : (e-mail....., phone.....)

Certification:

I, the undersigned, certify to the best of my knowledge and belief that

- (i) This CV correctly describes my qualifications and experience.
- (ii) I was not part of the team who wrote the terms of reference for this consulting services assignment.
- (iii) I certify that I have been informed by the firm that it is including my CV in the Proposal for this assignment. I confirm that I will be available to carry out the assignment for which my CV will be submitted in accordance with the implementation arrangements and schedule set out in the Proposal.

I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

(Signature of Experts)

Day/Month/Year

ANNEX D

REQUEST FOR PROPOSALS (RFP) FOR
FACILITIES MANAGEMENT SERVICES

FINANCIAL PROPOSAL SUBMISSION FORM

[*Location, Date*]

To: [*Name and address of NDB*]

Dear Sirs:

We, the undersigned, offer to provide the technical proposal for [***name of the assignment***], in accordance with your Request for Proposal dated [*date*]. We are hereby submitting our Financial Proposal.

Our attached Financial Proposal is for the **sum of*** [*Amount in words and figures, including or excluding taxes*] as shown in the **Price Schedule** Annex D-1 complete with our schedule of other, related fees.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiation.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Add:

***The Sum must include all the taxes.**

ANNEX D-1

REQUEST FOR PROPOSALS (RFP) FOR
FACILITIES MANAGEMENT SERVICES

FINANCIAL PROPOSAL

Please complete the Price Schedule below.

For Items 1 & 2, the monthly fee is the Supplier’s total cost for the stated Stage service divided by the number of months for the relevant Stage.

For Items 3 & 4, the costs for the software packages must be the total cost to NDB of owning and operating the software. If licenses and support fees are an annual charge, the Supplier may show these as separate annual charges using the convention 3.a, 3.b and so on respectively.

For Item 5, 5.e onwards, these must correspond with the positions given in in Annex B-2 Technical Services Worksheet(to be provided) Supplier’s Team. The purpose of this requirement is to assist in the rapid resolution of any dispute regarding costs of work outside of the contract’s Scope of Work.

PRICE SCHEDULE	
The Supplier is responsible for delivering the service to The Bank/NDB at its new headquarters and for all costs associated with providing this service, as reflected in the fees quoted by the Supplier below.	Date: _____ RFP no. _____ Page N° _____ of _____ (Attach additional pages as necessary)

Item No.	Description of Service	Unit price US\$
	Facilities Management Contract Fees	
1	Monthly Fee for provision of required Facilities Management Service over Stage 1	
2	Monthly Fee for provision of required Facilities Management Service over Stage 2	
3	Cost of recommended CMMS software including all necessary modules, annual license & support fees	
	Daily Rates for Unscheduled Interventions	
4	<p>Individual daily schedule of rates for the Supplier's Specific team members, to be used as the basis for calculating all unscheduled interventions that are not warranty work; Supplier to complete job titles in accordance of Annex B-2 Technical Specifications Worksheet(to be provided) and provide relevant daily rates</p> <p style="margin-left: 40px;">a) Account Director</p> <p style="margin-left: 40px;">b) Facility Manager</p>	

PRICE SCHEDULE

The Supplier is responsible for delivering the service to The Bank/NDB at its new headquarters and for all costs associated with providing this service, as reflected in the fees quoted by the Supplier below.

Date: _____
 RFP no. _____
 Page N° _____ of _____
 (Attach additional pages as necessary)

Item No.	Description of Service	Unit price US\$
	c) Deputy Facility Manager	
	d) Small Works Project Manager	
	e)	
	f)	
	g)	
	h)	
	i)	
	etc. as required – Supplier may extend the form to suit	

Name of Supplier:

Signature of Supplier:

Date:

Annex E

General Terms and Conditions

NDB requests to use NDB Template for Services Agreement as the master agreement for signing contract. Please find it on NDB's website (<https://www.ndb.int/data-and-documents/corporate-procurements/>) and review it in advance.