

## **Request for Proposal**

### **INFORMATION TECHNOLOGY AUDIT**

Dear Sir / Madame,

Union Bank invites you to participate in the procurement process for “Information Technology Audit”.

The purpose of this Request for proposal is to accept, evaluate and select the best Proposal that meets the Bank's requirements for this process, according to the requirements listed in this request for Proposal.

The proposals will be evaluated in accordance with the selection criteria below that will determine the winning bid:

- Technical Proposal.
- Evaluation based on the best and final offer for the requested service/s.

Thank you in advance for your reply and best regards,

Signed by:

Mrs. Suela Bokshi

COO and Member of Executive Directorate

Marika Martiri

Head of Administration Department

Date issued 26 November 2024

**TABLE OF CONTENTS**

**1. ABOUT UNION BANK.....3**

**2. REQUEST FOR PROPOSAL OVERVIEW .....3**

**3. REQUEST FOR PROPOSAL TIMELINE .....3**

**4. HIGH LEVEL SCOPE OF WORK .....4**

## 1. ABOUT UNION BANK

Union Bank (hereinafter “the Bank”, or “UB”) is a financial institution registered as a commercial bank on 9 January 2006.

The Bank operates through a network of 32 branches and provides banking services to individuals and companies in the territory of the Republic of Albania.

For further information regarding the Bank’s activities, size and financial situation, please visit our website: [www.unionbank.al](http://www.unionbank.al)

## 2. REQUEST FOR PROPOSAL OVERVIEW

The Bank issues the Request for Proposals (RFP) to solicit proposals from qualified entities (Proposers) to conduct an Information Technology Audit of UB IT systems and processes, based on a three-year contract.

IT Audit is the examination and evaluation of an organization’s information technology governance, policies, infrastructure and systems, operations and cyber security in accordance with best practices and international standards and frameworks.

The selected entity will act as IT Internal Audit Function performing all IT internal audit activities. Third Party selected will report to the Head of Internal Audit Department, Audit Committee and / or Board of Directors.

Full scope of Work Requirements can be found in section 4: “High Level Scope of Work”.

## 3. REQUEST FOR PROPOSAL TIMELINE

<u>Date</u>	<u>Event</u>
November 26, 2024	RFP Issued
December 6, 2024	Deadline for submitting questions, clarifications,
December 12, 2024	Deadline for the Bank to submit the answers
January 6, 2025	Deadline for bidders to submit proposals
February 19, 2025	Deadline for the Bank to Notify selections
March 3, 2025	Contract sign off

Proposals must be submitted by the indicated deadline, to the following e-mail address: [procurement@unionbank.al](mailto:procurement@unionbank.al)

The proposal format must contain the list of documentation included in this RFP.

#### **4. HIGH LEVEL SCOPE OF WORK**

Activities to be performed during the first year of contract:

- Develop an IT Internal Audit Methodology
- Develop an IT Internal Audit Risk Assessment Methodology
- Define IT Audit Universe
- Plan and Perform IT Internal Audit Risk Assessment
- Develop a risk-based three-year IT Audit Plan
- Perform IT Audit (based on the defined Audit Plan)

Activities to be performed during the second year of contract:

- Plan and perform the yearly IT Internal Audit Risk Assessment
- Update the Audit Plan (based on the IT Internal Audit Risk Assessment)
- Perform IT Audit
- Perform Follow Up Activities

Activities to be performed during the third year of contract:

- Plan and perform the yearly IT Internal Audit Risk Assessment
- Update the Audit Plan (based on the IT Internal Audit Risk Assessment)
- Perform IT Audit
- Perform Follow Up Activities

The appointed team reports to the Head of Internal Audit and should have a continuous interaction with the head of Internal Audit for the organization and coordination of the engagement.

Participation to the Audit Committee meeting, for reporting is necessary. Meeting with Board of Directors if required.

#### **5. TIMELINE**

The interested bidders should be prepared to perform the requested activities extended in three years.

#### **6. SUBMISSION REQUIREMENTS**

The proposals must consist of the following three parts:

PART A: Compliance documents

PART B: Technical proposal

PART C: Financial proposal, with and without applicable taxes and other charges.

### **PART A: Compliance documents**

Bidders will be required to submit the following compliance documents and information:

- Company's legal documents (NRC extract/license)
- Letter of interest and administrative information / service provider profile (mailing address, phone number of designated point of contact).
- Description of practices applied for confidentiality of information and data protection, and respective staff trainings on this subject.
- Description of procedures in place in case of a breach or other security incidents during the audits.
- Declaration of any legal case, regulatory and / or fiscal disputes in the last three years.
- Contract template

### **PART B: Technical proposal**

- Organization description and qualifications.
- Proposal summary (highlights, key features of the proposal).
- CV-s of all staff proposed to take part on the implementation of required services and their availability for the duration of the assignment. Any change of the staff during implementation will have to be accepted by the bank as well. (CV Bank Template to be used)
- Assurance that the proposed staff have no conflicts that could impact audit objectivity.
- List of similar engagements performed in the last three years (include information regarding industry and client location).
- Detailed description of the methodology you will follow, number, type (name) of resources to be used in site and off-site for this project as well as the indicative timing.

### **PART C: Financial proposal**

- The financial quotation for the implementation of the required services as per the scope of work defined in section 4, with and without applicable taxes and other charges.
- The financial quotation should be detailed for each year of the contract extent.
- Proposed payment schedule.
- \* Declaration for supporting on procedures for avoidance of double taxation.

**\* Note:** For the interested companies that are non-resident in Albania, to calculate properly the taxes that the Bank will pay to local tax authorities, we are asking you to confirm if your company is going to support or not the Bank on the procedures for the avoidance of the double taxation procedure. By this, we can declare to the local tax authorities that the procedure will be followed in case your proposal will be selected as Winner of this process.

If you'll support us on this process, we'll need a scanned copy of the certificate of residence and the original hard copy version to be provided later. The other documents listed as Appendix II, can be completed in a second moment once the payments have been completed from the Bank.

With the winner will be stated in the Agreement that will be signed that will support on this procedure.

Currency of the proposal shall be in EUR, to be specified VAT and / or any other applicable tax included or not.

## **TERMS AND CONDITIONS**

Subcontracting will NOT be allowed during the realization of the contract, except with prior Bank approval. In case verified, it will lead to immediate interruption of the Contract.

The Bank reserves the right to continue the process with the Bidder that will better match the bank's expectations in terms of both technical and financial parameters.

To ensure same level of information for all participants, whatever answer or additional clarification that the Bank will give to one of the interested companies, will be shared with the rest of the participants in this process.

The Bidder is obliged to provide truthful and honest information through bidding process and shall submit to the Bank any proof that may be requested. Failure to honor these criteria shall be considered as valid ground to disqualify the bidder from the process.