

Request for Proposal

Reference: **RFP/AQH/2025/001**

03.10.2025

The Accessible Quality Healthcare (AQH) project is funded by Swiss Agency for Development and Cooperation (SDC) and implemented by Swiss TPH. The third phase of the AQH project started in January 2024 and will continue until December 2027. AQH project is designed to support the implementation of the national reform agenda and complement other donor-supported programmes with a focus on the Primary Health Care (PHC) level and non-communicable diseases (NCDs).

The AQH Project hereby invites experienced civil society organizations, with proven and relevant expertise in patients' rights and in alignment with the project objectives, to submit proposals for services on:

"Patient Rights and Patients Councils in Kosovo"

Delivery location of the services: Nineteen (19) AQH project partner municipalities across Kosovo.

Interested organizations that meet the eligibility requirements are invited to obtain the **Request for Proposal (RFP) documents** by contacting the AQH Project Office in Pristina, Kosovo, at: procurement@aqhproject.org

Please include the organization's legal name, registration number, and fiscal number when submitting the request. The RFP documents will be sent electronically to the requesting organization.

Timeline of the RFP - Request for Proposal

- **Mandatory information session:** 10.10.2025 at 10:00 AM; **Venue:** AQH Office
- **Request for obtaining the RFP documents:** 10.10.2025 latest at 10:00 AM [before mandatory information session]
- **Deadline for questions/clarifications:** 17.10.2025 4:30 PM
- **Proposal submission deadline (closing date):** 24.10.2025, 11:00 AM
- **Public proposal opening:** 24.10.2025, 11:05 AM

Address: Swiss TPH - NGO in Kosovo/AQH Project, Office in Kosovo, Tirana str. Prime Residence, C 4/3, Entrance D, Floor 6, Flat no 17/18, 10000 Prishtina, Kosovo.

Submission Requirements:

All proposals must be submitted in **one sealed envelope** and addressed to the **Accessible Quality Healthcare (AQH) Project**. The envelope must be clearly marked with the following information: **"Patient Rights and Patients Councils in Kosovo"** [RFP/AQH/2025/001](mailto:procurement@aqhproject.org)

The sealed envelope should contain:

- **One (1) original hard copy** of the complete proposal, including all required documentation.
- **One (1) additional hard copy** of the complete proposal.
- **One (1) electronic copy** of the complete proposal, saved on a **USB flash drive** or **CD**.

Incomplete submissions, or proposals **not complying** with the above instructions, will be considered **non-eligible**.

For additional information, please contact the AQH Project at the following email address:
procurement@aqhproject.org