



Republika e Kosovës  
Republika Kosova – Republic of Kosovo  
ORGANI SHQYRTUES I PROKURIMIT  
TELO ZA RAZMATRANJE NABAVKE  
PROCUREMENT REVIEW BODY

Psh. No.1233/25

The Review Panel, appointed pursuant to Article 105, 106, and 117 of the Law on Public Procurement of the Republic of Kosova (Law No. 04/L-042, supplemented and amended by Law 04/L-237, Law 05/L-068, supplemented and amended by Law 05/L-092) composed of individual panelist Isa Hasani-President, deciding upon the complaint of EO “Auto Zone”, against the Contract Notice or the tender documents related to the procurement activity “Supply of oils for KP vehicles” with procurement number; 214/30400-25-9404-1-1-1, initiated by the contracting authority (CA) - Kosova Police, on the 29/01/2026, has issued this:

### DECISION

1. **Approved**, as grounded the complaint of the EO “Auto Zone”, with no. 2025/1233, of the 17/12/2025, for the procurement activity “Supply of oils for KP vehicles” with procurement number; 214/30400-25-9404-1-1-1, initiated by the contracting authority (CA) - Kosova Police.
2. Cancelled, B05 Contract Notice, dated 31.10.2025 and Corrections dated 08.12.2025, regarding the procurement activity with the data as in point one (1) of the decision. The contracting authority is obliged to improve the criteria in the Tender Dossier/Contract Notice, according to the findings of the Review Panel and to extend the deadline for bidding according to the law.
3. Within 15 days, the CA must inform the PRB of all actions taken regarding this procurement activity, otherwise, the PRB has the right to take measures against the CA for non-compliance with the decision as provided for in the provisions of Article 131 of the LPP.
4. The economic operator EO "Auto Zone", according to Article 31, paragraph 4 of the PRB Regulation, shall be refunded the appeal fee in the amount deposited upon filing the appeal. The complaining EO is obliged, in accordance with Article 31, paragraph 6 of the PRB Regulation, to submit a request for the return of the appeal security within sixty (60) days, otherwise the deposit shall be confiscated, and these funds shall be transferred to the Budget of the Republic of Kosova.

### REASONING

*-Procedural facts and circumstances -*

Kosova Police in the capacity of Contracting Authority on 31.10.2025 has published Contract Notice B05 regarding the procurement activity titled “Supply of oils for KP vehicles”, with procurement number 214/30400-25-9404-1-1-1. B54 Standard form for correction of errors in published notices was published on 08.12.2025.

On the 06.12.2025, EO “Auto Zone” has submitted a request for review against the Notice on the Decision of the Contracting Authority. The decision regarding the request for review was issued on 08.12.2025.

Against the decision cited above on the 17.12.2025, the operator "Auto Zone" has submitted to the PRB complaint no. 2025/1233 (Protocol No.).

-On the preliminary review phase-

(a) The PRB has found that the complaint in the present case was filed in accordance with Article 109.1 of the LPP, according to which, against any decision taken by the CA, any interested party may file a complaint after the implementation of the preliminary procedure for the resolution of disputes, as provided for in Article 108/A of this Law. Since the complainant has the status of an interested party as defined in Article 105, paragraph 1, in conjunction with Article 4, paragraph 1.26 of the LPP, and the complaint contains the essential elements provided for in Article 111 of the cited Law, which means that it meets the conditions in terms of the cited provisions and falls under the competences of this body in terms of Article 105, of the LPP, in conjunction with Article 9, of the Rules of Procedure of the PRB. The Review Panel analyzed all the documents of this case, including all the acts and/or actions of the parties, as described above (facts and procedural circumstances), the elements for preventing conflict of interest, as required in the sense of Article 11 of the PRB Rules of Procedure, in connection with paragraph 1.75, Article 4 of the LPP, do not exist, and at the same time analyzed all the documents of this case, including all the acts and actions of the parties, and considered that there is no need to convene a hearing with the parties as provided for in paragraph 1, Article 24 of the PRB Rules of Procedure.

(b) Based on the actions described above, the PRB has appointed the Review Panel pursuant to Article 111, paragraph 5 (ii) of the LPP and has engaged the review expert pursuant to Article 111, paragraph 5 (i) of the LPP, with the task of conducting the initial review of the file and the complaint claims, regarding this procurement activity, within the meaning of Article 113 and 114 of the LPP in conjunction with Article 17 and 19 of the cited Regulation.

