



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-2022-00696 IT outsourcing in South Africa. 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 \(EPS\)](#) 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	November 14, 2022
Deadline for Questions	December 02, 2022
Proposal Response Due*	December 07, 2022
Negotiation on contract	TBC
Signing Contract	TBC
Project Kick Off	TBC

*Decision about second round can be done based on the results of first proposals review.

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: 26th Floor, NDB Headquarters, 1600 Guozhan Road,
Pudong New District, Shanghai 200126, China
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 submitted online via Electronic 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) 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 can 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 desire 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 1:

Service Scope

PURPOSE STATEMENT

Provide end user support for NDB Regional Offices users, IT Infrastructure and Network support in ARC Office

DIMENSIONS

1 FTE, 9:00-18:00 during working days or according to business needs.

Work on weekends and after hours when required.

Services & Activities:

- First line user support
- Maintain meeting rooms facilities
- Maintain printers
- Build and install NDB laptops
- Install and update users' applications
- Support local meetings
- Monitor ARC IT systems and infrastructure to ensure all systems stability
- Evaluate third party desktop products and suggest product selection
- Write documentation for desktop applications installation and users' manuals
- Interact with the local telecom providers for operational issues related to the WAN or SIP networks
- Raise trouble tickets with the local telecom providers as necessary
- Interact with the local vendors for the receiving of new network devices and the processing of RMA of network devices
- Regularly check the environment conditions for the network devices and cabling. Propose changes as necessary
- Provide the required infrastructure (console cables and laptop) for HQ IT Team access the network devices remotely as necessary
- Connect/swap the required power cables to network devices under the guidance and request of HQ IT Team
- Connect/swap the required network cables, being electrical or optical, to the network devices under the guidance and request of HQ IT Team
- Connect/swap a transceiver, being electrical or optical, to the network devices under the guidance and request of HQ IT Team
- Perform basic hardware operations in the network devices, such as inserting a new module, swapping memory cards, among others, under the guidance and request of HQ IT Team
- Hard reboot a network device under guidance and request of HQ IT Team
- Rack and stack a network device under the guidance and request of HQ IT Team
- Create completed tasks reports

SLA:

- 20 minutes the first response to tickets raised in Service Now as **Critical**
- 40 minutes the first response to tickets raised in Service Now as **High**
- 1 hours the first response to tickets raised in Service Now as **Moderate**
- 2 hours the first response to tickets raised in Service Now as **Low**
- 24 hours response to tickets raised in Service Now as **Planning**

Work procedure:

- All actions should be inline with NDB Policies and NDB IT Procedures
- All track/action log of Service Provide should be registered in ServiceNow
- All communications in frame of ServiceNow ticket should be registered in ServiceNow
- All users' requests receiving from any communications channels (Email, Telephone, Messengers, Oral request) should be registered in ServiceNow firstly
- Tasks and activity report should be provided on weekly basis
- Any activity without register in ServiceNow is prohibited

Systems & Equipment:

- MS Windows 10/11 clients
- ServiceNow
- Cloud technology
- Desktop applications
- AVAYA and Poly equipment
- Dell, Lenovo, Microsoft laptops
- Printers and Network equipment
- NDB Network Equipment (H3C, Fortinet, Aruba)

REQUIREMENTS to Service provider staff

- Experience as a help desk technician or other customer support role at least 3 years
- Effective communication with customers
- Proficiency in English
- Tech savvy with working knowledge of Windows 10/11, Office365, phone system support, desktop and laptop support, troubleshooting
- Ability to diagnose and resolve basic technical issues
- Required certifications: Cisco certification CCNP Enterprise or higher level, or equivalent from Aruba Networks or H3C
- Nice to have: Cisco certification CCIE Enterprise Infrastructure or Cisco certification CCIE Enterprise Wireless, or equivalent from Aruba Networks or H3C

Additional information:

- Number of users within the branch – 10
- Servers – 2
- Virtual Machines on the server – out of scope, managed remotely from HQ
- Firewall - out of scope, managed remotely from HQ