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| **COUNCIL OF EUROPE PROJECT “SUPPORT TO THE OFFICE OF THE OMBUDSPERSON IN THE PROTECTION OF HUMAN RIGHTS IN THE REPUBLIC OF MOLDOVA - PHASE I”** | **CoE_color_logo** |

Appendix I

to the Contract no. BH 9242/2025/01

**Business and Technical Requirements**

IT equipment for the Office of the Ombudsperson

of the Republic of Moldova

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# **INTRODUCTION**

## Background Information

The Council of Europe is currently implementing the project "Support to the Office of the Ombudsperson in the Protection of Human Rights in the Republic of Moldova - Phase I" (hereinafter - the Project).

The Project is funded and implemented within the framework of the Council of Europe Action Plans for the Republic of Moldova 2021-2024 and 2025-2028. It was launched in April 2024 with a duration of 24 months, scheduled for implementation until 31 March 2026.

The main objective of the Project is to achieve a better protection of citizens’ rights and an improved mechanism for seeking redress through the fortified capacity of the Ombudsperson’s Office (OO).

Through targeted interventions and capacity-building initiatives, the project aims to streamline the managerial capacities within the OO in line with the European standards, to strengthen the role of the OO in interacting with the European Court of Human Rights system and to enhance the human rights promotion and advocacy mechanism within the OO.

As part of these efforts, the Council of Europe plans to purchase hardware items to be used in the activity of the Ombudsperson’s Office to increase the efficiency and effectiveness of its performance.

In this context, the Project is seeking a provider to supply the necessary IT equipment for the Ombudsperson's Office.

The equipment sought to be bought is rendered in the table below (the technical specification for each type of equipment is provided under chapter 3. Technical Requirements, subchapter 3.2.)

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| **Nr.**  | **Type of equipment** | **QTY** |
| 1 | All-In-One Advanced workstation  | 5 |
| 2 | Notebook/Laptop (Ultrabook) | 5 |
| 3 | UPS | 5 |
| 4 | Mouse Wireless USB | 10 |
| 5 | Portable Projector | 1 |
| 6 | Tablets | 1 |
| 7 | NAS server | 1 |
| 8 | Overhead Contactless Scanner | 1 |
| 9 | Compact camera | 2 |
| 10 | HDD | 2 |

## Purpose of the present document

This document aims to provide detailed hardware equipment specifications for the items selected for purchase. This equipment will allow for a more efficient and effective work in the activities carried out by the OO.

This procurement action, foreseen for 2025, will, in some cases, replace obsolete technology and, in others, support the full potential of existing and future software. All items have been included in this document in consultation with the OO representatives.

# **BUSINESS REQUIREMENTS**

***Standards***

The Goods supplied under this BR shall conform to the authoritative latest industry standards.

***Commercial Availability***

The Goods supplied under this document shall be commercially available at the time of signing of the contract. Commercial availability means that such Goods shall have been sold, installed and operationalized.

***Packing***

The Provider shall provide such packing of the Goods as is sufficient to prevent their damage or deterioration during storage / transportation to their final destination. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the final destination and withstand, without limitation, rough handling, exposure to extreme temperatures, salt and precipitation at all points in storage / transportation. The Provider shall arrange and pay for the packing and transportation of the Goods to the place of destination and the cost thereof shall be included in the offer.

***Labelling***

The Goods supplied under this document, shall be clearly labelled so as to correspond with the delivered documentation. All the equipment, cables, connectors, ports, boxes, etc shall be present and clearly labelled.

***Power***

The Goods supplied under this document, unless otherwise specified, shall be capable of operating normally with single phase AC power, within the range of 220-240V, with the corresponding frequency of 50 Hz, inclusive, and should be protected from over-voltage, overheating and out-of-tolerance current surges.

***Documentation***

Each appropriate unit of the supplied Goods should be accompanied by the user documentation, the operation manuals, service manuals and other information pertaining to the performance of the Goods, in hard copy format, in soft copy format and in the form of on-line help, before the Goods are taken over by the Purchaser.

***Installation***

The Provider is responsible for the installation of Configuration Management software, Server Operating System.

The list of required Software is provided where appropriate for each of IT equipment under the technical specification.

***Warranty***

The Provider shall warrant to the Council of Europe and the Recipient that the material is as per given specifications as provided in the detailed technical requirements below.

The Provider shall further warrant that the Goods supplied have no defect, arising from design, materials, workmanship or from any act or omission of the Contractor that may develop under normal use of the supplied Goods.

The Warranty Period shall start as indicated in the contract, and for the period indicated in the technical requirements below for each product.

The Provider shall, within the prescribed time period, after receipt of such notice, repair or replace the defective / damaged Goods or parts thereof on site, without any cost to the Recipient.

# **TECHNICAL REQUIREMENTS**

## General

These specifications describe the requirements for goods. Tenderers are requested to submit with their offers the detailed specifications, drawings, catalogues, etc for the products they intend to supply.