Response of the CA- Kosova Police to the request for review of the EO “Auto Zone”

The CA in its response dated 08.12.2025 has approved the request for review of the complaining EO with the following reasoning: According to the CA, the Requesting Unit: It is allowed with higher quality by referring to the specifications required in the Tender Dossier.

The complaining claims of the complaining EO “Auto Zone” in complaint 1233/2025

In the request for clarification sent to the CA, we have tried to explain as simply as possible to the CA, according to the F02 Standard Form for review of the decision in the CA, that the specifications required for these products are unprofessional and unnecessary, which automatically reduce (reduce) competition by 90%. The Kosovo Police CA has requested 0W-30

engine oil for VW type vehicles. If we offer original oil from VW itself which is LongLife III FE 0W-30 with product code G S55 545, designed by VW itself, we will be eliminated or rather we will not be able to participate in this procurement activity because it does not have the API SN specification!!!. Very simply, we request from the CA to respect the specifications and manuals of the vehicle manufacturers that it owns, to require oil according to the manufacturer's manual which does not have the API SN specification, a specification which is discriminating against many other operators who, although they have and represent very well-known brands with very high quality, will not be able to offer their products since they do not have the API SN. It is worth noting that the CA has requested that the oil be approved by VW with the 504 00/ 507 00 standard and we believe that this is a much more significant and valid criterion ensuring the CA that it will procure oils of the quality approved by VW, rather than insisting on a specification which has nothing to do with the VW group! We are also attaching a photo of the original VW product, which clearly does not have the API SN specification anywhere, and we are also attaching the technical data of the original VW oil. We kindly request the PRB to approve our complaint as well-founded and to request the CA to remove the API SN specification from this article only. Below is a photo of the original packaging of the same product, which is produced by Volkswagen itself:

VOLKSWAGEN

® CEW 5 £ ®

■ Product data sheet

**LongLife III FE 0W-30  
G S55 545**

Engine oil fulfills many functions in petrol and diesel engines such as lubrication, cooling, cleaning, corrosion protection and sealing. Additionally oil is required for the correct operation of products using hydrostatic bearings, such as turbochargers.

Generally there is a fixed service interval of up to one year or 15 000 km for an engine oil change. Vehicles with a flexible LongLife service benefit from a prolonged interval of up to two years or 30 000 km.

**Description**

LongLife III FE is a high performance engine oil for modern petrol and diesel engines with a particulate filter (except R5V10-TDI before the model year 1006). From model year 2021 onwards the use of VW 504.00/507.00 0W-30 is mandatory for all vehicles which have been filled with this specification in the factory fill. This regulation is independent from the country individual service interval. This oil exhibits particularly low ash content as well as fuel-efficient characteristics. It ensures the durability of the after-treatment of exhaust gases, especially of the diesel particulate filter systems (DPF) without the support of regeneration by using fuel additives.

**Benefits**

LongLife III FE exhibits the following positive characteristics:

- Reduced ash content
- Fuel-efficient attributes
- High cleanliness of the injection zone of direct-injection Otto and diesel engines
- Prolonged engine oil change intervals
- High thermal resistance
- Low pumping work
- Optimised soot bearing capacity
- Suitable as an all-year-round oil

This all-year-round engine oil is suitable for Otto engines as well as diesel engines that depend on the specification VW 504.00 / 507.00 according to the vehicle manual. The official approval was given by the Volkswagen central laboratory, so that all requirements of the VW standards are fulfilled.

**Standards and Norms**

©Volkswagen AC Version V4.0 from 0203.2021

Typical specific values

Parameter	Test standard	Unit	Result for Longlife II EE
Density	ASTM D1551	g/cm <sup>3</sup>	0.838
Viscosity, 40°C	ASTM D445	mm <sup>2</sup> /s	11.0
Viscosity, 100°C	ASTM D445	mm <sup>2</sup> /s	3.07
Viscosity index	ASTM D2270	None	100
Flash point, PMCC	CEC 1-36-AR2	mPa.s (cP)	3.5
Flash point, PMCC	ASTM D3828	None	204
Flash point, PMCC	ASTM D3828	°C	226
Acid number	EN 15750	%wt	<0.5
Flash point	ASTM D3828	°C	>61

So, if we offer original oil from Volkswagen itself, we will be eliminated by the CA just because the oil from Volkswagen itself does not meet the specifications required by the CA.

