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TERMS OF REFERENCE

for the Procurement of the furniture for

Self-Service Stations in 10 Local Employment Agencies

Lead Office:	ILO DWT/CO-Budapest
Duration:	12 May – 02 June 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 (MLSP).

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 MLSP 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 2 computers, 2 printers, 2 telephones, 2 office desks, 2 pedestals for printers, and 2 chairs per local employment agency, 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 projects will launch a call for proposals to select a company responsible for supplying **office desks, pedestals for printers, and chairs** to employment agencies, in accordance with the established technical specifications.

2.Objective

The objective is to purchase and deliver the necessary furniture units as (**office desks, office cabinets for printers, open high office cabinets, office chairs premium, on 5 wheels**) to selected local employment agencies. The furniture 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 office desks, 2 office cabinets for printers, 2 open high office cabinets, 2 office chairs premium on 5 wheels per each TEO, following the distribution from Table 1:**

Nr.	Name of the TEO subdivision	Type and number of the furniture units	Type and number of the furniture units	Type and number of the furniture units	Type and number of the furniture units
1	Anenii-Noi	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
2	Cahul	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
3	Cantemir	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
4	Cimișlia	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
5	Criuleni	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
6	Edineț	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
7	Strășeni	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
8	Ștefan-Vodă	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
9	Taraclia	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
10	Ungheni	Office desks- 2	office cabinets for printers -2	office chairs premium, on 5 wheels - 2	open high office cabinets-2
	Total	20	20	20	20

3. Key Deliverables:

1. Technical specifications and Procurement of the Furniture:

- a. The office desks Specifications: The supplied office desks must meet predefined technical requirements to ensure full compatibility with the existing spaces from the employment agencies, outlined in Annex II, which is an integral part of this ToR.
- b. The office cabinets for printers: Must meet the detailed specifications outlined in Annex III, which forms an integral part of this ToR.
- c. The open high office cabinets: Must meet the detailed specifications outlined in Annex IV, which forms an integral part of this ToR.
- d. The office chairs premium, on 5 wheels: Must meet the detailed specifications outlined in Annex V, which forms an integral part of this ToR.

Note: The company is responsible for the delivering of all the furniture units at designated local employment agencies. Ensure all furniture is properly delivered and perfect functional.

4. Warranty and After-Sales Service:

The company provides a warranty for all furniture sets 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, installation, and maintenance of furniture 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 II, III, IV and V** of these ToRs.
- **Delivery Timeline:** A detailed **timeline** covering all stages of the project, including procurement, delivery, installation, testing, and after-sales support.
- **Cost Breakdown:** A transparent cost breakdown that includes the total price for procurement, installation, and maintenance, as well as any additional fees for warranties and after-sales support. A breakdown of unit costs for each type of furniture 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:

Evaluation Process

- **Technical Evaluation:** The proposals will first be assessed for compliance with the technical specifications (30%). Only those suppliers meeting or exceeding the required specifications will proceed to the next stage.
- **Financial Evaluation:** The second stage evaluates the pricing component (25%). The most competitive price, considering value for money, will be scored here.
- **Supplier Evaluation:** A thorough review of the supplier's reputation, experience, and after-sales service (25%) will be conducted.
- **Delivery and Sustainability:** The ability to meet the delivery timeframe, sustainability practices, and warranty offerings will also factor into the evaluation (15%).

7. Submission Deadline:

- Interested companies can submit their proposals via email to vrabie@ilo.org and moga@ilo.org by **08 of May 2025**.
- Proposals submitted after this deadline will not be considered.