**TERMS OF REFERENCE**

**for the Procurement of IT Equipment for**

**Self-Service Stations in 10 Local Employment Agencies**

**Lead Office:**          ILO DWT/CO-Budapest

**Duration:**          **08 May – 29 May 2025**

**Target County:**          Republic of Moldova

**Projects:**          MDA/22/01/CHE (108916) and MDA/23/01/EUR (109316)

## 1. JUSTIFICATION AND BACKGROUND

The National Employment Agency (NEA) is undergoing an institutional reform supported by two ILO projects, financed by the EU and SECO (State Secretariat for Economic Affairs), in coordination with the Ministry of Labour and Social Protection (MoLSP).

As part of this technical support, the projects have prioritized the development of self-service tools to enhance the efficiency of NEA, aligning with best practices from the EU Public Employment Services (PES). These digital solutions aim to reduce administrative burdens, streamline job search processes, and improve accessibility for jobseekers and unemployed individuals. By integrating modern technology into employment services, these tools empower both jobseekers and employment counsellors, enabling more effective and efficient service delivery. The self-service tools include online job portals, AI-driven career guidance systems, digital benefits application platforms, and skills assessment tools. These resources provide jobseekers with real-time access to job vacancies, training programs, and labour market insights, while also enabling employers to post vacancies and connect with potential candidates. By facilitating independent access to employment services, these tools contribute to a more dynamic and inclusive labour market integration process.

However, not all jobseekers have access to a computer or a modern smartphone to utilize these self-service employment tools. Recognizing this challenge, the MoLSP has requested the projects support in the establishment of self-service stations in 10 selected local employment agencies. These stations will provide a dedicated space equipped with a computer, printer, and telephone, ensuring that unemployed individuals and jobseekers can independently access employment resources. Through these facilities, users will be able to navigate the www.angajat.md portal as well as other job-search platforms, prepare their CVs, and apply for available job opportunities. This

initiative aims to bridge the digital divide and ensure that all individuals, regardless of their access to personal technology, can benefit from modern employment services.

Against this backdrop, the ILO will launch a call for proposals to select a company responsible for supplying computers, printers, and telephones to employment agencies, in accordance with the established technical specifications.

**2. Objective:**
The objective is to purchase and deliver the necessary IT equipment (computers, printers, and landline phones) to selected local employment agencies. The equipment will enable jobseekers to access employment services, including job search portals, CV preparation tools, and online job applications.

As part of this initiative, **10 employment offices** will be equipped, specifically in the following locations: **Anenii Noi, Cahul, Cantemir, Cimișlia, Criuleni, Edineț, Strășeni, Ștefan Vodă, Taraclia, and Ungheni with 2 computers, 2 printers and 2 telephones per each TEO, following the distribution from Table 1:**

| Nr. | Name of the TEO subdivision | Type and number of the equipment | Type and number of the equipment | Type and number of the equipment |
|---|---|---|---|---|
| 1 | Anenii-Noi | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| 2 | Cahul | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| 3 | Cantemir | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| 4 | Cimișlia | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| 5 | Criuleni | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| 6 | Edineț | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| 7 | Strășeni | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| 8 | Ștefan-Vodă | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| 9 | Taraclia | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| 10 | Ungheni | Computers- 2 | Printers- 2 | Landline Telephones- 2 |
| | Total | 20 | 20 | 20 |

**3. Key Deliverables:**

1. **Technical specifications and Procurement of Equipment:**

a. IT Equipment Specifications: The supplied IT equipment must meet predefined technical requirements to ensure full compatibility with the software used by employment agencies, including job portals, CV-building tools, and other employment-related applications.

b. Computers: Desktop computers must be equipped with the necessary specifications, including internet browsing, document creation, and printing. Each computer must be preconfigured with the required operating system, security software, and relevant applications such as Microsoft Office and PDF readers. Detailed specifications are outlined in **Annex II: Technical specifications for desktop computer set**, which forms an integral part of this ToR.

c. Printers: Multifunctional printers must be capable of handling high-volume printing. These printers should support the regular printing of CVs, job applications, and other employment-related documents. The technical requirements for printers are specified in **Annex III: Technical specifications – Printer and landline phones**, which is an integral part of this ToR.

**Note: The company is responsible for the configuration and testing of all equipment before delivering it to the NEA. Ensure all equipment is properly set up and fully functional, including software installation and network connectivity.**

d. Lanline phones: The supplied telephones must ensure reliable communication between employment agencies, jobseekers, and employers. They should be compatible with both landline and mobile networks to facilitate seamless interaction between jobseekers and employment service representatives.

## 4. Warranty and After-Sales Service:

The IT company provides a warranty for all equipment and ensure availability of after-sales service, including repair and replacement of faulty items.

The warranty period should be at least 12 months, with an option for extension.

## 5. Proposal Submission Requirements:

- **Company Profile:** A detailed company profile, including background. Legal registration documents confirming the company's eligibility to participate in the procurement process.

- **Previous Projects:** References from previous projects involving the supply, and maintenance of IT equipment for public institutions or large-scale initiatives.

- **Detailed Technical Proposal:** A description of the proposed equipment, including brand, model, and specifications in accordance with **Annex I and Annex II** of these ToRs.

- **Delivery Timeline:** A detailed **timeline** covering all stages of the project, including delivery and after-sales support.

- **Cost Breakdown:** A transparent cost breakdown that includes the total price for maintenance, as well as any additional fees for warranties and after-sales support. A breakdown of unit costs for each type of equipment and any additional service fees.

- **Warranty and Maintenance Plan:** The company must submit a warranty and maintenance plan that outlines the duration of warranty coverage, after-sales support terms, and procedures for repair and replacement.

## 6. Evaluation criteria

Following the ILO Internal Governance Documents System (IGDS) guidelines to ensure compliance, efficiency, and sustainability, the evaluation criteria will be applied to select the qualified vendor submitting the lowest-priced, technically acceptable quotation, as following:

**1. Technical Specifications & Compliance (40%)**

- Conformity with the technical requirements outlined in the ToR.
- Compliance with international standards (e.g., ISO certifications).
- Scalability and upgradability to meet future organizational needs.

**2. Quality & Performance (25%)**

- Durability, reliability, and expected lifespan of the equipment.
- Manufacturer warranty and post-purchase support options.
- Compliance with security protocols (e.g., TPM chips, encryption, cybersecurity standards).

**3. Price & Cost-effectiveness (15%)**

- Competitive pricing while maintaining quality standards.
- Total Cost of Ownership (TCO), including maintenance and operational costs.
- Availability of extended service agreements and cost of spare parts.
- Value-for-money analysis comparing different supplier offers.

**4. Supplier Reputation & Reliability (10%)**

- Proven track record of the supplier in delivering similar IT equipment.
- Compliance with ILO procurement policies and ethical sourcing guidelines.
- Availability of after-sales support, local service centres, and customer reviews.
- Financial stability and contractual reliability of the vendor.

**6. Delivery & Implementation Timeline (10%)**

- Adherence to the required delivery schedule as per the contract.
- Supplier's ability to meet urgent or staggered delivery requirements.
- Logistics and supply chain efficiency (especially for international orders).
- Availability of local technical support and installation services.

**7. Submission Deadline:**

- Interested companies can submit their proposals via email to vrabie@ilo.org  and moga@ilo.org by **02 of May 2025.**
- **Proposals submitted by email after this deadline will not be considered.**