PROCUREMENT NOTICE

INVITATION TO BID

ACQUISITION OF MICROSOFT TEAMS CLOUD CERTIFIED CONTACT CENTRE SOLUTION

REF: ADB/RFP/CHGS/2021/0009

The African Development Bank (hereafter referred to as “The Bank”) intent to select a company for the acquisition and implementation of the Cloud and Multichannel contact centers solution that can be integrated with Microsoft Teams, Microsoft Skype for Business (on-premise) and Service Now application.

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

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

3) The scope of services and the forms to be completed are described in the Invitation to Bid (ITB) document that is available for downloading from http://www.afdb.org/en/about-us/corporate-procurement/procurement-notices/current-solicitations/.

4) Bidders who wish to submit an offer shall register by sending an e-mail to tender@afdb.org.

5) This procurement process is being conducted through the online tendering platform of the Bank. Interested Bidders must be registered in the Bank system using the link below: https://eprocurement.afdb.org/sap/bc/webdynpro/sap/zsup_reg_submit#.

6) The technical and financial proposals should be submitted below by 4th March 2021 at 1200hrs Abidjan (local time), Côte d’Ivoire.

7) The link for electronic submission is: https://eprocurement.afdb.org/irj/portal

8) The system will reject late proposals.

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