

INVITATION TO QUOTE

Dear Sir/Madam,

1. You are invited to present your price quotation(s) for: **“Centrally managed Wi-Fi Internet Service for all Bank branches and the Head Office”**, as described below on point 5 (Details & Technical Specifications) and Annex A and Annex B.
2. You can provide to us your offer (Technical Offer and estimations cost for the mentioned services and other requested documentation) which will be subject of a separate review procedure and signature of the respective contract by parties included, for the best offer.
{Based on the "Invitation to Quote" you should present your offer, after you have read carefully each articles specified, as parts of your assessment}.

3. ADDRESS FOR QUOTATION

Your quotation(s) should be addressed in a closed envelope, superscribed “Quotation for Bid: Centrally managed Wi-Fi Internet Service for all Bank branches and the Head Office” and submitted to:

Procurement Unit

**Tirana Bank, Head Office, “Bulevardi “Zhan D’Ark, Njesia Administrative nr. 2, MET Tirana Building
Tirane, Albania**

4. THE DEADLINE

The deadline for receipt your quotation (s) by the Purchaser at the address indicated above is:

16.10.2026

5. DETAILS & TECHNICAL SPECIFICATIONS

A. KEY OBJECTIVES

The Bank currently operates a Wi-Fi Internet service across its locations. The purpose of this tender is to ensure service continuity and to implement a secure, reliable, scalable, and centrally managed solution across all Bank premises.

- At branch level, the service will primarily be used:
 - To assist customers in accessing the Bank’s mobile and online banking platforms.
 - By Bank employees for Internet-based multi-factor authentication services, including the Duo application.
 - For other limited and authorized Internet -based business activities.
- At the Head Office, the service will support approximately 300 employees and authorized guests. The main use cases will include multi -factor authentication, business messaging services, Internet access, online meetings, and guest connectivity.

Project scope

The requested service shall consist of the following main components:

- 1) Internet connectivity for all Bank branches and the Head Office.
- 2) Provision, installation, configuration, and maintenance of wireless access points and any other required supporting equipment.
- 3) A cloud-based centralized management platform for all installed wireless access points.
- 4) Site survey, solution design, implementation, testing, documentation, support, and ongoing maintenance.

B. THE PROPOSED SERVICE SHOULD MEET THE FOLLOWING REQUIREMENTS:

TIRANA BANK

Head Office: Bulevardi “Zhan D’Ark”, Njësia Administrative nr. 2, Godina: “MET Tirana Building”, Tirana Albania

T: +355 4 22 77 700 W: tiranabank.al E: info@tiranabank.al



- **Internet Connectivity**
- **Wireless Access Points**
- **Site Survey**
- **Cloud-Based Centralized Management**
- **The solution shall support separate SSIDs and VLANs for:**
 - Bank employees.
 - Bank customers.
 - Head Office guests.
 - Device management, where required.
- **Security requirements shall include:**
 - WPA3 security, with WPA2 compatibility only where technically required.
 - Protected Management Frames where supported.
 - Client isolation for guest and customer networks.
 - Firewall-based separation between wireless users' groups.
 - Blocking of unauthorized communication between connected clients.
 - Web and application filtering based on Bank requirements.
 - Protection against malicious, inappropriate, or high-risk Internet content.
 - Centralized security logging and audit trails.
 - Secure and encrypted access to the cloud management platform.
 - Regular firmware and security updates throughout the contract period.
 - The Bank shall retain ownership and administrative control of all configurations, policies, logs, and service-related data.
- **Implementation and Documentation**
 - The bidder shall be responsible for the complete implementation of the service, including installation, configuration, testing, migration, and final acceptance.
 - Migration from the existing service shall be coordinated with the Bank to minimize or avoid service interruption.
- **Service Level Agreement and Support**
 - The bidder shall provide a documented Service Level Agreement covering Internet connectivity, wireless infrastructure, cloud management services, incident handling, and technical support.

C. DRAFT CONTRACT, SERVICE LEVEL AGREEMENT (SLA) & INCIDENT HANDLING

- Please provide Draft Contract
- Please provide Service Level Agreement (SLA) as requested in the table on the point A of Annex B.
- Which service levels are available? Describe those in detail, especially regarding the availability of company customer support (Mo - So, bank holidays, weekends, etc.) and how customer support can be reached (email, mobile, etc.).
- Please describe the process of incident handling, dedicated portal for reporting, time frames of resolution, etc.

More details are provided in Annex B.

6. PRICE

Your financial offer will be on monthly bases.

The Financial offer should be including all VAT and related taxes.

Please fulfill Annex A.