Based on Article 111 paragraph 5 in connection with Articles 113 and 114 of the LPP, the Review Panel dated has authorized the review expert to conduct the initial review of the file and claims according to the complaint with no. 2025/1233, which was submitted on 29.12.2025.

Regarding the claims of the EO “Auto Zone”, the review expert through report no. 2025/1233 has assessed as follows:

The review expert clarifies that the complaining economic operator Auto Zone SH.P.K. upon withdrawal of the tender dossier, qualifies as an interested party according to the provisions of Article 4.1.26 of the LPP. The complaining EO, after analyzing the requirements set out in the tender dossier and in the contract notice, claims that the Contracting Authority/Kosova Police has set discriminatory criteria, in violation of Article 7 of the LPP.

Claim no.1

Complaining claim -1

We request that:

'Article 1 Purpose, Article 28 Technical Specifications, Article 70 Quality Assurance Standards, 4 article 7 Equality of Treatment/Non-Discrimination and Article 6 Economy and Efficiency be respected:

for product no. 5, has requested, as follows:

ANEKSII SPECIFIKACIONET TEKNIKE							
FURNIZIM ME VAJRA PËR AUTOMJETE TË PK-SË							
Nr	Emërtimi	Tipi i automjeteve	Lloji i vajit	Performancat	Paketimi	Sasia	Aprovimet e kërkuara
5	Vaj Motorri	VW	0W-30	ACEA C3, <b>API SN</b> , VW 504 00 / 507 00	1 deri 5 Litër	1	Aprovimi nga vw 504 00/507 00

Je numrin rendore 5, është kërkuar vaj motori për VW Group me specifikat: **TCEA C3, API SN, VW 504 00/507 00**, është kërkuar aprovimi nga **VW 504 00/507 00**.

**4e kërkesën për sqarim të dërguar pran AK-se, kemi munduar që të ia sqarojmë sa më thjeshtë AK-se, që**

specifikat e kërkuara për këtë produkte janë jo profesionale dhe të panevojshme, të cilat automatikisht e tkurrin (zvoglojnë) konkurrencën për 90%.

AK Policia e Kosovës ka kërkuar "Vaj motori 0W-30 për automjete të tipit "VW".

Po që se ne ofrojmë vaj original nga vete VW i cili është "LongLife III FE 0w-30" me kod të produktit G S55 545, i dizajnuar nga vete VW, ne do të eliminohe mi ose më mirë thënë na pa mundësohet pjesmarrja nga ky aktivitet

i prokurimit sepse i njëjti nuk e ka specifikën "API SN"!!!

Shume thjeshte, kërkojmë nga ana e AK-se që të respektohen specifikat dhe manualët e prodhuesve të automjeteve të cilat i ka në pronësi, të kërkohet vaj sipas manualit të prodhuesit e cili nuk e ka specifikën "API SN", specifike e cila është duke i diskriminuar shume operatore tjetër të cilët edhe pse kane dhe përfaqësojnë brende shume të njohura me cilësi shume të larte, nuk do të mundte të i ofrojnë produktet e tyre pasi që të njëjtit nuk e kan "API SN".

Vlenë të theksohet se AK ka kërkuar që vaji të jete i aprovuar nga VW me normën 504 00/ 507 00 dhe ne, besojmë që ky është një kriter shume me domethënës dhe i vlefshëm duke siguruar AK-ne që do të prokuroje vajra të cilësisë se aprovuar nga VW, se sa të këmbëngule për një specifike e cila nuk ka të beje fare me VW group!

Po ashtu, po bashkëngjisim foto nga produkti original i VW i cili shihet kjarë që askund nuk e ka specifikën API SN e po ashtu, po bashkëngjisim edhe të dhënat teknike të vajit original nga VW.

Me lutje kërkojmë nga ana OSHP-se që ankesën tone ta aprovoje si të bazuar dhe të kërkojë nga ana e AK-se largimin e specifikës "APISN" vetëm nga ky artikull.

Po e paraqesim me poshte foto të ambalazhit original të produktit të njejte i cili prodhohet nga vetë Volkssvagen:

**VOLKSSVAGEN**  
CEBUE



**LongLife III FE 0W-30**  
**G S55 545**

Engsne od fulfills many functions in petrol and diesel engines such as lubrication, cooling, cleaning, corrosion protection and seafang. Adidbonalty oil is required for the correct operation of products using hydrostatic bearings, such as turbochargers

Generatly there is a fixed servtce interval of up to one year <X 15 000 km for an engine oil change. Ve-

vehicles with a flexible LongLife Service benefit from a prolonged interval of up to two years or 30 000 km.

