

REQUEST FOR EXPRESSION OF INTEREST

PROJECT: Expression of Interest for implementing the new software system for the Follow-Up process of the Audit Recommendations status

1. Introduction

1.1. Tirana Bank

Tirana Bank is the first privately owned bank in Albania. It was founded in 1996 and during this period there has been a great development, spreading its 33 branches in most major cities, industrial zones and has a large ATM network throughout Albania. Today, it is consolidated in the market, offering a wide range of products and services that respond well to the demands of its customers.

Tirana Bank is a part of Balfin Group and operates in co-ordination with the Group's objectives and goals to become the leader in providing financial services. It continues to grow and expand, but rigorously retains its philosophy of delivering quality services and to be the frontrunner in providing new banking products to Albania. Many of the businesses in Albania see Tirana Bank as a permanent support point to invest and further develop their business. Future objectives are closely related to "being close to the client" and this shows that it will continue to expand both geographically and in terms of quality products and services

1.2. The purpose of the document

Tirana Bank seeks to purchase new software system that supports our internal audit function, specifically a robust tool to manage the audit recommendations implementation process. As part of our ongoing commitments to operational excellence and risk management, our bank is seeking to purchase and implement a dedicated internal audit tool that not only streamline the monitoring and execution of audit recommendations but also positions us for future advancements.

Our immediate objective is to deploy a system that effectively tracks and manages the implementation of audit recommendations. In later phases, can be extended to automate the full audit process, dependent to deployment timeline.

The purpose of this request for EOI is to identify suppliers with verified technical and financial capacity to provide the requested requirements for implementing this software presented in this document.

Tirana Bank will evaluate responses received and eligible suppliers will be invited to participate in the bidding process for the proposed tender.

This request for EOI does not constitute a solicitation. Tirana Bank reserves the right to change or cancel this procurement process or any of its requirements at any time during the process; any such action will be communicated to all participants. Should you have any questions please do not hesitate to contact us at procurement@tiranabank.al.

1.1. How to prepare and submit your Expression of Interest

In order to participate in the pre-qualification exercise, companies are required to provide the following: The filled in EOI Response Form, which includes:

- Table 1. Requirements
- Table 2. Supplier Information;
- Table 3. Supplier Relevant Experience;
- Signatory by the authorized company representative

EOI Response Form will not consider incomplete or unsigned submissions. All responses and supporting documentation received will be treated as strictly confidential and will not be made available to the public.

• **Table 1. Requirements**

Requirements			
No	Requirements	Yes/No	Comments
1	Expectance of this EOI		
2	Has the capacity, capability and necessary staff to fully meet or exceed the requirements		
3	Has the licenses to fully meet or exceed the requirements		
4	Will be available to deliver throughout the relevant contract period		
5	Will fulfill Confidentiality Terms & Conditions, if selected winner		
6	Ensure a level of security appropriate to the risk of the processing of the Customer Personal Data, if selected winner		
7	Ensure that soft can be expanded with other requirements of processes (audit planning, risk assessments methodology, audit conduction, documentation, working papers, etc) at any moment of Bank request		

8	Agree presenting DEMO of your solution for Tirana Bank		
9	Have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings		
10	With 3 or more years of experience in the requested service		

• **Table 2. Supplier Information;**

Company's Background Information	
1	Legal Name of Company
2	NIPT
3	Full Address
4	Website Address
5	Short Description of Company
6	In Case of foreign Company, specify if you have local provider in Albania
7	Contact person and title
8	Email Address of contact person
9	Phone Number of contact person
10	CV of staff for implementing requested software

• **Table 3. Supplier Relevant Experience**

Company's Experience				
1	Type Of Contract	Duration of Contract	Client	Short Description of Service
2				
3				
4				
5				
6				
7				

8				
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•Signatory by the authorized company representative

1.2. Overall description

Tirana Bank is interested in evaluating possible software solutions for managing the process of statuses follow up of the audit recommendations addressed to all structures of the bank and in subsequent phases evaluate capabilities for end-to-end automation of the audit lifecycle.

The tool is expected to manage centrally the entire process of status follow up for each audit recommendations addressed (accumulated).

The tool is expected to at least provide as follows:

- information storage of all the audit recommendations addressed to each bank structure, including detailed audit finding, responsible structure, responsible reporting line, issue date, implementation date, status of the audit recommendation
- periodic notification to the structures on respective audit recommendations inventory,
- periodic notification to the structures on respective overdue audit recommendations,
- collection and hosting of documents proving audit recommendation status, data and evidence on each declared/approved status,
- provision on real time, and historical quantitative data on the follow up implementation ratio on structure/area basis,

Taking into consideration that usually the Internal Audit teams are assisted by Internal Audit tools, which cover the main activities of audits (audit planning, risk assessments methodology, audit conduction, documentation, working papers, follow up processes etc), and current interest of Tirana Bank in only Follow Up process tool, possible solutions imbedding the other activities of the internal audit are welcomed to be evaluated for future expansion of service.

Our phased approach includes:

- **Phase 1:** Implementation of an audit recommendations management module to centralize and automate the recommendation lifecycle (tracking assignment, clear documentation, escalation, validation, monitoring corrective actions, real time reporting etc.)
- **Phase 2 (Optional):** Exploration of advanced features for end-to-end audit automation, including planning, risk assessment, workflow management, reporting, continuous monitoring, AI-Driven analytics etc.

With Respect

Tirana Bank