AFRICAN DEVELOPMENT BANK GROUP  
GENERAL SERVICES AND PROCUREMENT DEPARTMENT  
CORPORATE PROCUREMENT DIVISION

PROCUREMENT NOTICE

ACQUISITION, IMPLEMENTATION, TRAINING AND MAINTENANCE OF AN IT SERVICE MANAGEMENT TOOL (ServiceNow)

ADB/RFP/CHGS/2017/0055

1) The African Development Bank (hereafter referred to as “The Bank”) would like to select an eligible firm for the Acquisition, Implementation, Training and Maintenance of an IT Service Management Tool (ServiceNow).

2) The Bank therefore wishes to invite technical and financial proposals from experienced and qualified companies for provision of the above services.

3) Interested Bidders must originate from one of the Bank’s member countries, list of which is provided at www.afdb.org.

4) The scope of services and the forms to be completed are described in the Request for Proposals (RFP) document that is available for downloading from https://www.afdb.org/en/about-us/corporate-procurement/procurement-notices/current-solicitations/. Alternatively, the document may be obtained by sending a request to tender@afdb.org

5) Interested Bidders in this procurement opportunity shall register by sending an e-mail to tender@afdb.org.

6) The technical and financial proposals should be submitted in five (05) copies (1 original + 04 copies) in sealed envelopes delivered at the address below by August 17th, 2017 at 1500hrs Abidjan (local time), Côte d’Ivoire. The envelopes should be clearly marked:

   Corporate Procurement Division  
   General Service and Procurement Department  
   African Development Bank  
   HQ Building – 17th Floor, Office N° 17-S-21  
   Avenue Joseph Anoma – Plateau  
   01 BP 1387 Abidjan 01, Cote d’Ivoire

   RFP – DO NOT OPEN UNTIL ON BID OPENING DAY

   REF.: ADB/RFP/CHGS/2017/0055– ACQUISITION, IMPLEMENTATION, TRAINING AND MAINTENANCE OF AN IT SERVICE MANAGEMENT TOOL (ServiceNow)

7) The Bank will reject late proposals.

8) Bidders will be advised, in due course, of the results of their proposals.