#### Description

LongLife III FE is a high performance engine oil for modern petrol and diesel engines with a particulate filter (except R5/V10-TDI before the model year 2006). From model year 2021 onwards the use of VW 504.00 /507.00 0W-30 is mandatory for all vehicles which have been fitted with this specification in the factory fill. The regulation is independent from the country individual service interval. This oil exhibits particularly low ash content as well as fuel-efficient characteristics. It ensures the durability of the after-treatment of exhaust gases, especially of the diesel particulate filter systems [DPF] without the support of regeneration by using fuel additives.

#### Benefits

LongLife III FE exhibits the following positive characteristics

- Reduced ash content
- Fuel-efficient attributes
- High cleanliness of the injection line of direct-injection Otto and diesel engines
- Prolonged the engine oil change intervals
- High thermal resistance
- Low pumping work
- Optimised soot bearing capacity
- Suitable as an all year-round oil

#### Usage

This all year-round engine oil is suitable for Otto engines as well as diesel engines that depend on the specification VW 504.00 / 507.00 according to the vehicle's manual. The official approval was given by the Volkswagen central Laboratory, so that all requirements of the VW standards are fulfilled.

#### Standards and Norms

evb-ls-waenA6 WraocV4 OfrcmQ203JO21

So, if we offer original oil from Volkswagen itself, we will be eliminated by the CA just because the oil from Volkswagen itself does not meet the specifications required by the CA. We request from the PRB that the decision be made as follows: **DECISION, THE COMPLAINT of EO Auto Zone shpk regarding the tender “Supply of oils for KP vehicles” initiated by the Kosovo Police is APPROVED as grounded. The Contract Notice published by the Kosovo Police is CANCELLED and the case is returned for reconsideration by the CA correcting the tender dossier in accordance with our complaint claims, i.e. removing the API SN specification. Response from the technical expert**

The complaint of the complaining economic operator is grounded, because VW has its own oil, but there are also other authorized manufacturers, which means that the LongLife III FE 0W—30 G S55 545 oil also has the VW warranty, therefore the Technical Expert considers the complaint of the Complaining OE to be grounded.

The technical expert recommends that the CA remove the "API SN" criterion.

The review expert explains that in this case, the answers were given by the technical expert.

The expertise report has been received by both procedural parties through the e-procurement system in which case the EO agreed with the opinion of the review expert, while the CA agreed in part.

- Findings of the Review Panel -

The Rules of Procedure of the Public Review Body, which is published on the PRB website, with Article 20, paragraph 2 of the Regulation, sets out the requirements for the Contracting Authority and the Economic Operator, that all information and notices must be submitted and communicated through the public communication platform, if this is possible.

Based on the documents of this case, the Panel considers that regarding the issue in the concrete case, there is no need to convene a hearing with the parties, within the meaning of Article 24, paragraph 1 of the PRB Rules of Procedure, taking into account the fact that the claims of the parties and their submissions, the evidence as well as the report of the review expert provide sufficient data to decide on the merits.

The Review Panel assesses that the Review Expert Report, drafted at the request of the Panel regarding the dispute in this case of public procurement activity, contains the essential elements of such a document as foreseen by the provision of Article 113 in conjunction with Article 114 of the LPP, according to which the expert is required to review all procurement documentation, including all complaint claims and to provide the Panel and all parties to the dispute with an independent and professional assessment of the procurement activity and the validity of the complaining claims.

However, it should be noted that the legal fact that the expert report is not binding on the Review Panel and that each such report is assessed and/or analyzed in the overall context of the case files, the alleged facts and other possible evidence, taking into account the nature of the possible violations, the course, nature and purpose of the procurement activity, therefore the fact that in which cases and for what, the Panel relies or not, on the expert report and/or any of the recommendations, is a matter of his/her independent and professional judgment, as these responsibilities are addressed in terms of Article 98, 99 in conjunction with Article 105 of the Public Procurement Law.

According to the above data, the report of the review-technical expert has professionally and objectively treated the claims of the complaining economic operator EO "Auto Zone". The argumentation in the review expert's report is quite detailed, understandable and fully based on the relevant documents referring to the procurement activity. The findings in the review/technical expert's report can be confirmed through the Tender Dossier/Contract Notice, according to which the complaining claims of the complaining Economic Operator EO "Auto Zone" have been found to be founded.

