

# RFQ ANNOUNCEMENT



**RFQ NAME:** ENVIRONMENT CERTIFICATION ISO 14001

**RFQ Reference:** RfQ 011-04/22

**Date of opening:** April 12<sup>th</sup>, 2022

**Date of closure:** April 29<sup>th</sup>, 2022 @ 12:00 (Extended)

**Type of contract:** Service Agreement

**Contracting authority:** Raiffeisen Bank Kosovo J.S.C.

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## 1 GENERAL INFORMATION

### 1.1 Purpose of this document

The aim of this document is to provide the participating suppliers with all the information required to the submission of proposals for Environmental Certification ISO 14001 ref: RfQ 011-04/22.

### 1.2 Info regarding the contracting authority

Raiffeisen Bank Kosovo is a subsidiary of Raiffeisen Bank International AG (RBI). RBI came to Kosovo by the end of 2002 by purchasing most of the shares of the American Bank of Kosovo to complete the purchase and rename the bank in June 2003. In June 2003, RBI became the owner of 100% of shares and named the Bank Raiffeisen Bank Kosovo. RBI offers corporate and investment banking for Austrian and international companies, an extensive banking and leasing network in CEE for both corporate and retail customers. Additionally, the Group comprises numerous other financial service providers, for instance in the fields of leasing, asset management as well as mergers and acquisitions.

According to the Balance Sheet as of 31 December 2020, total assets of Raiffeisen Bank Kosovo were € 1,113 million, total customers' deposits € 916 million whereas lending balance was € 709 million. Raiffeisen Bank has a capital of €63 million.

Raiffeisen Bank offers a wide range of banking services and products for all clients: individuals, small and medium enterprises and corporate. Since its presence in the market, Raiffeisen Bank is very successful by achieving continuous development in all segments including loans and deposits.

To support further our business activities and to offer high quality banking services to our customers with cutting-edge technology, we continued to invest in our IT and Operations. In recognition of this, we became the first company in the region to be certified by Registered Quality Assurance (LRQA) for ISO 20000-1 and ISO 27001.

For more information on Raiffeisen Bank Kosovo J.S.C., please visit:

<http://www.raiffeisen-kosovo.com>

### 1.3 Applicable terms and conditions

By participating in this tender exercise and presenting a quote RBKO, you acknowledge that you have read, understood and agreed to:

[The general terms and conditions for procurement of goods and services in Raiffeisen Bank Kosovo](#)

### 1.4 Confidentiality

1.4.1 Raiffeisen Bank Kosovo and Tender Participant process personal data of natural persons in accordance with the Law no. 06/L-082 for Personal Data Protection and the General Data Protection Regulation 2016/679 (GDPR).

1.4.2 Tender Participant provides its explicit consent to RBKO that the personal data provided or any data that may be available later, may be processed or stored for the purpose of evaluating the bid and any other legitimate purpose within the limits of the applicable data protection law.

1.4.3 In addition the Tender Participant warrants to RBKO that it has obtained all the necessary consent of their employees, members of their management boards, supervisory board, owners and beneficial owners to disclose their personal data or any other data to RBKO for the purpose of performing and any other legitimate purpose within the limits of the applicable data protection law.

1.4.4 The Tender Participant agrees and authorizes the Bank that the personal data provided and any other data which may be available later may be used and exchanged between the members of Raiffeisen Bank Kosovo and its partners inside and outside the country, Central Bank of Kosovo and the entities and institutions authorized by the applicable law for collecting and receiving such data.

## 1.5 Process for expression of interest to participate

Interested parties should send a request to participate in: [procurement@raiffeisen-kosovo.com](mailto:procurement@raiffeisen-kosovo.com)

The following documents should be included in the request:

- Business Registration Details
  - Certificate (copy)
  - VAT Registration Certificate (copy)
  - Fiscal Number Certificate (Copy)
  - Copy of identification document (ID Card, Passport or Driving License) of the Company Owner
  
- Other contact details (address, contact number and official email of person in charge for quotation).

The deadline for submitting these initial and necessary documents for registration on the electronic procurement platform (eSourcing) is **April 26, 2022, at 15:00**

Documents received after this deadline may not be considered and consequently you may not be invited for quotation.

## 1.6 General Background

Raiffeisen Bank JCS in Kosovo is committed to responsible banking for a sustainable future. That is why we were the first bank in Austria to sign the UN Principles for Responsible Banking.

As responsible bankers, we support our customers in Kosovo with sustainable financial products and comprehensive know-how.

We are also responsible for our supply chain as well as our own inhouse ecology and employee wellbeing. We are as well engaged citizen while investing in community projects in the areas of culture, art, health, sports, education and environment so that together with our partners we create a positive long-term impact.

## 1.7 Objectives of the assignment

The objective of this assignment is to achieve the Certification of the Raiffeisen Bank Kosovo J.S.C, located in Pristina – Republic of Kosovo, regarding the Environmental Management System ISO 14001 from an ISO accredited firm.

Address of the company aimed to undergo this process: Street Robert Dol, no. 99, Pristina, republic of Kosovo.

The bidder must conduct a pre-analysis if necessary and produce indications required in order to complete the whole certification process. The bidder must advise for which level of certification the Raiffeisen Bank Kosovo J.S.C is currently equipped to be qualified.