7. SERVICE DURATION: 1+2 Years

- 1 (one)-year with the right of automatic renewal for an additional 2 (two) years, unless either party provides written notice of termination by three months **without any early termination fee or penalty**.
- The Bank shall retain the right to terminate the Contract, in whole or in part, at any time, by providing the Service Provider with at least thirty (90) calendar days' prior written notice, **without any early termination fee or penalty**.



8. DOCUMENTATIONS

The following documentations should be parts of your offer:

- Financial offer (including all requirements in Annex A and Annex B).
- Technical offer, including all requirement mentioned in point 5 above and Annex B.
- Extract printed from e-albania (valid for Albanian registered companies) of the Commercial Register from the within the last month.
- Copy of the certificate of Registrations as a taxable person.
- "Information Security Technical Requirements 2025_New Website" questionnaire (to be completed by all tender's participants)
- Signed "Vigilance Form" attached (to be completed only from Albanian companies)
- CV of the Company, a general presentation of your company, Company profile.
- CVs of the personnel that will perform the installation and related configurations are requested.
- List of Clients for respective similar services or equal to the one requested above.

9. CONTACT

For further information you should contact at:

e-mail: procurement@tiranabank.al

- 10. In your attention:** Payments to the winning company/ies for the procurement process will be done through Tirana Bank account and in the case that there is no chance to open an account at Tirana Bank, the transfer commissions will be charged to the company.
- 11.** Please confirm in the above-mentioned email contact, that you receive this invitation of quote as well as your consent for participants in this procurement procedure.

Sincerely
TIRANA BANK



ANNEX A- FINANCIAL OFFER
a. Financial offer

No	Site name	Site adress	Monthly fee VAT included
1	21 Dhjetori	Rr."Kavajës", G-Kam Center	
2	Autostrada	Autostrada Tiranë - Durrës, Km 2	
3	Berat	Lagjja "28 Nëntori", Rr. Antipatrea,Nr.003, Berat	
4	Bilisht	Qendër, Bilisht	
5	Brryli	Rr."Arkitekt Kasemi", Nr.4,Kodi Postar 1005,Tiranë	
6	Durrës	Rruga e Dëshmorëve, Lagjja Nr. 11, Pallati Xhemf, Durrës	
7	Durrës - Vollga	Shëtitorja "Taulantia", Lagjja Nr 1, Vollga, Durrës	
8	Elbasan	Bulevardi "Aqif Pasha", Pall. Nr. 10, Kati i parë, Kodi.3,Elbasan	
9	Fier	Lagjja "Kongresi i Përmetit", Bulevardi "Jakov Xoxa", Fier	
10	Astir	Bulevardi Yzberisht , rreth rrotullimi "Astir"	
11	Gjirokastër	Bulevardi "18 Shatori", Nd. 16, Kodi postar 6001,Gjirokastër	
12	Kamëz	Pallati i Kulturës, Blv. "Blu",Kamëz	
13	Kavajë	Lagjja Nr.2, Rr. "Josif Buda", Banesë private, Nr.4286, Kavajë	
14	Kombinat	Rr."Hamdi Cenoimeri", Kombinat Tiranë	
15	Komuna e Parisit	Rr. "Dhimitër S.Shuteriqi ",Nd. nr.1, Kodi Postar 1022, Tiranë	
16	Korçë	Lagjja Nr. 7, Rr "6 Dëshmorët",P.14, H.2, Kodi Postar 7001, Korçë	
17	Ksamil	Godina Captain's Residence , Ksamil	
18	Blloku	Rruga Ibrahim Rugova, Tiranë 1010, Albania	
19	Laç	Lagja Nr.3, LAÇ	
20	Lezhë	Lagjja "Skënderbeg", Rr. "Frang Bardhi", Objekti 2, Lezhë	
21	Librazhd	Sheshi "Gjorg Golemi", Pallati Nr. 22, Kati i parë, Librazhd	
22	Lushnjë	Lagjja "Skënder Libohova", Sheshi Bashkia, Lushnjë	
23	Medreseja	Rr."Ferid Xhajko", Pranë Ish-Uzinës "Dinamo", Tiranë	
24	Pazari i ri	Rr."Luigj Gurakuqi", Pallati 15 / 1 Tiranë	
25	Përmet	Ish-Turizmi, Përmet	
26	Pogradec	Rr. "Rreshit Çollaku". Lagjja Nr 1, Godina Nr. 49, Pogradec	
27	Sarandë	Rr "Abedin Dino", Nr. 2, Sarandë	
28	Fresku	Rruga Xhanfize Keko	
29	Shkodër	Lagjja "Vasil Shanto", Rr. "Kol Idromeno", Shkodër	
30	Tirana e re	Rr."Kavajës" ,Njësi Tregtare, Kati 0, Shkalla A, Tiranë	
31	Vlorë	Lagjja "Pavarësia", Bulevardi "Ismail Qemali",Vlorë	
32	Vorë	Godina 8/10, Hyrja 255 - Vorë	
33	Zogu i Pare	Bulevardi "Zogu i Parë", Nr.55 / 1, Tiranë	
34	Zogu i Zi	Rr."Durrësit", Nr.75, Kodi Postar 1023,Tiranë	
35	Premium branch	Godina "MET Tirana Building	
36	Tirana Bank Head Offices	Godina "MET Tirana Building, Bulevardi Zhan D'Ark, Njesia Administrative Nr. 2, Kodi Postar 1010, Tiranë, Albania	
Total Monthly fee VAT included			

