

# TENDER ANNOUNCEMENT



**TENDER NAME:** **SUPPLY WITH OFFICE WORK DESK**

**Tender Reference:** T027-11/21

**Date of opening:** November 19<sup>th</sup>, 2021

**Date of closure:** December 3<sup>rd</sup>, 2021 @ 15:00

**Type of contract:** Sale and Purchase 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 Supply with Office Work Desk ref: T027-11/21.

### 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).

The deadline for submitting these initial and necessary documents for registration on the electronic procurement platform (eSourcing) is **November 25, 2021, at 15:00**.

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

## 1.6 Scope

The successful bidder should be able to deliver products on the basis of Raiffeisen Bank needs.

Bidders must submit a sample of **Desk, Upholstered pad panel and Pedestal** which they have quoted with relevant information regarding name of manufacturer, model name and its place of origin. Please note that the samples of proposed products should be delivered to the following address:

**Procurement Unit**  
**"Robert Doll" str. #99, Pristina 10 000, Kosova**  
**Monday to Friday from November 22, 2021 to December 3, 2021**  
**From 08:00 to 15:00**

*Samples will be returned to non-winning bidders.*

## 1.7 Technical requirements

The annex attached to this tender publication aims to provide information about the requirements of the products-desks that Bank is seeking to purchase.

Technical description alongside with additional information is intended to explain minimal requirements of the product.

The successful bidder must provide information that shows detail information regarding name of manufacturer, model name and product place of origin.

Please include certificates for the offered products. Some of internationally recognized certifications for this purpose are below:

- I. EN 527 - 1:2011 Office furniture – Worktables and desks – Part 1: Dimensions
- II. EN 527 – 1:2011 Office furniture – Part 2: Safety, strength, and durability requirements
- III. EN 527 - 3:2003 Office furniture - Worktables and desks methods of test for the determination of the stability and the mechanical strength of the structure.

Kindly note that certifications are a knock out criteria for the whole process.

The Contractor shall guarantee supply and delivery of the same model's material, color's, spare parts for at least 5 years.

Fabric/manufacturer shall have quality of user friendly for maintain cleanliness by (i.e. simple vacuuming, wiping).

### **1.8 Warranty**

The successful bidder warrants that:

- i) The products are new, unused, and not refurbished.
- ii) Products are free of faults and errors resulting of poor design, inadequate materials, manufacturing problems, or any other act of omissions of Successful bidder.

Warranty starts when the product is delivered. Warrantee period is minimum 5 years.

In the case of defects of the Product arising within 5 (five) years of the commencement of the warranty period, the Successful bidder shall - to the exclusion of all further/additional claims associated to such defect - at his discretion, replace the item free of charge within a reasonable period of time.

The successful bidder must inform what is the replacement time of the product!

In the delivery location, if there is not visible damage on the product, the Raiffeisen Bank representative and the bidder staff sign the Act of Acceptance/Delivery Receipt, which provides for detailed description of the products accepted. The date the Act of Acceptance/Delivery receipt is signed is the date of delivery

In order to avoid any doubt, acceptance of the Delivery and signing of the Act of Acceptance/ Delivery receipt does not prevent the Raiffeisen Bank to make claims with respect to quality and defects of the Products.

### **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.

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.
- ii. Price should include costs of transport, assembly, and Installations.

### 2.2 Other Requirements

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

- Proof of no outstanding taxes to local authorities.
- Manufacture Authorization form related to offered products
- 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
- If available, please provide certificates on compliance with environmental and/or sustainability standards.
- Please Include quality ISO Certificates such as:
  - EN 527-1:2011 Part 1:Dimensions
  - EN 527-1:2011 Part 2:Safety, strength, and durability requirements
  - EN 527-3:2003 Worktables and desks methods of test for the determination of the stability and the mechanical strength of the structure.
- Three references issued from reputable institutions, confirming that the bidder has provided similar services or performed similar tasks satisfactorily, in relation to our requirements set on this document. References should not be older than three years.

### 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, Kosovo  
phone: +381 (0)38 222 222 313  
email: [prokurimi@raiffeisen-kosovo.com](mailto:prokurimi@raiffeisen-kosovo.com)

### 3 TIMELINES

Activity	Deadline
<b>Publication date:</b>	November 19, 2021
<b>Deadline for expression of interest to participate:</b>	November 25, 2021 @ 15:00 precisely
<b>Q&amp;A Session START:</b>	November 19, 2021
<b>Q&amp;A Session END:</b>	November 25, 2021
<b>Deadline for delivery of samples:</b>	December 3, 2021 @ 15:00 precisely
<b>OPENING of eSourcing/bidding platform:</b>	November 26, 2021
<b>CLOSURE of eSourcing/bidding platform:</b>	December 3, 2021 @ 15:00 precisely
<b>Award date:</b>	TBD



#### 4 ANNEX 1 – TECHNICAL REQUIREMENTS