The bidder must provide accurate information about re-certification process validation.

The bidder must describe and explain how and why they are the best entity that can deliver the necessary requirements for RBKO certification process, by indicating among others the following with appropriate supporting documents:

- i. Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations.
- ii. Business Licenses – Registration Papers, Tax Payment Certification, etc.
- iii. Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references.
- iv. Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. (if any)

### **1.8 Degree of expertise and Qualifications**

The interested bidders must show in their bidding submission the following qualifications:

1. List of international ISO 14001 customers;
2. List all ISO 14001 auditors of the bidder, CVs of ISO-14001 auditors and ISO-14001 auditor certificates

The overall objective of the RFQ is to assist Raiffeisen Bank Kosovo JSC with implementation of ISO 14001 certification process. The scope of work includes but is not limited to:

- ISO 14001 Document review
- ISO 14001 Pre-Assessment
- ISO 14001 Final Assessment
- Certification readiness report

The final report / documentation should provide a clear, comprehensive and concise information with regards to measures that need to be taken to achieve ISO 14001 certification

### **1.9 Q&A session**

According to Timeliness section disclosed in Section 3, we will provide an opportunity to answer, in writing, to the Bidders' follow-up questions related to this dossier. During this slot, our internal teams available for any questions / additional information you might require with regards to the scope of this publication.

Kindly note that your questions, together with our answers, will be shared with all participating bidders. Raiffeisen Bank Kosovo JSC reserves the right to ask for additional clarifications in order to enable a fair and comprehensive assessment.

**IMPORTANT:** Your question, jointly with the Banks answer, will be shared with all participating bidders!

## 2 BIDDING INFORMATION

### 2.1 Financial bid requirements

Commercial offers will be placed in an online and electronic environment. You will receive an invitation from our electronic tender tool for placing your commercial bid according to the RFP's timeline and requirements.

When submitting your online quote, please bear in mind the following:

- i. The bid should be presented in Euro exclusive and inclusive of VAT. In case VAT is not specified, we will consider that price includes VAT.

<i>Environmental Management System ISO 14001</i>	<i>Price (whole process)</i>
<i>ISO 14001 Document review ISO 14001 Pre-Assessment ISO 14001 Final Assessment Certification readiness report</i>	

- ii. Any costs associated with the preparation of this proposal are to be borne by the Bidder.
- iii. ii. If Service Provider is registered abroad and performs any service within the territory of Kosova the withholding tax 5% for non-resident persons in compliance with applicable Laws in Kosova shall be applied and withheld by the bank transferred directly to the Kosova Tax Administration and shall be listed in the upcoming invoice for any works they have conducted while being present in the territory of the Republic of Kosovo

### 2.2 Other Requirements

Interested parties should submit their quote for by disclosing the following information:

- Proof of no outstanding taxes to local authorities.
- Please submit your bid in English Language.
- Brief introduction of company and main point of contact (address email + phone)
- Please disclose the Offer Date and Offer Number.
- Please provide bidders bank account details
- Please provide offer validity of at least 90 days
- Please stamp and sign the offer
- Please include Company Organogram
- Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations
- Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references.
- Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. (if any)
- List of international ISO 14001 customers
- List all ISO 14001 auditors of the bidder, CVs of ISO-14001 auditors and ISO-14001 auditor certificates

### 2.3 Supplementary information

- i. We reserve the rights to make amendments to the specifications, cancel this tender, re-invite the individual participants to resubmit their bid, disqualify a single bidder without giving notice or reasons.
- ii. We reserve the rights to disregard / not enter into any type of correspondence with any bidding party at any time throughout the process.
- iii. Offers which are non-compliant with requirements set on this document, may be disqualified from the selection process.
- iv. All expenses made for the preparation and the submission of bids, or further clarification meetings are borne by the Bidders. We are not liable by any circumstance for these costs, irrespective of the bid result. No costs will be reimbursed for the response created by the Bidder, which means that the information is free-of-charge.
- v. Selection Criteria for this tender are based on Tender Committee's recommendation and Management Board's decision.

### 2.4 Communication

All communication regarding this tender should be made in writing, preferably in electronic format via email. All communication must be directed to:

Procurement Unit  
"Robert Doll" str. #99, Pristina 10 000, Kosova  
phone: +381 (0)38 222 222 313  
email: [prokurimi@raiffeisen-kosovo.com](mailto:prokurimi@raiffeisen-kosovo.com)

### 3 TIMELINES

Activity	Deadline
Publication date:	April 12, 2022
Q&A Session START:	April 12, 2022
Q&A Session END:	April 19, 2022 @ 15:00 precisely
Deadline for expression of interest to participate:	April 19, 2022 @ 15:00 precisely
<b>Q&amp;A Session END: Extended</b>	<b>April 26, 2022 @ 15:00 precisely</b>
<b>Deadline for expression of interest to participate: Extended</b>	<b>April 26, 2022 @ 15:00 precisely</b>
<b>OPENING of eSourcing/bidding platform: Extended</b>	<b>April 27, 2022</b>
<b>CLOSURE of eSourcing/bidding platform: Extended</b>	<b>April 29, 2022 @ 12:00 precisely</b>
Award date:	TBD