

REQUEST FOR PROPOSALS # 00204-26

Submission Deadline: September 14, 2026

Provision, Installation, Implementation and Maintenance of an Integrated ERP and Core Loan Software Solution for Grameen Impact Albania

Specific Bidding Details

Item	Description
1.1 Subject of the Tender	Provision, Installation, Configuration, Integration, Training and Maintenance of an Integrated ERP and Core Loan Software Solution (Microfinance Lending and Financial Management Platform) for Grameen Impact Albania, as detailed in the accompanying Terms of Reference (ToR).
1.2 Ceiling Fund	USD 180,000 (VAT excluded). This is the maximum budget for the mandatory Phase 1 scope (implementation, licenses, configuration, core integrations, training, data migration and initial support setup).
1.3 Deadline for submitting applications	14/09/2026 at 10:00 a.m. Albania local time. By this deadline, bidders must submit the Financial Offer ONLY, in a sealed physical envelope . Financial Offers received after the deadline will not be considered. For the submission to be complete, there needs to be also an electronic submission of the rest of the documents at the specified time and email address (see 1.5)
1.4 Official Submission	The physical submission must consist only of the Financial Offer , enclosed in a sealed envelope and delivered by the deadline specified in Section 1.3. The envelope must be clearly marked with the tender number and the bidder's name. No technical proposal, qualification documents, or other tender documents should be included in the physical envelope.
1.5 E-mail submissions	Between 10:15 and 10:45 a.m. on the submission date, bidders must email a complete electronic copy of all tender documents , including the Financial Offer, to tenders@aadf.org . The tender number and the bidder's name must be clearly indicated in the email subject line. Electronic submissions received before 10:15 a.m. or after 10:30 a.m. will not be considered. The electronic submission does not replace the mandatory submission of the Financial Offer in a sealed physical envelope. A tender will be considered complete only if both submission requirements have been fulfilled within their respective deadlines.
1.6 Application Opening	Envelopes will be opened on 14/09/2026 at 10:15 hours by AADF representatives. There will be no public opening for this tender.
1.7 Scope of Works	The scope of work concerns all activities needed to provide, implement, configure, integrate, train and support the ERP & Core Loan Software solution as per the detailed deliverables and mandatory Phase 1 requirements in the accompanying ToR.
1.8 Progress Payments	Payment shall be linked to accepted deliverables and project milestones. The indicative payment schedule: • 20 % upon contract signing and approved inception plan. • 20 % upon completion and acceptance of requirements, gap analysis and solution design. • 20 % upon completion and acceptance of system configuration and



	agreed integrations ready for UAT. • 25 % upon successful UAT sign-off. • 10 % upon go-live and completion of initial hyper care. • 5 % upon completion of the warranty period or as a retained amount subject to satisfactory performance.
1.9 Performance Period	Implementation: up to six (6) months from contract signing. Thereafter warranty and maintenance as below.
1.10 Meeting Date, Time and Place	An informative meeting will be conducted with interested companies. The aim of this meeting is to address any queries that the potential tenderers may have. Place: At AADF premises and online Time: 11.00 a.m. Date: September 1, 2026
1.11 Number of Bids Allowed	Up to two
1.12 Subcontracting	Not allowed
1.13 Joint Ventures	Not Allowed
1.14 Core Team Composition	The team who will deliver the project should include at least the following roles and one individual can cover a maximum of two distinct ones. • Project Manager (min. 5 years ERP/core banking or microfinance system implementation) • Solution Architect / Technical Lead (min. 5 years with the proposed system) • Business Analyst with microfinance, banking or lending experience • Security & Integration Specialist (or equivalent responsibility) • Software Developers (one Frontend one Backend) ❖ CVs must demonstrate relevant experience, ❖ Three of the main proposed staff must have at least six months of experience with company.
1.15 Capacity of the Applicant	❖ The Applicant must demonstrate at least two (up to four) similar projects implemented in the last seven years. A project is considered similar if it covers the loan management and majority of the required services for a microfinance institution, development finance institution, or lending institution, including implementation and maintenance. ❖ Experience in Albania or the Western Balkans and with Grameen-style or group-lending methodologies (strongly preferred). ❖ Company must have proven number of staff at least 20 in the last 12 months (strongly preferred) ❖ Demonstrated current official partnership or authorization with the manufacturer/OEM of the proposed ERP solution. The evidence must specifically cover the products proposed and the relevant activities—such as licensing/resale, implementation, customization, integration, training, and technical support—as applicable. Evidence may include a valid partner certificate, a manufacturer's authorization letter, or confirmation through the manufacturer's official partner directory. The contracting authority reserves the right to verify the bidder's status directly with the



	manufacturer. Documentation: - Contracts are accompanied by recommendation letters, client evaluation reports, invoices, or other supporting evidence. - payroll register or social security declarations - A valid OEM Partner Certificate showing the partner level/status and validity period.
1.16 Licenses and Certifications of the Company	N/A (or as required by Albanian law for software providers)
1.17 Maintenance Service	Three (3) years after acceptance day. To be included in the offer.
1.18 Deadline for Delivery / Implementation	Up to six (6) months from contract signing
1.19 Warranty period	Five (5) years
1.20 List of Documentation to be submitted	1. The AADF application package completed in English, with all required documents attached. 2. Company profile and portfolio of similar works 3. CVs and relevant certifications of core team 4. Financial offer 5. Technical Proposal (including functional compliance matrix, Grameen methodology fit, integration matrix, architecture, implementation plan and timeline) 6. At least two (maximum four) contracts of similar works including evidence of successful maintenance 7. Certificate of number of employees for the last 12 months accompanied by payroll for the last 6 months (salary data may be redacted) 8. QKB simple extract 9. A valid OEM Partner Certificate showing the partner level/status and validity period (where applicable) 10. Software manuals and recommended technical requirements 11. Confirmation of five-year warranty provision; free of charge 12. Disclosure of conflict of interest with any AADF directors or managers, if any. 13. Criminal record certificate 14. Certificate of no pending lawsuit/criminal case 15. Certificate of good standing 16. Tax clearance certificates from national and local tax authorities 17. Copies of official financial statements for 2025

2. Qualifying Criteria

- Responsiveness to the ToR
- Experience as per the requirements in section 1.15 of this document
- Acceptance of data ownership, exit, security and licensing contingency provisions in the ToR



3. Evaluation Criteria

Criteria	Distribution of points
Responsiveness to ToR	40%
Vendor and core staff experience	30%
Financial Offer - Total Cost of Ownership and value for money	30%
TOTAL	100%

The winner will be asked to present all originals of the copies presented for verification. Any alteration of documents will be cause for harsh penalties, up to permanent exclusion from AADF tendering.

Functional, technical, Grameen methodology, integration, security, acceptance criteria, data ownership and detailed support requirements are governed by the accompanying Terms of Reference. In case of any conflict with substance, the ToR prevails. This document governs the bidding procedure, submission formalities and commercial particulars.