

TENDER ANNOUNCEMENT



TENDER NAME: BRAND SIGNS AND HEAD OFFICE ILLUMINATED SIGNAGE

Tender Reference: T021-11/25

Date of opening: November 05, 2025

Date of closure: November 21, 2025 @ 15:00

Type of contract: Service Agreement

Contracting authority: Raiffeisen Bank Kosovo L.L.C, its entities and Raiffeisen Tech Kosovo

November 2025

Table of Contents

1	GENERAL INFORMATION	3
1.1	Purpose of this document.....	3
1.2	Info regarding the contracting authority: Raiffeisen Bank Kosovo J.S.C.	3
1.3	Applicable terms and conditions for Raiffeisen Bank Kosovo J.S.C.....	3
1.4	Confidentiality.....	3
1.5	Details required for expression of interest	4
2	BIDDING INFORMATION.....	5
2.1	Requirements	5
2.2	Financial bid requirements	5
2.3	Technical Requirements	6
2.4	Supplementary information.....	6
2.5	Communication	6
3	TIMELINES	7

1 GENERAL INFORMATION

1.1 Purpose of this document

The aim of this document is providing the participating suppliers all the information required to the submission of proposals for Brand Signs and Head Office Illuminated Signage.

This tender exercise consists of one single round where you are kindly asked to submit your technical and financial bid in compliance with Annex 1 and Annex 2.

1.2 Info regarding the contracting authority: Raiffeisen Bank Kosovo J.S.C.

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 March 2025, total assets of Raiffeisen Bank Kosovo were € 1.593 million, total customers' deposits € 1.345 million whereas lending balance was € 1.106 million. Raiffeisen Bank has a capital of €63 million.

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.

For more information on Raiffeisen Bank Kosovo J.S.C., please visit <https://www.raiffeisen-kosovo.com>

1.3 Applicable terms and conditions for Raiffeisen Bank Kosovo J.S.C.

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

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 Details required for expression of interest

For this stage, please submit in electronic format (i.e. prokurimi@raiffeisen-kosovo.com) only the following documents:

- Brief introduction of company and main point of contact (address, contact person, contact number and official email);
- Business registration certificate.
- Copy of identification document (ID Card, Passport or Driving License) of the Company Owner.
- Other contact details (address, contact person, contact number and official email)
- All the above documents must be stamped and signed

2 BIDDING INFORMATION

2.1 Requirements

Interested parties should submit the following documents:

- Business Registration Certificate (copy)
- VAT Registration Certificate (copy)
- Fiscal Number Certificate (Copy)
- Bidders must enclose proof of no outstanding taxes due to the Kosovo authorities.
- Brief introduction of company and main point of contact (address email + phone)
- Please disclose the Offer Date.
- Please provide bidders bank account details
- Please provide offer validity of at least 90 days
- Please stamp and sign the offer
- Copy of identification document (ID Card, Passport or Driving License) of the Company Owner
- Please include Company Organogram
- If available, please provide certificates on compliance with environmental and/or sustainability standards.
- 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.

2.2 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. Please draft and submit your offer in accordance with requirements of this document and specifications listed on Annex 1 and Annex 2.
- ii. The bid should be presented in Euro inclusive of VAT. In case in prices VAT is not specified, we will consider that, the price includes VAT.
- iii. Price should include delivery, customs, and all other expenses as well.
- iv. Bidders should quote for all items.
- v. 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.
- vi. When submitting the quote in the eSourcing platform, you will be asked to provide the total cost of the offer, whereas the detailed prices should be uploaded as an Excel file (.xls or .xlsx).
- vii. In case the total costs cannot be exactly determined, please input the closest approximate and we will use pricing information provided in the enclosed documents.

2.3 Technical Requirements

[Annex 1 - Brand Signage Specification and Financial Proposal 2025](#)

[Annex 2 - Head Office Illuminated Signage Specification](#)

[Annex 3 - RBKO - HO Illuminated Signage](#)

2.4 Supplementary information

- viii. 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.
- ix. We reserve the rights to disregard / not enter into any type of correspondence with any bidding party at any time throughout the process.
- x. Offers which are non-compliant with requirements set on this document, may be disqualified from the selection process.
- xi. All expenses made for the preparation and the submission of bids, or further clarification meetings are supported 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.
- xii. Selection Criteria for this tender are based on Tender Committee's recommendation and Management Board's decision.
- xiii. The qualification of the accessories will be according to physical samples submitted by companies as per above mentioned requirements.

2.5 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
email: prokurimi@raiffeisen-kosovo.com

3 TIMELINES

Activity	Deadline
Publication date:	05 November 2025
Deadline for expression of interest to participate:	11 November 2025
Opening of e-Sourcing platform:	12 November 2025
Closing of e-Sourcing platform:	21 November @ 15:00 precisely
Award*:	TBD