

Tender no#: 200/26	Title: Supply, Installation, and Configuration of Audiovisual Equipment for the Drilon-Tushemisht Visitor Center
Date: April 16, 2026	Location: Visitor Center, Drilon, Pogradec

Specific Bidding Details

1.1	Subject of The Tender	Supply, delivery, installation, configuration, integration, testing, and staff training for audiovisual equipment for the Drilon-Tushemisht Visitor Center. The work shall be delivered under a single contract.
1.2	Project Description	<p>The Drilon Tushemisht Waterscape Park project is financed by the Albanian-American Development Foundation (AADF) and aims to transform the area of Drilon - Tushemisht into a tourist destination with a diverse range of activities, while striving for long-term sustainability.</p> <p>The Visitor's Center will be a key point of interaction for tourists, providing educational and engaging experiences that highlight the significance, history, culture, and landmarks of the area. The center aims to offer comprehensive and immersive experience through well-designed exhibitions, informative displays, and comfortable amenities.</p>
1.3	Ceiling Fund	7,500,00 ALL (VAT Excluded)
1.4	HARD COPY Submission	Applications for this tender must be submitted in hard copy. The deadline for submission is April 16th, 2026, at 10:00 AM. Late submissions will not be considered.
1.5	E-mail submissions	All tender documents must also be submitted by email to tenders@aadf.org by 10:30 AM on the same date. The financial offer must be sent in a separate email with the tender number clearly stated in the subject line. It is essential for the process's integrity that the financial offer is NOT SENT before 10:30 AM, as this is the time when the sealed envelopes will have been opened. Please note that email submissions will be considered invalid unless the hard-copy documents, sealed in envelopes, are submitted by the stated deadline.
1.6	Bid Opening	Envelopes will be opened on the submission date at 10:15 AM by AADF representatives. There will be no public opening for this tender.

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1.7	Scope of Works	<p>This tender covers supply, delivery, installation, configuration, integration, testing, and staff training of audiovisual equipment, including but not limited to LED video wall systems, LED controllers/processors, signage displays, interactive displays, embedded PC modules, transmitters and receivers, amplifiers, loudspeakers, microphones, audio networking interfaces etc. as per tender technical documents.</p> <p>The Contractor shall deliver a fully integrated and operational solution aligned with the project objectives, technical specifications and compliant with all applicable Albanian and European standards.</p>
1.8	Technical and Performance Requirements	<p>The solution offered shall comply with the final approved Technical Specifications and BoQ. All offered equipment must be fully compatible as a complete system. All equipment shall be new, unused, current production models, and sourced through authorized channels. Equipment shall be CE marked, compliant with applicable EU legislation, eligible to be placed on the EU/EEA market</p> <p>The Contractor shall ensure that all items offered meet or exceed the minimum technical requirements, all components are interoperable and suitable for permanent installation, and all required certifications, warranties and manufacturer support are provided. Making and models shall be clearly specified.</p>
1.9	Completion Period	The service shall be completed within 4 months from contract signature.
1.10	Payment	<p>Payments will be made in ALL based on the following schedule:</p> <ol style="list-style-type: none"> 1- 20% prepaid at contract signing. 2- 80% after supply, delivery, installation, configuration, integration, testing, training and acceptance of all the products. <p>Retention: AADF will retain 10% of the VAT excluded value, from every invoice issued as a warranty for a period of two (2) years. By the end of each year, AADF will release 50% of this retention if the contract has not been breached by the Contractor.</p>

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1.11	Site Visit/Informative Meeting	<p>Date: March 31st, 2026 Time: 12.00 p.m. Place: Visitors' Center, Drilon, Pogradec</p> <p>The AADF will organize site visit for all interested companies to ensure equal access to information and provide clarifications on the tender submission process, the Terms of Reference, and the project context.</p> <p>Participation in the site visit is not mandatory and will not affect the tender process, but interested companies are encouraged to attend. To participate, please confirm attendance by email to tenders@aadf.org up to one day in advance.</p>
1.12	Clarifications	<p>Any clarifications regarding the tender and/or the assignment that are not addressed during the informative session must be submitted in writing no later than 3 working days before the application deadline. Inquiries may be sent by email to tenders@aadf.org. Responses will be issued in writing. No clarification shall supersede, contradict, add to, or alter any tender condition unless formally issued in writing by the Contracting Authority.</p>
1.13	Number of Bids Allowed	Only one
1.14	Subcontracting	NOT ALLOWED
1.15	Joint Ventures	NOT ALLOWED
1.16	Team Composition	<p>The minimum required team shall include:</p> <ol style="list-style-type: none"> 1. Project Manager - minimum 10 years of relevant experience 2. Lead AV Technician / Installer - minimum 5 years of hands-on experience in AV equipment installation, cabling, and testing
1.17	Relevant Experience of the Company	<p>The bidder must demonstrate at least 3 (three) similar projects completed within the last seven years. The submitted references shall include comparable assignments such as professional audiovisual system supply and installation, LED wall or digital display system installation, conferencing or interactive display systems, and networked audio or wireless microphone system integration. Minimum 3 and maximum 4 contracts will be evaluated.</p> <p>Documentation: Contracts, invoices, references from clients</p>