The review panel has independently and objectively, with due diligence and professional care, evaluated all the evidence of the case. In this way, it was found that the Contracting Authority did not act in accordance with the legal provisions on public procurement when drafting the requirements of the Tender Dossier/Contract Notice, "Supply of oils for KP vehicles", with

procurement number; 214/30400-25-9404-1-1-1, initiated by the contracting authority (CA) - Kosova Police.

The review panel, after administering and evaluating the evidence, fully ascertaining the factual situation, relying on the LPP as the applicable material law, after reviewing the complaint claims, taking into account all the case files and the recommendation of the review expert and the technical expert, has found that the complaints of the Economic Operator EO “Auto Zone” are approved as grounded.

Consequently, the Review Panel has decided to Cancel the Contract Notice, dated 31.10.2025, related to the procurement activity; “Supply of oils for KP vehicles”, with procurement number; 214/30400-25-9404-1-1-1, initiated by the contracting authority (CA) - Kosova Police.

The Review Panel finds that the Review and Technical Expert, as defined in Article 114 of the LPP, in the report with recommendations no. 1233/2025 dated 23.12.2025, has assessed the validity of the complaining EO's complaints as founded. The Review Panel finds these assessments as acceptable and supports the report of the two experts, therefore the Review Panel requests the Contracting Authority-Kosovo Police to make improvements to the criteria in the Tender Dossier-Contract Notice, for all complaints assessed as well-founded and partially founded, according to the report of the Review and Technical Expert, supported by the Review Panel, to extend the deadline for bidding in accordance with the law and act in accordance with Article 52 of the LPP.

The review panel finds that improving the criteria of the Tender Dossier/Contract Notice would provide greater opportunity for EOs to participate in the procurement activity, without damaging or reducing the quality of the required products. The PSH considers that all CAs should be extra careful so that the selection criteria do not have to be unduly strict leading to discrimination and restriction of competition, as well as to ensure the greatest possible competition, without risking the contracting of unprofessional companies and with the understandable aim of filtering and excluding unstable companies that cannot implement the specific contract, so that the selection criteria should fulfill its objective and practically filter unstable companies, in relation to the volume and complexity of the works foreseen in the activity, but not to the extent that the established criteria lead to discrimination and instability and contradiction with the legal provisions.

The review panel finds that the return of a procurement activity for improvement of the Tender Dossier, with facts and evidence and/or legal basis, is in accordance with Article 1, of the LPP, according to which, the purpose of this Law is, among others, quoted: “...to ensure the integrity and accountability of public officials, civil servants and other persons who carry out or are involved in a procurement activity by requiring that the decisions of such individuals and the legal and factual basis for such decisions are not influenced by personal interests, are characterized by non-discrimination and a high degree of transparency and, are in accordance with the procedural and substantive requirements of this Law”.

In any case, for each request placed by the CA in the Tender Dossier, based on Article 24, paragraph 2 of the LPP, the Contracting Authority is responsible for ensuring that all procurement activities of such contracting authority are executed in full compliance with this law. Also according to Article 51, paragraph 3 of the LPP, the CA must ensure that all selection criteria as well as the documents and information required that are set out and described in this Article, must be directly relevant and proportionate in relation to the subject matter of the respective contract.

The Review Panel, based on the fact of approving the complaint of the EO “Auto Zone”, decided to return the complaint fee in the amount deposited by the complaining economic operator based on Article 31, paragraph 4 of the PRB Rules of Procedure.

The Review Panel has decided in accordance with the legal competences within the meaning of Article 104 paragraph 1 in conjunction with Article 103, Article 105 and Article 117 of the LPP to implement the procurement review procedure in a prompt, fair, non-discriminatory manner, with the aim of resolving the case legally and effectively. Therefore, the Review Panel based its findings on the relevant provisions of the LPP, which predict and regulate such situations that may arise during a procurement activity.

From what was stated above, it has been decided as in the provision of this decision.



**President of the Review Panel**

---

**Mr. Isa Hasani**

**Legal advice:**

An appeal is not allowed against this decision, but the dissatisfied party can appeal to the Commercial Court, to the Department for Administrative Affairs for annulment of the decision within 30 days from the date of acceptance of the decision.

Decision to be submitted to:

1x1 CA – KOSOVA POLICE;

1x1 EO – **Auto Zone**;

1x1 Archive of the PRB;