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| **COUNCIL OF EUROPE PROJECT “STRENGTHENING THE HUMAN RIGHTS PROTECTION OF REFUGEES AND MIGRANTS IN THE REPUBLIC OF MOLDOVA: PHASE II ”** | **CoE_color_logo** |

Appendix I

to the Contract no. BH 9278/2025/06

**Business and Technical Requirements**

IT equipment for the General Inspectorate for Migration of the Ministry of Internal Affairs of the Republic of Moldova

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# **INTRODUCTION**

## Background Information

The Council of Europe is currently implementing a Project on Strengthening the human rights protection of refugees and migrants in the Republic of Moldova: phase II (hereinafter – the Project). The Project is funded and implemented under the Council of Europe Action Plan for the Republic of Moldova for 2025-2028 (1 January 2025 to 31 December 2028).

The overall purpose of the project is to enhance the protection of refugees, asylum seekers, and migrants in the Republic of Moldova by improving the capacities of the Moldovan authorities. This is to be done by a) developing more effective and human rights-based migration, asylum, and reception systems in the long term and b) provision of tailored support to the country in addressing the needs of refugees, asylum seekers, and migrants.

The project encompasses the following pillars: supporting the improvement of the legislative and policy framework in line with European and international standards; strengthening the expertise of various professionals and institutions to apply a human rights-based approach to the protection of refugees, asylum seekers, and migrants; facilitating access to support services, psychological aid, and integration programmes for refugees, asylum seekers, and migrants.

In this context, the Project is seeking a provider to supply the necessary IT equipment for the for the General Inspectorate for Migration of the Ministry of Internal Affairs of the Republic of Moldova.

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.).

|  |  |  |
| --- | --- | --- |
| **Nr.** | **Type of equipment** | **QTY** |
| 1 | **Workstation** | 13 |
| 2 | **Monitor** | 13 |
| 3 | **TV Monitor** | 3 |
| 4 | **UPS** | 9 |
| 5 | **Power Strip** | 9 |
| 6 | **Notebook** | 2 |
| 7 | **IBM i2 Analys’t Notebook** | 1 |
| 8 | **License for Piktochart / CANVA** | 1 |

## Purpose of the present document

This document aims to provide detailed hardware and software equipment specifications for the items selected for purchase. This equipment will allow for processing quickly and accurately the information, storing it securely, ensuring that analytical reports are developed based on risk analysis, and that migration management operations are conducted efficiently and effectively.

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 General Inspectorate for Migration representatives.

# **BUSINESS REQUIREMENTS**

***Standards***

The Goods supplied under this Business Requirements 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 operationalised.

***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.

***Delivery and Implementation Timeline***

The delivery of equipment shall be completed within 3 weeks from date of the last signature. Bidders are required to confirm their capacity to meet this timeline. Final delivery and implementation dates will be mutually agreed during contract finalisation in accordance with Article 3.2.3 of the Contract.

# **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 General Inspectorate for Migration of the Ministry of Internal Affairs of the Republic of Moldova