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1.18	List of Documentation to be Submitted	<ol style="list-style-type: none"> 1. Completed Application Package in Excel and signed PDF format, 2. Technical Offer, including a detailed compliance matrix against each technical requirement and BoQ line item, 3. Manufacturer data sheets for all major offered equipment and EU Declaration of Conformity, 4. Brands and models offered as part of the detailed offer, 5. Similar contracts as per section 1.17, 6. Business Registration (QKB simple extract), 7. Proof of maintenance capacity, 8. Team CVs and evidence of qualifications, certificates, diplomas, licenses, and similar assignments, 9. Proposed work plan, 10. Delivery and installation schedule / Gantt chart, 11. Maintenance and intervention plan including warranty and after-sales support statement for not less than 2 years, 12. Financial Statements for the latest required fiscal year. 13. Conflict of Interest Disclosure, 14. Financial Offer in Excel and signed PDF format.
1.19	Documents Requested Only from the Winner	<p>Before signing any contract or binding documents, the winner and any approved subcontractors shall provide:</p> <ol style="list-style-type: none"> 1. criminal record certificates as required by Albanian legislation, 2. certificate of good standing / non-bankruptcy, 3. tax clearance certificates from national and local tax authorities, and manufacturer authorization letters where requested in the technical specifications or tender forms.
1.20	After-sale support	<p>The bidder shall demonstrate maintenance and after-sales support capacity for the installed audiovisual system during the warranty period. The bidder shall submit a maintenance and intervention plan describing:</p> <ul style="list-style-type: none"> • service contact point and responsible staff. • remote support arrangements. • on-site intervention procedure. • maximum response time. • maximum repair/restoration time. • coverage for the project site in Drilon, / Pogradec area.”

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		<p>“Minimum required service levels: remote response within 4 hours during working days, on-site intervention within 24 hours from fault notification, and restoration or temporary workaround within 72 hours.”</p>
1.21	Support Required	<ul style="list-style-type: none"> • Support window: 5 x 8 (business days / business hours), with an emergency contact for critical failures. • Remote diagnosis / first technical response: within 4 business hours <ul style="list-style-type: none"> a) On-site intervention: b) Critical fault: within 1 business day / 24 hours c) Non-critical fault: within 2 business days • Service restoration / workaround: <ul style="list-style-type: none"> a) Critical fault: restore service, provide workaround, or temporary replacement within 48–72 hours b) Non-critical fault: within 5 business days • Included services: help desk, remote troubleshooting, on-site labor, preventive maintenance, reporting, escalation procedure, and firmware/software updates where applicable.
1.22	Qualifying Criteria	<ul style="list-style-type: none"> • The Applicant is a legally registered entity operating in Albania. • Proven experience as per section 1.17. • Demonstrated maintenance and after-sales support capacity for the installed audiovisual system. • Compliance with UN Laws and Executive Orders referred to in the contract template in section 16.11 of this document.

Evaluation Criteria

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Criteria	Documentation	Scoring
Technical compliance	Compliance matrix, datasheets, work plan	30%
Prior relevant experience of the company, team Composition and experience	Contracts, completion certificates, attestations CVs and evidence of qualifications, certificates, diplomas, licenses, and similar assignments	25%
Warranty and after-sales support	Warranty statement, service approach, response times	10%
Financial Bid	Financial Offer	35%
TOTAL:		100%

Note: Any alteration of documents, false declaration, major technical deviation not disclosed in the compliance matrix, or omission of essential supporting information may result in disqualification and/or other sanctions in accordance with the tender rules.