

Invitations to Bid
For the Procurement of IT Service Management (ITSM) Software Tool
(National Competitive Bidding)

Ref No.
OT/07/2023-24

1. Oromia Bank has allocated a budget towards the cost of procurement of goods and services, and it is intended that, part of the proceeds of this budget will be applied to eligible payments under the contract for which this invitation for bids is issued.
2. Oromia Bank now invites sealed bids from eligible bidders for the procurement of:

➤ **IT Service Management (ITSM) Software Tool**

3. Interested bidders may obtain further information from and apply for the bid through online by using the Link: <https://www.erp.orointbank.com.et/my/tender/> and in addition to this the bidders can get more information from the following address:

The Procurement & Facility Directorate
Oromia Bank
The Bank's Head Office Building, 9th floor, Room No. 904
On the Bole road, adjacent to Getu Commercial Center
Tel No. 0115572098, Fax No. 0115572091
Addis Ababa, Ethiopia

4. A complete set of tender documents may be purchased by the interested bidders after attaching a DEPOSIT SLIP of a non-refundable fee of **Birr 400.00** on the **tender portal**. The payment shall be deposited at **Africa Godana branch** of our Bank and the deposit slip should be attached on the system during the application for the tender. The amount to be deposited shall be made in the name of the **BIDDER** who will participate on the tender and will be checked by the Bank before allowing the system to send the bidding document to bid applicant.
5. The technical offer and related documents must be submitted online through the tender portal **as well as in hand**. Whereas, the financial offer and bid security shall be only submitted in separate envelopes in person to Oromia Bank address mentioned above. Both Technical and Financial must be submitted on or before **December 22, 2023, 2:00 p. m. (14:00)**.

6. Bids will be opened in the presence of bidders' representatives who choose to attend on the day indicated above **at 02:30p.m. (14:30)**.
7. Oromia Bank reserves the right to accept or reject any or all bids.

Oromia Bank