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| --- | --- | --- | --- | --- | --- |
| **No.** | **Type of equipment** | **Specifications** | **No. of units** | **Purpose of the equipment** | **Warranty** |
| **Hardware** | | | | |  |
| 1 | **Workstation**  *(minimum technical requirements)* | · Full tower form factor PC.   * minimum 20 MB cache memory, minimum 12 cores, minimum 16 threads, announced in 2024 or later * UHD Graphics 730, * 32 GB, DDR5, * 1.0 TB M2 SSD, * 2.0 TB HDD, * OS Windows 11 Pro, * Microsoft Office 365, the last unlimited/   unrestricted business version,  - Port Integrated, Support10/100/1000Mbps RJ-45, Wi Fi 6E 802.11ax   * Keyboard (wired keyboard UK/Cyrillic (QWERTY)), wired mouse, * Wired audio Speaker 3.0, USB | 9 (nine) | * + - * Processing a large volume of data, which requires the specified operating speed (32 GB is recommended because it is the most optimal) * Wired keyboard, of the generation compatible with the workstation (recommended from the same manufacturer)   \*The justification for the need of the equipment is indicated below the table. | minim 24 months,  available service centre  220V/50Hz/50A |
| · Full tower form factor PC.   * 20 MB cache memory, minimum 12 cores 3.4-5.4GHz, minimum 16 threads, announced in 2024 or later.   - Liquid Cooling LS520  - RAM 64GB, DDR5  - Video card - 6000 Viper VENOM,  - SSD - 1.0 TB,  - HDD – 2.0 TB   * OS Windows 11 Pro, * Microsoft Office 365, the last unlimited/   unrestricted business version,  – Port Integrated, Support10/100/1000Mbps RJ-45, Wi Fi 6E 802.11ax   * Keyboard (wired keyboard UK/Cyrillic (QWERTY)), wired mouse, * Wired audio Speaker 3.0, USB | 4 (four) | \*The justification for the need of the equipment is indicated below the table. | minim 24 months,  available service centre  220V/50Hz/50A |
| 2 | **Monitor** | · 27” IPS UHD monitors, [4K (3840x2160)](https://www.dell.com/en-us/shop/dell-24-monitor-s2421h/apd/210-axhf/monitors-monitor-accessories), HDR10, HDMI Display port (DP) | 9 (nine) | \*The justification for the need of the equipment is indicated below the table. | minim 24 months,  available service centre  220V/50Hz/50A |
| · 23.8" IPS (HDMI, Display port) | 4 (four) |  | minim 24 months,  available service centre  220V/50Hz/50A |
| 3 | **TV Monitor** | · 55", SMART TV/Real 4K, 3840 x 2160, webOS, Black (55" IPS, DLED, Black, 4K UHD 3840x2160, SMART TV (WebOS 23), 4K Active HDR, HDR10, 3 HDMI, USB, Wi Fi 802.11ac, DVB-T2/C/S2, OSD Language: ENG, RU, RO, Smart remote control MR23, Speakers 2x10W, VESA 300x300) | 3 (three) | \*The justification for the need of the equipment is indicated below the table. | minim 24 months,  available service centre  220V/50Hz/50A |
| 4 | **UPS** | -Output capacity  minimum 850W; minimum 3x UPS CEE 7/7 Type Schuko sockets;  - Management port USB;  - Management software - yes;  - Battery life minimum 7 minutes of charge  of 425W;  - minimum 1.5 meters of power cable, (connection plug to the 220V network  European standard) | 9 (nine) |  | minim 12 months,  220V/50Hz/50A |
| 5 | **Power Strip** | power strip with surge protector (Recommended, Schuko sockets X 6, switch, 16 A, with 5-meter cable) | 9 (nine) | The workstations are located away from the power source. Multiple workstations are connected to the same power source.  To avoid damaging the workstation, an extension cord with built-in surge protection is suggested. | minim 12 months,  220V/50Hz/50A |
| 6 | **Notebook**  *(minimum technical requirements)* | * 30 MB cache memory, minimum 12 cores, minimum 16 threads, up to 4.70 GHz, WUXGA, IPS, 32GB, 512GB SSD, announced in 2024 or later, and SO Windows 11 Pro. | 2 (two) | \* For working remotely from different locations. Increased operational capacity and mobility. | minim 24 months,  available service centre  220V/50Hz/50A |
| **Software** | | | | | |
| 7 | **IBM i2 Analys’t Notebook (unlimited access)** | With the possibility of procuring the application (which will be installed on the institution's server, for data protection).  As an authority dealing with personal data, it cannot use their hosting services (client-server)  license for at least 3 devices. | 1 (one) | \*For the analysis of complex data from open OSINT sources, in order to create complex analytical reports on the field of activity. | Minimum 36-month warranty, with the possibility of being insured by the manufacturer or supplier  which owns a service centre  authorised on the territory of the Republic of Moldova or an agreement/contract with this centre. The warranty period starts from the date of final receipt. |
| 8 | **License for Piktochart / CANVA** | In order to download and install the piktochart or canva application on the PC, a licensed subscription to the application is required (it is necessary to purchase these licenses for the legal use of the application). License for at least 3 devices. | 1 (one) | \*The justification for the need of the equipment is indicated below the table. | License valid for at least 5 years |

**\* This type of equipment is required for:**

* The equipment allows for the systematic gathering and analysis of data from multiple open sources, enabling the Inspectorate to identify emerging risks and vulnerabilities affecting migrants and asylum seekers;
* Ensuring operational management by performing analysis, risk assessment in the field of migration, asylum, statelessness and integration of foreigners at the level of the Inspectorate. For instance, prioritisation for vulnerable populations, ensuring aid, shelter, and protection are directed where they are most needed. Also reducing the potential for neglect of marginalised groups like women, children, and individuals with disabilities.
* Organisation of permanent monitoring of the situation in the field of migration, including from open sources, identification of risks and submission of proposals for efficient planning of reaction measures and corroboration of the decisions of the Inspectorate's management. Through early warning systems, issues such as trafficking, exploitation, or violence in transit or host communities can pre-emptively be addressed;
* Ensuring the development of methodologies, tools and procedures to strengthen the information flow and standardize analytical products;
* Ensuring the elaboration of statistical data on the fields of activity of the Inspectorate;
* Carrying out inter-institutional cooperation activities and collaboration with the subdivisions of the Inspectorate both in the field of information analysis and risk assessment related to migration, asylum, statelessness and the integration of foreigners, as well as the development of thematic analytical and statistical products;
* Organising the internal managerial control system, as well as implementing the quality management system within the General Inspectorate;
* Organising control activities and carrying out the analysis in order to evaluate the compliance of practices and processes in relation to the principles of good governance and the quality standards specific to the institution;
* Analysis and approval of draft public policy documents, planning documents, as well as other normative acts related to the field of activity of the General Inspectorate;
* Provision of informational and methodological assistance in applying the procedures for organising the process of carrying out controls and actions in specific situations and migration crisis;
* To collect, process and disseminate operational information in the area of ​​responsibility of the General Inspectorate;
* To ensure the record of operations, alerts on intervention signals, training through exercises, controls and activities in order to remove identified shortcomings, irregularities;
* Creation and management of manual and/or electronic databases required to record, monitor, evaluate and report information obtained in areas of competence.

1. **CRITICAL CONSIDERATIONS**

* Microsoft licences for workstations and for laptops**,** should be already included.
* The General Inspectorate for Migration of the Ministry of Internal Affairs 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 General Inspectorate for Migration of the Ministry of Internal Affairs (124 blvd Stefan cel mare si Sfant, 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.
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