Introduction	
This is a print version of the event. It contains a summary of the event and its contents. The response shown below is the last accepted response. If there is no accepted response, the latest draft response will be shown. Please review this for correctness and mark it up as necessary. This file was downloaded at: [Wednesday, April 24, 2024 at 5:18 PM]	
Overview	
ID	Doc1080681079
Description	COF Support
Status	Open
Owner	Nancy Morales Texcahua
Editors	(none)
Event Type	RFI
Test Event	No
Template	IDB RFI,PQI
Base Language	English
Commodity	IT Outsourced Services 0820890
Last Modified	04/24/2024
Regions	HQ-Eng Headquarters - English
Departments	ITE/ITO IT Operations
Currency	US Dollar
Creation Date	04/16/2024
Access Control	
External System Integration	
External System	SAPECCPRODUCTION
Timing Rules	
Publish time	4/24/2024 5:18 PM
Due date	5/10/2024 6:00 PM
Planned response start date	4/24/2024 5:18 PM
Planned due date	5/10/2024 6:00 PM

1 Introduction
1.1 Bank Overview
The Inter-American Development Bank (IDB or "Bank") was established in December of 1959 to help accelerate economic and social development in Latin America and the Caribbean. Today, the Bank is a major catalyst in mobilizing resources for the region. The Bank is owned by its 48 member countries with headquarters in Washington, D.C. and Country Offices in each member country of Latin America and the Caribbean and special offices for Europe and Asia. The Bank provides loans, technical assistance and policy guidance to further its goals of poverty reduction and sustainable development in the Latin American and Caribbean regions. The four official languages of the Bank are: Spanish, English, French and Portuguese. For more information about the Bank, please refer to the Bank's web site at *www.iadb.org*.
1.2 Historical Perspective of the Country Office Support Team
The Country Office Support of the IT Operations Division (ITO) is responsible for providing Country Office Onsite Support services to corporate assigned workstations and mobile devices. As well as providing support to audio/visual IDB conference rooms. Support services include Asset deployment, Moves, Adds, Changes, Decommission, Audio/visual equipment setup, software, and hardware break/fix. The Country Office Support team provides support in 25 offices located in Latin America and the Caribbean countries. Countries that do not have a Local Support team receive special support requests by ad hoc cases/demand. The Country Offices Support are coordinated by a Central Coordinator who is also assisted by a team of professionals for QA matters.
1.3 Purpose of this Request for Information (RFI)
The Bank has developed this Request For Information to assess the market for Country Office Support. Please refer to the next section RFI Requirements to the Country Office Support.

TO OBTAIN THE COMPLETE RFI DOCUMENT, EMAIL NANCY MORALES NANCYMOR@IADB.ORG WITH YOUR REQUEST.

PLEASE NOTE THAT THE EMAIL MUST ORIGINATE FROM A COMPANY SERVER AND MUST CONTAIN THE FOLLOWING INFORMATION: **CONTACT NAME, EMAIL, PHONE NUMBER, AND ADDRESS OF THE COMPANY REQUESTING THE RFI**.

THE IDB IMPLEMENTED ARIBA TO PERFORM ALL SOURCING ACTIVITIES. YOU WILL RECEIVE A LINK FROM THE SYSTEM TO REGISTER, RECEIVE ALL THE DOCUMENTATION, AND SUBMIT A RESPONSE THROUGH THE ARIBA PLATFORM.