

# TENDER ANNOUNCEMENT



**TENDER NAME:** PURCHASE AND MAINTENANCE OF SURVEILLANCE,  
INTRUSION & FIRE ALARMS SOLUTIONS

**Tender Reference:** T029-09/23

**Date of opening:** September 26<sup>th</sup>, 2023

**Date of closure:** October 06<sup>th</sup>, 2023 @ 15:00

**Type of contract:** Purchase and Maintenance Agreement

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

## 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	Q&A Session.....	4
1.6	Supplementary information .....	4
1.7	Concept of award .....	4
2	BIDDING INFORMATION.....	5
2.1	Requirements.....	5
2.2	Financial bid requirements.....	5
2.3	Supplementary information .....	6

## 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 purchase and maintenance of surveillance, intrusion & alarms. The main purpose of the engagement of the company is sell, install, maintain and streamline the surveillance, intrusion & alarms of Raiffeisen Bank Kosovo J.S.C.

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

### 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 € 862 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 20000-1 and ISO 27001.

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](#) and

[The general terms and conditions for the area of IT 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 Q&A Session

According to Timeliness section disclosed in Article 2.4, we will provide an opportunity to answer, in writing, to the Bidders' follow-up questions related to this dossier.

The Project Team will collect all questions and provide the answers to all these questions as soon as possible. Answers to the questions received are sent to all the Bidders, by e-mail and in the same time to all bidders.

Please make sure that your questions are direct and avoid vague statements and generalities, including referring to long and vague materials and web links.

You will be notified in due time, in case amended to this schedule are required.

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

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

email: [prokurimi@raiffeisen-kosovo.com](mailto:prokurimi@raiffeisen-kosovo.com)

"Robert Doll" str. #99, Pristina 10 000, Kosova

phone: +383 (0)38 222 222; +383 (0)48 199 559

## 1.6 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.

## 1.7 Concept of award

The contract will be awarded as full service. By this we understand paying a fixed price per goods/services as per table enclosed to this tender exercise. Your pricing should include:

- a. delivery of the equipment to final destination;
- b. on-site installation (where applicable);
- c. provision of maintenance per details enclosed in the table and where applicable
- d. training (where applicable).

## 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.
- 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
- Manufacturers authorization form
- Please include Company Organogram
- Please include CV of your technical staff,
- Certifications confirming that staff are trained to operate the equipment
- Please include ISO / quality assurance certificates for the offered products, where applicable.
- 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 the requirements of this document and specifications listed in Annex 1.
- ii. 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.
- iii. Bidders should quote for all items.
- iv. Please disclose the delivery time. Maximum acceptable delivery time is 7 working days.
- v. Intervention time for emergency calls should be within 2 hours and is applicable for all bank locations throughout Kosovo. Non-emergent interventions need to be carried out within 24 hours for bank locations throughout Kosovo.

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- 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 Timelines

<b>Activity</b>	<b>Deadline</b>
Publication date:	September 26, 2023
Deadline for expression of interest and submission of the document:	<b>October 03, 2023</b>
<b>Q&amp;A session Start – Close:</b>	<b>Sep 26 – October 03, 2023</b>
<b>Opening of e-Sourcing platform:</b>	<b>October 04, 2023</b>
<b>Closing of e-Sourcing platform:</b>	<b>October 06, 2023 @ 15:00 precisely</b>
<b>Award*:</b>	<b>TBD</b>