

CONVENTION INTERNAZIONALE SUGLI APPALTI PUBBLICI

INTERNATIONAL CONVENTION ON PUBLIC PROCUREMENT

Roma, 6-7 Novembre 2025

Roma Eventi

Centro Conferenze Fontana di Trevi
Piazza della Pilotta, 4 - Roma

Rome, 6-7 November 2025

Roma Eventi

Fontana di Trevi Conference Center
Piazza della Pilotta, 4 - Rome

REIMAGINING PROCUREMENT: ALBANIA'S AI-DRIVEN TRANSFORMATION

Romina Kostani

Director of Digital Agenda Coordination and Foreign-Funded e-Gov Projects

Albanian National Agency of Information Society

From Digitalization to AI-Driven Governance

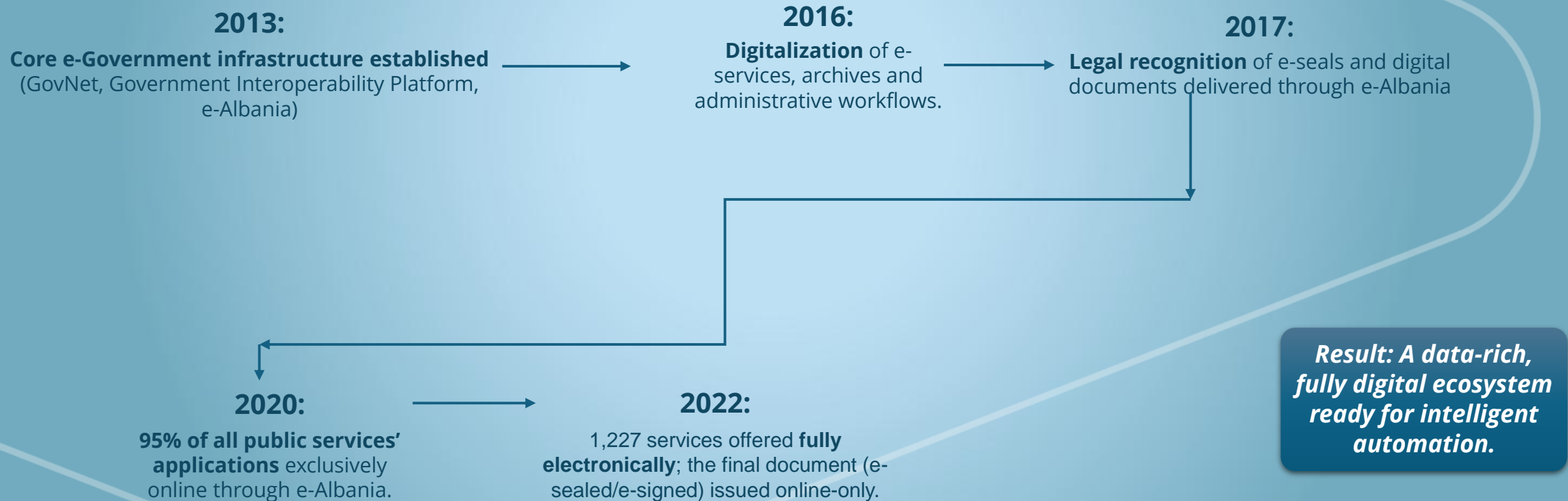
Over the past decade, Albania has built one of the most advanced e-Government systems in the region and beyond.

e-Albania, the national e-Government portal – over 1,260 electronic public services, connected through the **Government Interoperability Platform**

This digital revolution has transformed governance, making services faster, transparent, and data-driven and has laid the foundation for Albania's next leap: **Artificial Intelligence in Government.**

Digital transformation was the foundation, AI is the evolution

The Journey Towards Full Digital Governance



Entering the AI Era, Turning Data into Intelligent Services



The Albanian government has accumulated vast datasets through digitalization.



This data now fuels a new wave of transformation, **the integration of Artificial Intelligence** across governance, policymaking, and citizen interaction.



AI in Governance = Smarter decisions, automated services, personalized citizen experience.

