

TENDER ANNOUNCEMENT



TENDER NAME: ATM STATIONERY AND POS THERMAL PAPER

Tender Reference: T028-09/23

Date of opening: September 11, 2023

Date of closure: September 21, 2023 @ 15:00

Date of closure: September 28, 2023 @ 15:00 extended date

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 ATM Stationery and POS thermal paper ref: T028-09/23.

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 December 2022, total assets of Raiffeisen Bank Kosovo were € 1,298 million, total customers' deposits € 1,128 million whereas lending balance was € 809 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 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

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 of expressing interest

Raiffeisen Bank in Kosovo invites all interested companies to bid for the tender ATM Stationery and POS Thermal paper with reference RE: T028-09/23

Interested parties should send a request to participate in procurement@raiffeisen-kosovo.com.

The following documents should be included in the request:

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

The deadline for submitting these initial and necessary documents for registration on the electronic procurement platform (eSourcing) is **September 25, 2023, at 15:00.**

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

The application is done only through the eSourcing platform. Companies must meet the requirements to qualify for the bidding process

1.6 Scope & Technical requirements

Raiffeisen Bank Kosovo aims to select a professional bidder who will complete services of supply with ATM Stationery and POS thermal.

The Annex 1 attached to the dossier aims to provide description requirements of the products.

In a nutshell, RBKO is seeking to purchase the following products:

LOT 1

- Dispenser Cassette "S1" for NCR ATM
- Dispenser Cassette "S2" for NCR ATM
- Cleaning Cards for ATM (Elix Clean - 2 sided flocked with solvent Art. 364.025)
- Bank Note Acceptor Cleaning Card (2 sided flocked, Art. 463)

LOT 2

- Receipt Paper for ATM 560 m x 80 mm -55gr paper (Core Diameter 17mm inside - 20mm outside)
- POS Thermal Paper Roll 18 m x 57 mm -55gr paper

Bidders must submit a sample of each product for which they have quoted. 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 September 11, 2023 to September 28, 2023
From 08:00 to 16:00

Samples will be returned to non-winning 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 inclusive of VAT, installation, and all related costs. In case in prices VAT is not specified, we will consider that, the price includes VAT.
- ii. You can bid for one LOT or for all products LOTs. However, at least one LOT must be completed to qualify for the bidding process.

2.2 Other Requirements

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

- Bidders must enclose proof of no outstanding taxes due to the Kosovo 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.
- 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
- 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.
- Ads If available, please provide certificates on compliance with environmental and/or sustainability standards.

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 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.
- 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
 email: prokurimi@raiffeisen-kosovo.com

2.5 Timelines

Activity	Deadline
Date of opening:	September 11, 2023
Request to participate, closure date:	September 18, 2023 @ 15:00
Request to participate, closure extended date:	September 25, 2023 @ 15:00
Opening of eSourcing extended platform:	September 26, 2023
Date of closure:	September 21, 2020 @ 15:00 precisely
Date of closure: Extended:	September 28, 2020 @ 15:00 precisely
Award date:	After decision