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**Commercial Bank of Ethiopia**

**Invitation for International Competitive Bid**

1. Commercial Bank of Ethiopia, invites interested and qualified bidders/ suppliers for the purchase of the following goods/service:

N o.	Description of Items/Service	Bid Bond/EMD Amount	Method of Purchase	Bid No.	Closing Date
1	Customer Experience (cx) Solution	Birr 1,000,000.00 (equivalent amount in USD)	International Competitive Bid	71/2023/24	January 23, 2024

2. The Bid documents shall be obtained commencing from **December 06, 2023** from Commercial Bank of Ethiopia, Procurement Department opposite to Vatican Embassy, next to Gibson Youth Academy, Facilities Management Building, 1<sup>st</sup> Floor, Room No. 101, against payment of a non-refundable fee of Birr **500.00 (Birr Five Hundred only)** through **Acct. No. 1000134998028, to CBE Finance Process**. The bid document shall be collected during office hours (Monday to Friday 8:00-12:00 A.M., 1:00–4:15 P.M.; and Saturday 8:00-11:45 A.M.) by presenting the payment invoice. Presenting copy of renewed Trade License, Tax Clearance Certificate and VAT Registration Certificate is a must. And you can also access the bid document online from <https://bids.extratenders.com/>.
3. Bidders shall be quite sure to state direct line phone number, cell phone number, and e-mail address of their organization correctly while collecting bid documents. Failure in receipt of bid communication due to incorrectness of the above will not be the responsibility of the bank.
4. Bid proposal shall be accompanied by the bid bond / Earnest Money Deposit (EMD) in the amount **shown in the above table in the form of Unconditional and irrevocable Bank Guarantee or Cash Payment Order (C.P.O.). Bid bond / EMD in any other form is not acceptable.**
5. Bid bond **shall be presented with the Bid documents** in a separate envelope on or before **January 23, 2024 at 10:00 A.M** in the above mentioned address.
6. All bids must be deposited in the tender box prepared for this purpose at Commercial Bank of Ethiopia, Procurement Department, during office hours before **January 23, 2023 at 10:30 A.M** at the place mentioned under no. 2 above.
7. Bid opening shall be held in the presence of bidders and/or their legal agents who wish to attend, on **January 23, 2024 at 10:00 A.M** for **Bid No. 71/2023/24** on at CBE Facility Management hall at the place mentioned under no. 2 above.
8. Failure to comply any of the conditions from 2 - 6 above shall result in automatic rejection.
9. Interested eligible bidders may obtain further information from Procurement Department, P. O. Box 255, Addis Ababa, Ethiopia, Tel, 251-11-372-28-72, 251-11-372-28-26.
10. The Bank reserves the right to accept or reject any or all bids.