All the dimensions and capacities of the equipment to be supplied shall not be less than those required in these specifications. Deviations from the basic requirements, if any shall be explained in detail in writing with the offer, with supporting data such as calculation sheets, etc. The procuring entity reserves the right to reject the products, if such deviations shall be found critical to the use and operation of the products.

Minor details, not influencing the prices of the goods to be provided, such as colour, shades, etc. – shall be coordinated between the supplier and the recipient, following the signature of the contract.

## Technical Specifications of the IT Equipment for the Ombudsperson’s Office

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| **Type of equipment/Technical specifications** |
| 1. **All-In-One Advanced workstation**
 |
| **Equipment usage**  | The equipment will be used for the activity of the Office of the Ombudsperson staff.  |
| **Type**  | All-In-One Advanced workstation  |
| **Screen display**  | Full HD 23,8" - 24" |
| **Processor**  | Core I5, 8 cores, 8 threads, min. 3.0 GHz with boost up to 4.7GHz |
| **Memory**  | 16 GB DDR 4  |
| **Storage**  | SSD 512GB  |
| **Power Supply**  | 650W, 85% power efficiency or higher  |
| **Software**  | Pre-installed licensed Windows 11 Pro version 64bit operating system with the possibility change of interface language (Romanian/ Russian/ English), with the possibility to Create and join a domain (work network);Pre-installed licensed Microsoft Office 2024. |
| **Input Device**  | Full size QWERTY USB keyboard (Eng/Rus with factory engraved characters) and USB Mouse |
| **Warranty**  | 3 Years official warranty by Manufacturer. Time and type of warranty must be checked on the official website of the manufacturer. |

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| 1. **Notebook/Laptop (Ultrabook)**
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| **Equipment usage**  | The equipment will be used for the activity of the Office of the Ombudsperson staff.  |
| **Type**  | Ultrabook  |
| **Processor**  | min. 24MB cache, 16 cores, min. 1.8 GHz base frequency  |
| **Memory**  | min. 16GB DDR5  |
| **Storage**  | min. 512 GB SSD storage  |
| **Network Interfaces** | Gigabit Ethernet; 802.11, WiFi card, Bluetooth v5.3 |
| **Display**  | 13.3" - 14" OLED (2880 x 1800 Native resolution, Anti-Glare)  |
| **Audio/Multimedia**  | HD Webcam; Dual-microphone array; integrated stereo speakers  |
| **Ports**  | min. 1x USB 3.2 port; min 1x USB Type C port; 1x HDMI, Audio port 3.5 mm |
| **Security**  | Setup/Power On Authentication; Smart Card Reader; Security Lock slot  |
| **Software**  | Pre-installed licensed Windows 11 Pro version 64bit operating system with the possibility change of interface language (Romanian/ Russian/ English), with the possibility to Create and join a domain (work network); Pre-installed licensed Microsoft Office 2024. |
| **Input Device**  | Full size QWERTY backlit spill-resistant keyboard (Eng/Rus with factory engraved characters), Clickpad/Touchpad with gestures support;  |
| **Battery**  | Battery life min. 10 hours  |
| **Weight**  | max. 1.7 kg  |
| **Warranty**  | 3 Years official warranty by Manufacturer. Time and type of warranty must be checked on the official website of the manufacturer.  |

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| 1. **UPS**
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| **Equipment usage**  | UPS will be used for the Advanced workstations  |
| **Type**  | External UPS  |
| **Output capacity**  | min. 500W  |
| **Output Voltage**  | 220V/230V  |
| **Frequency**  | 50 Hz |
| **UPS Output Receptacles**  | min. 4x UPS and surge protection outlets  |
| **UPS AC Suppression**  | min. 300 Joule  |
| **Warranty**  | 2 Years official warranty by Manufacturer. Time and type of warranty must be checked on the official website of the manufacturer.  |

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| 1. **Mouse Wireless USB**
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| **Equipment usage**  | The equipment will be used for the activity of the Office of the Ombudsperson members and staff.  |
| **Connection type**  | USB Wireless 2.4 GHz  |
| **Sensor Technology** | Smooth optical trackingDPI (Min/Max): 1000± |
| **Number of buttons** | 3 (Left/Right-click, Middle click), Scroll Wheel: Line-by-Line scrolling wheel |
| **Battery/power** | Min 12 months |
| **Compatibility**  | Windows, MacOS, Chrome OS, Linux |
| **Warranty** | 3-year limited hardware warranty |

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| 1. **Portable Projector**
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| **Equipment usage**  | The equipment will be used for the activity of the Office of the Ombudsperson members and staff. To be used indoor and outdoor  |
| **Connectivity technology** | HDMI, USB, Bluetooth, WiFi, Audio connector  |
| **Projection technology** | DLP |
| **Brightness** | Min 400-500 ANSI Lumens  |
| **Resolution**  | 1280x720 (16:9, HD) |
| **Battery/power** | Built-in battery, min 2.5 hours battery life |
| **Weight**  | Max 1,9 kg |
| **Keystone Correction** | Vertical & horizontal |
| **Focus**  | Automatic  |
| **Projection Size** | Minimum image diagonal 0.76 mMaximum image diagonal 3.81 m |
| **Speakers**  | Integrated, min. 10 W |
| **Warranty**  | Min 3 years  |