“Diella” the AI-Virtual Assistant for public services



- Launched in late 2023, **Diella** is Albania's first AI-powered virtual assistant on e-Albania:
Over 1 million interactions in the first year.
- From 2025, Diella allows citizens to obtain 50+ official documents via voice commands
- Diella processed approximately **1,200,000 requests** and generated over **46,000 e-sealed documents.**

Next phase: AI-driven form completion through natural voice interaction, reducing human intervention, waiting time, and administrative effort.

Cross-Sector Applications of AI in Government

AI for **EU Legal Alignment**

Legal Overlap Module

Finance & Customs – Detects anomalies in invoices and declarations; reduces evasion.

AI in Agriculture: Data-Driven Farming for the Future

Healthcare – AI in radiology for early disease detection.

Co-Governance – AI analyzes citizen feedback and proposes policy improvements.

AI-powered Procurement System



• **Methodology and Technical Standards for AI** (approved July 2024):



• **2025 – 2030 National AI Strategy** (being finalized):

AI in Public Procurement – The Core of Smart Governance

The new national electronic Government Procurement System (e-GP):

- Fundamentally **modernize** and **enhance** the public procurement ecosystem in Albania
- A **paradigm shift** from potentially fragmented, manual, or semi-electronic processes to a fully integrated, digital, and data-driven platform.

A new national electronic Government Procurement System (e-GP)

Transparency, accountability and compliance

Enhanced Transparency & Accountability

- Full visibility of procurement data: plans, tenders, bids, awards, and contracts.
- **Immutable audit trails** for every action ensure traceability and accountability.
- Real-time monitoring and dashboards enable oversight, analysis, and public trust.

Legal Compliance & EU Harmonization

- **Full alignment** with national procurement laws and procedures.
 - *Law 162/2020, as amended (in 2024) "On Public Procurement": The system should be developed using advanced **artificial intelligence technology and robotic processes** in line with European standards.*
- **Harmonization with EU Directives** (2014/24/EU, 2014/25/EU, 2014/23/EU).
- Embeds principles of transparency, equal treatment, and non-discrimination.

A new national electronic Government Procurement System (e-GP)

Efficiency & Streamlined Processes

Modernized Procurement Lifecycle

- **End-to-end digital process:** planning → tendering → evaluation → contract → payment.
- **Automation** of repetitive tasks and standard templates reduce administrative burden.
- **Paperless workflows** and electronic submissions improve accuracy and speed.

Measurable Efficiency Gains

- Shorter procurement cycles and faster delivery of goods and services.
- Reduced costs and time for both authorities and bidders.
- Resources redirected from administration to strategic planning and oversight.

A new national electronic Government Procurement System (e-GP)

Competition and value for money

Increased Competition & Participation

- Centralized online portal ensures equal access to all.
- **Simplified**, standardized procedures attract more bidders, including SMEs.
- **Lower participation costs** via digital access, templates, and notifications.

Maximized Value for Money

- Strong planning tools for needs assessment, market analysis, and evaluation.
- Objective, automated evaluation ensures fairness and consistency.
- Enhanced contract management prevents delays, cost overruns, and disputes.

AI in Public Procurement – The Core of Smart Governance

Full automation of procurement procedures through AI-based e-system

Elimination of paper communication and physical correspondence with offices

Businesses access **virtual files**, interacting directly with state systems

Simpler, fairer, and fully digital procurement process aligned with EU standards

Integration with the **e-Certis** system for declaration verification

AI in Public Procurement – The Core of Smart Governance

Customs Single Window system enhances interoperability and process efficiency

AI and Machine Learning reduce human error and automate:

- Drafting of Terms of Reference
- Drafting of Eligibility/Award Criteria Recommendation
- Estimation of limit funding
- Document Evaluation Support

Outcomes:

- Financial savings
- Transparent and equitable competition
- Increased trust in public procurement

The Future of AI in Albania

Albania is transforming from a Digital Nation to an AI Nation.



Through strategic alignment with the EU, strong digital foundations, and ethical AI implementation, the country is redefining governance, innovation, and citizen experience.



Digitalization transformed how we work, and AI will transform how we think, decide, and serve.

The future of governance is intelligent.

Thank you!