

Specific Procurement Notice

Request for Proposal Information Systems (Design, Supply and Installation) (Without Prequalification)

Purchaser: Zagrebački Holding Ltd

Project: Zagreb Green Loan

Contract title: Integrated Information System for consolidation of the billing of various public utilities and fees into a single invoice for each customer

Country: Croatia

Loan No. 243533

RFP No: WBP-3

Issued on: August 14, 2026

1. The Borrower (Zagrebački Holding d.o.o. - ZGH) has applied for financing in the amount of up to EUR 56 million from the International Finance Corporation (IFC) toward the cost of the ZGH Green Loan project and intends to apply part of the proceeds toward payments under the contract for procurement of *Integrated Information System for consolidation of the billing of various public utilities and fees into a single invoice for each customer*. For this contract, the Borrower shall process the payments using the Direct Payment disbursement method, as defined in the World Bank's Disbursement Guidelines for Investment Project Financing
2. ZGH now invites sealed Proposals from eligible Proposers for *Integrated Information System for consolidation of the billing of various public utilities and fees into a single invoice for each customer*. It is the unified and centralized system for invoicing, calculation, collection and management of various fees, contributions, utility and other services. It is „responsible“ for approximately 14-18 million EUR of monthly revenue and that is achieved through some 450 - 500K individual invoices per month (printed). The current billing system is End-Of-life.
3. The procurement process will be conducted through international competitive procurement using Request for Proposals (RFP) as specified in the World Bank's "Procurement Regulations for IPF Borrowers" (*issue: September 2023*) ("Procurement Regulations"), and is open to all eligible Proposers as defined in the Procurement Regulations.
4. Proposals will be evaluated in accordance with the evaluation process set out in the bidding documents. The following weightings shall apply for Rated Criteria (including technical and non-price factors): 50 % and for Bid cost: 50%.
5. Interested eligible Proposers may obtain further information from ZGH at the below stated email addresses.
6. The bidding document in English may be purchased by interested Proposers upon the submission of a written application to the email address below.

7. Proposals must be delivered to the address below on or before *September 25, 2026*. Electronic procurement will not be permitted. Late Proposals will be rejected. The outer Proposal envelopes marked "ORIGINAL PROPOSAL", and the inner envelopes marked "TECHNICAL PART" will be publicly opened in the presence of the Proposers' designated representatives and anyone who chooses to attend, at the address below on September 25, 2026 (at 10 am/CET). All envelopes marked "FINANCIAL PART" shall remain unopened and will be held in safe custody of the Purchaser until the second public Proposals opening.
8. All Proposals must be accompanied by a Proposal Security of *135.000 EUR*.
9. Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful Proposer's beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the request for proposal document.
10. The address (es) referred to above is:

Name of officer: Ms. Nikolina Atalić

Postal address: Zagrebački holding d.o.o., Department: Sektor nabave, Ulica Frana

Folnegovića 1, 10000 Zagreb, Croatia

Email addresses: green.loan@zgh.hr

ZAGREBAČKI HOLDING
d. o. o. 13
ZAGREB, Ulica grada Vukovara 41