Prices should include VAT and all taxes and expenses.

Terms of payments: Tirana Bank standard payment terms 30 days after delivery of service and invoice issuance. Invoice to be issued after service is delivered and accepted.

- b. The costs will be unchanged for all contract duration. If, not please provide the CPI or other.**
- c. CPI rules. Please define CPI after contract duration.**
What is the projected price increase after the contract expires?
- d. Exit fees in case of termination of the contract before the contract expire.**



ANNEX B

TECHNICAL REQUIREMENTS

Key Objectives

The Bank currently operates a Wi-Fi Internet service across its locations. The purpose of this procurement process is to ensure service continuity and to implement a secure, reliable, scalable, and centrally managed solution across all Bank premises.

- At branch level, the service will primarily be used:
 - To assist customers in accessing the Bank's mobile and online banking platforms.
 - By Bank employees for Internet-based multi-factor authentication services, including the Duo application.
 - For other limited and authorized Internet -based business activities.
- At the Head Office, the service will support approximately 300 employees and authorized guests. The main use cases will include multi -factor authentication, business messaging services, Internet access, online meetings, and guest connectivity.

Project scope

The requested service shall consist of the following main components:

- 1) Internet connectivity for all Bank branches and the Head Office.
- 2) Provision, installation, configuration, and maintenance of wireless access points and any other required supporting equipment.
- 3) A cloud-based centralized management platform for all installed wireless access points.
- 4) Site survey, solution design, implementation, testing, documentation, support, and ongoing maintenance.

The solution must allow the Bank to apply consistent security policies, centrally monitor service availability and performance, simplify maintenance, and securely separate employee, customer, and guest Internet access from the Bank's internal production network.

A. The proposed service should meet the following requirements:

Internet Connectivity

- 1) Branches (35 branches): Minimum 20 Mbps download and 10 Mbps upload per location with the possibility to upgrade/downgrade.
- 2) Head Office (1 HO): Minimum 500 Mbps 150 Mbps upload, with the possibility to upgrade/downgrade.
- 3) Unlimited or sufficiently high monthly data allowance without service throttling.
- 4) Business-grade service with documented availability and support SLA.
- 5) Static public IP address for centralized management Bank Wi-Fi.
- 6) Continuous monitoring of Internet circuit availability and utilization.
- 7) Monthly reporting for availability, incidents, bandwidth utilization, and SLA performance

In Annex-A are presented all Branches' addresses where this service should be provided.

Wireless Access Points

- 1) Wi-Fi 6, IEEE 802.11ax, or a newer standard.
- 2) Dual-band operation on 2.4 GHz and 5 GHz.
- 3) WPA3 security, with WPA2 compatibility where required for legacy devices.
- 4) Multiple SSIDs and VLAN assignment.
- 5) Client isolation for guest and customer networks.
- 6) Seamless roaming between access points.
- 7) Automatic radiofrequency and channel management.
- 8) Quality of Service capabilities for business applications and online meetings.
- 9) Centralized configuration, monitoring, and troubleshooting.
- 10) Power over Ethernet support, it will be connected to rack of branch to get power.
- 11) The final number, type, and placement of access points shall be determined through a professional site survey.
The design shall provide adequate coverage and capacity in customer areas, employee working areas, meeting rooms, and other areas identified by the Bank.

Site Survey - The site survey shall identify:

- 1) Required number and placement of wireless access points.
- 2) Coverage and capacity requirements.



- 3) Potential sources of wireless interference.
- 4) Cabling, switching, PoE, and electrical requirements.
- 5) Recommended Internet bandwidth per location.
- 6) Any additional equipment or infrastructure required for implementation.

Cloud-Based Centralized Management - The platform shall provide:

- 1) Centralized configuration and policy management.
- 2) Real-time monitoring of access points, connected clients, availability, and performance.
- 3) Centralized firmware and software management.
- 4) Alerts for access point failures, Internet connectivity issues, abnormal utilization, and other service problems.
- 5) Historical reporting and audit logs.
- 6) Role-based administrative access.
- 7) Centralized creation and management of SSIDs, multi SSID;
- 8) Traffic visibility and application-based control or filtering.
- 9) User bandwidth limits and fair use policies.
- 10) Guest access management.
- 11) Client roaming support.
- 12) Export of logs of auditing in needs of bank.

