

# TENDER ANNOUNCEMENT



**TENDER NAME:** COMPUTER ASSISTED TELEPHONE AND PAPER AND PEN INTERVIEWS (CATI AND PAPI)

**Tender Reference:** T007-04/2024

**Date of opening:** April 04<sup>th</sup>, 2024

**Date of closure:** April 15<sup>th</sup>, 2024 @ 15:00

**Type of contract:** Service Agreement

**Contracting authority:** Raiffeisen Bank Kosovo J.S.C. and its subsidiaries.

## Table of Contents

1	GENERAL INFORMATION .....	3
1.1	Purpose of this document .....	3
1.2	Info regarding the contracting authority .....	3
1.2.1	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	Supplementary information .....	4
1.6	Process for expression of interest to participate .....	4
1.7	Q&A session .....	4
1.8	Communication.....	5
2	BIDDING INFORMATION.....	6
2.1	Technical Specification.....	6
2.2	Requirements.....	7
2.3	Bidding structure / Price quotation sheet.....	7
2.4	Timelines .....	7

## 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 Computer Assisted Telephone and Paper and Pen Interviews.

### 1.2 Info regarding the contracting authority

#### 1.2.1 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 at 31 December 2024, total assets of Raiffeisen Bank Kosovo were €1,425 million, total customers' deposits € 1.219 million whereas lending balance was €925 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.

- 1.4.5 The Tender Participant that process personal data shall complete the enclosed Agreement on Order Processing in accordance with Article 28 GDPR and "Security Measures" questionnaire except if provided to the Bank a certificate in accordance with the requirements of Art. 28 (1) and Art. 42 GDPR. In addition to the "Security Measures" questionnaire, Tender Participant shall demonstrate to the Bank in writing that data processing is effected in compliance with the requirements of the GDPR and the Law no. 06/L-082 for Personal Data Protection that the protection of the rights of the data subjects is warranted, preferably in the form of a certification or an external audit.



GDPR\_TOMS\_DP\_RB  
l\_v5\_en\_final -.xlsx

## 1.5 Supplementary information

- i. The bid should be presented in Euro inclusive of VAT and all related costs. In case that prices are not specified, we will consider that the price includes VAT.
- ii. 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.
- iii. We reserve the rights to disregard / not enter into any type of correspondence with any bidding party at any time throughout the process.
- iv. Offers which are non-compliant with requirements set on this document, may be disqualified from the selection process.
- v. 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.
- vi. Selection Criteria for this tender are based on Tender Committee's recommendation and Management Board's decision.

## 1.6 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 11, 2024, at 15:00.

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

## 1.7 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!

## 1.8 Communication

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

Procurement Unit  
"Robert Doll" str. #99, Pristina 10 000, Kosova  
phone: +383 (0)38 222 222; +383 (0)48 199 559  
email: [prokurimi@raiffeisen-kosovo.com](mailto:prokurimi@raiffeisen-kosovo.com)

## 2 BIDDING INFORMATION

### 2.1 Technical Specification

The service provider is required to provide quantitative research services to Raiffeisen Bank Kosovo.

The service provider is required to have at minimum three years of experience in required service field preferably with Financial Institutions, International Organizations and Private Companies. It will require the use of Computer-Assisted Telephone Interviews (CATI) and Pen-And-Paper Interviews (PAPI).

We will perform CATI interviews daily, biweekly and monthly basis whereas CAPI on the need basis.

#### Specifications and requirements

- To have a deep understanding of the industry,
- To have good knowledge of Bank products and services,
- To have good knowledge of market trends and behavior,
- To be able to conduct independent quantitative researches as per Bank requirements,
- To have great experience in conducting quantitative and qualitative researches,
- To be able to develop questionnaires, which follow a logical approach, extract the most relevant information and are comprehensive and easily understandable for the respective stakeholders,
- To prepare quantitative and qualitative reports on need basis,
- To conceptualize research projects by respecting the requirements by the bank and to propose a concrete research approach/plan to the bank,
- To be able to train the involved employees for effective and rightful application of their tasks,
- To apply adequate monitoring activities for the whole research process, in particular for the field works,
- To conduct time-effective data collection by strictly following the instructions,
- To be able to analyze the data and related to specific field,
- To be able to interpret analyzed data and to gain valuable information which, help achieve the stated research goals/ answer the stated research question(s) (provide recommendation for improvements, key survey findings, advantages and disadvantages),
- To be able to write a concise, relevant and appealing research report by presenting all research outcomes into Albanian and English,
- Able to hand out recordings, list of contacted citizens, original data collection forms and recordings, database files and other relevant material with the research report (Eng/Alb, hardcopy/electronic).

#### CATI surveys

- The company is required to have the capacity to perform CATI survey (Calls) as per Bank requests,
- The company should be able to provide the Bank with a CATI software, which supports data management and process monitoring,
- Able to provide with a database of landline and mobile phone contacts of the broad population of Kosovo,
- One phone call interview is required to last 3-5 minutes in maximum,
- There are approximately 2000 Calls per year to be conducted. The number of calls might be increased based on the Banks's requests.

#### PAPI surveys

- Company should be able to provide a country-wide network of employees, which conduct in-person surveys with participants all over Kosovo, at least 30 surveyors in all regions of Kosovo totally,
- Company should be able to conduct researches as per terms and conditions required by the bank,
- One interview should be at last 30 minutes.

## 2.2 Requirements

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

- 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.
- 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.
- Copy of identification document (ID Card, Passport or Driving License) of the Company Owner.
- 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.
- If available, please provide certificates on compliance with environmental and/or sustainability standards.

## 2.3 Bidding structure / Price quotation sheet

Description	Quantity	Price with VAT per interview	Price with VAT per survey
CATi Survey	2000		
PAPI Interview	30		

**\*This data are indicative and can be increased or reduced.**

## 2.4 Timelines

Activity	Deadline
Publication date:	April 04, 2024
Question & Answers session:	April 04-11, 2024 @ 15:00
Expression of intention to participate:	April 11, 2024 @ 15:00
Opening of e-Sourcing platform:	April 12, 2024 @ 09:00
Closing of e-Sourcing platform:	<b>April 15, 2024 @ 15:00 precisely</b>
<b>Award:</b>	<b>TBD</b>