



A. Musa Tolaj, Nartel Center, Llam. A, H-1,
Kati 12, nr. 65-1, Prishtinë, Kosovë.
T. +383 38 600 633, +383 38 600 644
E. office@kcsfoundation.org
W. www.kcsfoundation.org

REQUEST FOR PROPOSALS (RFP)

**CONTRACT TITLE: IT infrastructure services and
maintenance**

REFERENCE NO: RFP 06/2024

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REQUEST FOR PROPOSALS

Dir madam/sir,

- I. You are invited to submit *a proposal by e-mail to the address stated in paragraph 4*, for the below procurement activity in accordance with the enclosed Instructions and Information to tenderers.
- II. Your Proposal must be received by **23:59 o'clock on November 15, 2024**, and shall remain open in the event that the aforementioned final date for submission of this procurement activity is extended. All submitted documents must conform to the requirements outlined in the tender dossier.
- III. You are required to complete and return all documents listed and requested at “**Documents to be submitted**” in accordance with the invitation to tender and instructions.
- IV. **Contract Title:** IT infrastructure services and maintenance
Reference Number: RFP 06/2024
Date of Publication: 05.11.2024
Closing Date: 15.11.2024
Contract Duration: 24 months, with the possibility of extension.
Contracting Authority: Kosovar Civil Society Foundation (KCSF)
Email Address for submission of offers: tender@kcsfoundation.org
- V. For additional information about this procurement activity and ToR's please send your questions to the contact details below:

E-mail: tender@kcsfoundation.org
Closing date for questions: November 11, 2024, 13:00 o'clock

Only successfully tenderers will be contacted nearer the time to arrange suitable time for further information if needed.

Please ensure that you submit your proposal in the manner and by the time described in the Instructions and Information for tenderers.

Yours,

KCSF

Description of Scope

1	Introduction & Overview	Kosovar Civil Society Foundation (KCSF) is an independent, non-profit organization consistently pursuing the creation of a more participatory and democratic society in Kosovo through enabling civil society to become an active actor in country's public life. Over more than 25 years, KCSF has contributed to promoting evidence-based policymaking, expanding civic space, and supporting over 750 civic initiatives with a substantial investment of over 30 million euros, as well as empowering and enriching the skills and capacities of thousands of civil society activists in Kosovo and the Western Balkans through more than 1,100 training sessions.
2	Purpose of the Service	The purpose of this procurement call is for KCSF to award a contract to a specialized IT services company, with a high level of thematic expertise, knowledge and understanding, to provide comprehensive IT support, including hardware and software services, for the organization's operations.
3	Brief Description of the Required Services	The scope of IT maintenance includes, but is not limited to cover the Network Administration; Device Management; Hardware Support; Network Security; Software Maintenance; Hardware Inspection and Repair; Data Centralization; Printer, Scanner and other IT equipment Maintenance; Backup Services; Software Installation and Licensing;
4	Objective and Scope	The objective is to ensure that the IT infrastructure of the organization is maintained, upgraded, and optimized to meet the operational needs and strategic objectives of the NGO, ensuring continuity, security, and efficiency in all digital operations.
5	Expected duration of contract	24 months, with the possibility of extension.
6	Target start date	December 1, 2024
7	Language of Proposal	English
8	Pre-proposal conference	No
9	Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
10	Currency of Proposal	EUR
11	Value Added Tax on Price Proposal	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
12	Bid Security	<input type="checkbox"/> Required <input checked="" type="checkbox"/> Not Required
13	Financial Standing	<input type="checkbox"/> Required

14	Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> Not Required
15	Partial Quotes	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, KCSF may request the tenderers to extend the validity of proposals beyond what has been initially indicated in this ITT. The proposal shall then confirm the extension in writing, without any modification whatsoever on the proposal.
16	Payment Terms	<input type="checkbox"/> Permitted <input checked="" type="checkbox"/> Not Permitted Payments will be made on a delivery basis, upon completion of the service, on monthly basis.
17	Type of Contract to be Signed	Service Contract
18	Annexes to this RFP	<input checked="" type="checkbox"/> Annex 1: Terms of Reference <input checked="" type="checkbox"/> Annex 2: Declaration of honour on exclusion criteria and absence of conflict of interest <input checked="" type="checkbox"/> Annex 3: Tender Submission Form for Technical Proposal <input checked="" type="checkbox"/> Annex 4: Tender Submission Form for Financial Proposal <input checked="" type="checkbox"/> Annex 5: Instructions and Information for tenderers
19	Deadline for Submission of requests for clarification	3 working days before the deadline
20	Documents to be submitted:	<input checked="" type="checkbox"/> Annex 2: Declaration of honour on exclusion criteria and absence of conflict of interest. <input checked="" type="checkbox"/> Annex 3: Tender Submission Form for Technical Proposal <input checked="" type="checkbox"/> Annex 4: Tender Submission Form for Financial Proposal <input checked="" type="checkbox"/> Additional Annexes: <input checked="" type="checkbox"/> CVs of proposed experts for the assignment <input checked="" type="checkbox"/> Additional Annexes: Company portfolio. <input checked="" type="checkbox"/> Additional Annexes: References. <input checked="" type="checkbox"/> Copy of registration certificate and Fiscal & Unique Number certificate from relevant Registry in the country of origin defining the constitution or legal status, place of registration, and principal place of business.
21	Qualification Requirements:	<ul style="list-style-type: none"> - The company must possess at least 3 years of proven experience in the field of information technology services and have all the necessary resources for the performance of services in accordance with these terms of references. - In addition to the proven experience, the information technology-qualified staff, who possess knowledge and experience in similar processes, are preferred.

Bid Evaluation – Award Criteria

While price is an important factor, KCSF will evaluate proposals on price and the following criteria:

CRITERIA 1	<p>Level of Compliance with RFP:</p> <ul style="list-style-type: none"> i. Understanding of all parts of the RFP and Overall Quality 	Weighting	5%
CRITERIA 2	<p>Technical proposal</p> <ul style="list-style-type: none"> i. Methodology for providing the required services, ii. System of quality control, 	Weighting	25%
CRITERIA 3	<p>Relevant experience (company):</p> <ul style="list-style-type: none"> i. General professional experience, ii. References, 	Weighting	25%
CRITERIA 4	<p>Service Capability and Team Qualification:</p> <ul style="list-style-type: none"> i. Service delivery experience, ii. Qualifications and skills of experts who will be assigned to this engagement 	Weighting	20%
CRITERIA 5	<p>Financial Proposal:</p> <ul style="list-style-type: none"> i. Lowest Price (=Lowest price/Proposed price*20p), ii. Price clarity & Competitive price 5p, iii. Aligns with the budget forecasted (YES/NO), 	Weighting	25%