The solution shall support separate SSIDs and VLANs for:

- Bank employees.
- Bank customers.
- Head Office guests.
- Device management, where required.

Security requirements shall include:

- 1) WPA3 security, with WPA2 compatibility only where technically required.
- 2) Protected Management Frames where supported.
- 3) Client isolation for guest and customer networks.
- 4) Firewall-based separation between wireless users' groups.
- 5) Blocking of unauthorized communication between connected clients.
- 6) Web and application filtering based on Bank requirements.
- 7) Protection against malicious, inappropriate, or high-risk Internet content.
- 8) Centralized security logging and audit trails.
- 9) Secure and encrypted access to the cloud management platform.
- 10) Regular firmware and security updates throughout the contract period.
- 11) The Bank shall retain ownership and administrative control of all configurations, policies, logs, and service-related data.

Implementation and Documentation

The bidder shall be responsible for the complete implementation of the service, including installation, configuration, testing, migration, and final acceptance.

Migration from the existing service shall be coordinated with the Bank to minimize or avoid service interruption.

Service Level Agreement and Support

The bidder shall provide a documented Service Level Agreement covering Internet connectivity, wireless infrastructure, cloud management services, incident handling, and technical support.

The minimum service requirements shall include:

- 1) Target monthly Internet service availability of 99.0% per location, excluding scheduled maintenance agreed in advance with the Bank.
- 2) Target monthly availability of 99.5% for the Head Office, excluding scheduled maintenance agreed in advance with the Bank.
- 3) Technical support and fault reporting during business hours, with the possibility to report critical incidents outside business hours.



- 4) Support for incidents related to Internet connectivity, access points, and the cloud management platform.
- 5) On-site technical support when an incident cannot be resolved remotely.
- 6) Proactive notification of identified service outages or major service degradation.
- 7) A defined escalation procedure, including technical and managerial escalation contacts.
- 8) Replacement or repair of faulty access points and related equipment within a reasonable timeframe.
- 9) Periodic service reports covering availability, major incidents, and service performance.
- 10) Advance notification of planned maintenance activities.

The bidder shall specify its standard support model, service availability commitments, response targets, restoration targets, escalation process, and any applicable service credits.

Below is required SLA table but to be discussed based on service that company will offer in branches and HO.

Incident priority	Example/impact	Initial response	Target service restoration
Critical, P1	Complete service outage at the Head Office, outage affecting multiple locations, or unavailability of the centralized cloud management platform affecting the overall service	Within 1 (one) hour	Within 4 (four) hours
High, P2	Complete service outage at one branch, major Wi-Fi degradation, or failure affecting a significant number of users at the Head Office	Within 2 (two) hours	Within 8 (eight) hours
Medium, P3	Partial coverage problem, isolated Access Point failure, intermittent connectivity, or moderate performance degradation	Within 4 (four) business hours	Within 1 (one) business day
Low, P4	Standard service request, non-urgent configuration change, reporting issue, or minor problem with limited operational impact	Within 1 (one) business day	Within 2-3 business day

For P1 incidents, the provider shall provide regular status updates at least every 60 minutes until service restoration. A Root Cause Analysis report shall be provided within 3 business days following the resolution of a P1 incident and, upon request, for significant P2 incidents.

B. SECURITY REQUIREMENTS:

Please fill the “**Information Security Technical Requirements**” questionnaire

C. SERVICE LEVEL AGREEMENT (SLA) & Incident handling

- Please provide Service Level Agreement (SLA) considering above requested table
- Which service levels are available? Describe those in detail, especially regarding the availability of company customer support (Mo - So, bank holidays, weekends, etc.) and how customer support can be reached (email, mobile, etc.).
- Please describe the process of incident handling, dedicated portal for reporting, time frames of resolution, etc.

D. SERVICE DURATION: 1+2 Years

- 1-year maintenance with the right of automatic renewal for an additional two (2) year, unless the Bank provides written notice of three months. The Bank shall have the right to terminate the Contract, in whole or in part, at any time, by providing the Service Provider with at least 90 days prior written notice, **without any early termination penalties.**

E. YOUR OFFER SHOULD INCLUDE:

- **Financial offer**
- **Technical offer:**
 - Internet service
 - Access point
 - Centralized management Wi-Fi
 - Security specifications
- **Service Level Agreement (SLA)**
- **Delivery terms**
- **Payment terms related to service delivery.**
- **List of Clients for respective similar services or equal to the one requested above**

