Letter of invitation to Tender

Health and accident insurance services for the staff of RIT Kosovo (A.U.K) and their families

Reference Number: RITKOSOVOHR01/2026

1. Contract description

RIT Kosovo (A.U.K.) invites interested parties to provide support on health insurance services.

- Insurance type: Health and accident insurance
- Number of people for insurance ~ 180
- Period of insurance: 365 days (1 year), starting from November 1, 2026

2. Nature of the contract

Service contract.

3. Schedule of events

- Request for Proposal Issued – October 12, 2026
- Submission Deadline Date – October 16, 2026, at 15:00

4. Conflicts/Appearance of Conflict

All proposers shall disclose in their Proposals under a separate heading, all actual, potential, or apparent conflict(s) and any current or past relationship and/or dealings between their firm and RIT Kosovo (AUK) or its employees without limitations.

5. Eligibility and evaluation criteria

Invited companies/organizations should be registered in the Republic of Kosovo.

Price and Insurance Package	90%
Previous experience with the vendor	10%

RIT Kosovo (AUK) reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous arrangements for RIT Kosovo (AUK).

6. Submission of offers

- Eligibility documents

1. Full Registration Certificate
2. VAT Certificate
3. A valid proof issued by a competent judicial or administrative authority (not older than 6 months)
4. A valid proof of the tax administration that the bidder has no outstanding tax debts.
5. Financial statements (audited)
6. A brief overview of your Company.

Interested vendors MUST provide a complete bid **no later than 15:00 on Friday, October 16, 2026**, in the RIT Kosovo (AUK) Procurement Office located in Str. Shpetim Robaj, n.n. Prishtinë 10000, Republic of Kosovo. ***Offers must be submitted in a closed envelope. No electronic offers will be accepted.***

7. Quotation language and currency

The language of the Quotation shall be in English, and prices shall be quoted in Euro, inclusive of VAT.

8. Validity of offers

Validity of the offers should extend until the contract is signed. However, in exceptional cases, RIT Kosovo (A.U.K) may request bidders to extend the validity period, which should not exceed the start of the service coverage or 30 days."

9. Terms of payments

The payment will be made via bank account transfer to the winner of the tender in EUR within a maximum of working days specified on the contract from the date of acceptance of goods or execution of services or works. Cases of non-performance of obligation and their legal consequences will be separately indicated in the contract.

10. Criteria for evaluation of the offer

Description	Limits
Amount	50,000.00€
Coverage area	RKS, AL, BiH, MK, ME, SRB, HR, SLO, TR and one EU Country
Hospitalization benefits (hospital expenses)	
Hospital room (semi-private)	100%
Doctor's expenses	
Expenses for the use of the operating room	
Intensive care	
Radiological examinations	
Medicaments	
Ambulance transportation	100% (max. 350€)
Transport abroad	100% (max. 350€)
Benefits in case of no hospitalization (ambulatory expenses)	
Expenses for the doctor	80.00%
Laboratory examinations	
Radiology and chemotherapy	
Daily surgery	
Medicaments	
Other benefits	
Maternity care	2,500€
Dental care	100% - (max. 400€ for one year)
Optical care	100.00 % - (max. 250€ for one year)
Hearing care	80.00% - (max. 250€ for one year)
Psychiatric treatment	80.00% - (max. 200€ for one year)
Physiotherapy	100% - (max. 250€ for one year)
Coverage in the event of an accident	
Accidental death	15 000 €
Complete disability	20,000 €

Questions or inquiries should be sent to procurement@auk.org