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| 1. **Tablets**
 |
| **Equipment usage**  | The equipment will be used for the activity of the Office of the Ombudsperson members and staff.  |
| **Type**  | Tablet  |
| **Processor**  | 8 cores, 3.36 GHz |
| **Memory**  | 8 -16 GB,  |
| **Storage**  | 256GB, 512GB, 1TB Micro SD/nano-SIM supported |
| **Screen type** | Touch LED |
| **Display**  | 11.0" - 12.4" Dynamic AMOLED 2X, 2560 x 1600, 120 Hz |
| **Webcam**  | Front/back resolution 12-13MP, video resolution min 30fsp,  |
| **Software**  | Android |
| **Battery**  | 11 200 mAh |
| **Weight**  | Max 600 gr |
| **Warranty** | Min 2 years |

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| 1. **NAS server**
 |
| **Equipment usage**  | The equipment will be used for the activity of the Office of the Ombudsperson members and staff |
| **Processor** | 4 cores, 1.7 GHz |
| **Memory**  | HDD+SSD, RAM DDR4, 1GB |
| **Warranty** | Min 2 years |

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| 1. **Overhead Contactless Scanner**
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| **Equipment usage**  | The equipment will be used for the activity of the Office of the Ombudsperson members and staff |
| **Scanner type** | Overhead system |
| **Scanning modes** | Simplex scanning, Colour / Greyscale / Mono / Automatic (colour / greyscale / mono detection) |
| **Image sensor** | Lens Reduction Optics / Colour CCD ( |
| **Light source** | White LED + lens illumination |
| **Document size** | A3 (landscape), A4, A5, A6, B4, B5, B6, business card, postcard, double letter (landscape), letter, legal (landscape) and custom sizesMinimum : 25.4 x 25.4 mm / Maximum : 432 x 300 mm\*5 / Automatically recognises document size |
| **Interface** | USB 2.0 (USB 1.1 Supported) |
| **Image processing functions** | Deskew by text on document / Automatic page size detection / Automatic image rotation / Automatic colour detection, Book image correction / Multiple document detection |
| **Warranty** | Min 2 years |

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| 1. **Compact camera**
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| **Equipment usage**  | The equipment will be used for the activity of the Office of the Ombudsperson members and staff |
| **Camera Effective Pixels**  | 20.4 Megapixels |
| **Sensor Size / Total Pixels / Filter** | 1/2.3-type High Sensitivity MOS Sensor / 21.1 Total Megapixels / Primary Color Filter |
| **Lens** | Optical Zoom 4.6x, Focal Length f=4.9 - 22.8mm (28 - 128mm in 35mm equiv.)/(30-140mm in 35mm equiv. in video recording), Lens LUMIX DC VARIO/8 elements in 10 groups/(5 aspherical lenses / 6 aspherical surfaces) |
| **Focus**  | AF / AF Macro / Macro Zoom/Continuous AF (during motion picture recording)Face Detection / Tracking |
| **File Format**  | Still Image: JPEG (DCF/Exif2.31)/4K PHOTO: MP4/Motion Picture: MP4 (Audio format: AAC 2ch) |
| **Memory**  | SD Memory Card, SDHC Memory Card, SDXC Memory Card/(Compatible with UHS-I UHS Speed Class 3 standard SDHC / SDXC Memory Cards) |
| **Interface** | microHDMI typeD (\*3), USB2.0 Micro-B |
| **Power** | Battery Included/USB power charging Battery life (Approx.) Approx. 300 images (rear monitor), 250 images (LVF) (\*1) |
| **Other** | LCD Monitor, Built- in- Flash, Digital Red Eye Correction, Self Timer |
| **Warranty**  | Min 2 years |

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| 1. **HDD**
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| **Equipment usage**  | The equipment will be used for the activity of the Office of the Ombudsperson members and staff |
| **HDD size** | 3.5″ |
| **HDD capacity** | 12 TB |
| **HDD speed** | 7200 RPM |
| **Cache** | 256MB |
| **Interface**  | SATA |
| **Warranty** | Min 2 years  |

1. **CRITICAL CONSIDERATIONS**
* Microsoft licences for workstations and for laptops**,** should be already included.
* The Ombudsperson’s Office will be the final recipient of the equipment purchased under the contract. The IT equipment should be delivered to and installed at the premises of the Ombudsperson’s Office (11/3, Calea Iesilor street, Chisinau, Republic of Moldova). Changes of the delivery, if they occur, will be communicated to the winning bidder.
* All necessary workplace environments for the hardware devices will be made available by the beneficiary institution. In case of change of premises, the institution will take charge of moving and re-installing the equipment.
* The Provider will inform the Council of Europe about the delivery date at least 2 (two) working days prior to the scheduled delivery.
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