

# TENDER ANNOUNCEMENT



**TENDER NAME:** PURCHASE OF MOBILE PHONES AND TABLETS

**Tender Reference:** T006-03/2024

**Date of opening:** March 22, 2024

**Date of closure:** April 02, 2024@15:00

**Type of contract:** Purchase Agreement

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

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## 1 GENERAL INFORMATION

### 1.1 Purpose of this document

The aim of this document is to provide the participating vendors with all information required for submission of proposals for providing mobile phones for bank needs.

Kindly note that the Bidder shall bear all costs associated with the preparation and submission of its bid,

Raiffeisen Bank Kosovo J.S.C. (hereinafter RBKO) will in no case be responsible or liable for any costs, regardless of the conduct or outcome of the bidding process.

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

### 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 2023, 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.

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.

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 Details required for expression of interest

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

- i. Brief introduction of company and main point of contact (address, contact person, contact number and official email);
- ii. Business registration certificate;
- iii. Copy of identification document (ID Card, Passport or Driving License) of the Company Owner.

The deadline for submitting these initial and necessary documents for registration on the electronic procurement platform (eSourcing) is **March 27<sup>th</sup>, 2024**.

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

## 1.5 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 Raiffiesen 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.

## 1.6 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

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

"Robert Dol" str. #10, Pristina 10 000, Kosova  
phone: +381 (0)38 222 222 311; +381 (0)38 222 222 313

## 2 BIDDING INFORMATION

### 2.1 Scope & Technical requirements

The devices offered should be provided as per specifics mentioned in the Annex 1 of this document. The tender is divided on two LOT's:

LOT 1 – Mobile phone

LOT 2 – Tablets

### 2.2 Financial bid requirements

Technical and commercial offers will be placed in our eSourcing online environment. You will receive an invitation from our electronic tender tool for placing your commercial and technical 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 technical and financial requirements as specified in Annex 1 and Article 2 of this document
- ii. You can bid for one LOT or for two LOT's. However, it is a compulsory requirement that a bid is submitted for all listed items within a LOT. Partially completed LOT will be disqualified from the selection process.
- iii. . However, at least one LOT must be completed to qualify for the bidding process
- iv. 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.
- 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 unit cost, whereas the detailed offer should be uploaded as Pdf file signed and stamped as well.

#### 2.2.1 Other Requirements

Please consider the guidelines below and disclose the following documents:

- Submitted in English Language
- Bidders must enclose proof of no outstanding taxes due to the Kosovo authorities.
- Company Organogram
- Please disclose the Offer Number and Date.
- Please provide bidders bank account details
- Please provide offer validity of at least 180 days

- Please stamp and sign the offer
- Warranty period must be provided for all the equipment,
- Delivery period must be provided
- Manufacture Authorization form related to offered products
- Manufacture certificate proving the equipment has passed quality tests (CE approved /ISO Certified)
- 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

### 2.3 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 Timelines

Task	Deadline	Who
Publication date:	March 22, 2024	RBKO
Opening of eSourcing platform	March 28, 2024	RBKO
Deadline for expression of interest	March 27, 2024	Vendors
<b>Closing of e-Sourcing platform:</b>	April 02, 2024 @15:00	RBKO
<b>Award*:</b>	<b>TBD</b>	RBKO