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Terms of Reference

Provision of additional technical and operational support for the implementation of body-camera solutions for the State Labour Inspectorate of the Ministry of Labour and Social Protection.

Title: Request for Quotation for additional technical and operational support for the implementation of 30 body-camera solutions for the State Labour Inspectorate of the Ministry of Labour and Social Protection.

Duty station: Chisinau, Republic of Moldova

Reference to the: EU support to Inclusive Labour Markets in the Republic of Moldova Project

Contract type: ILO Contract for Services

Contract Duration: January – March 2026

I. Introduction and background

The International Labour Organization (ILO) is the only tripartite UN agency that brings together governments, employers and workers of [187 Member States](#), to set labour standards, develop policies and devise programmes promoting decent work for all women and men. The main aims of the ILO are to promote rights at work, encourage decent employment opportunities, enhance social protection, and strengthen dialogue on work-related issues.

The work of ILO in Moldova is guided by the [Decent Work Country Programme Republic of Moldova 2025-2027 | International Labour Organization](#) (DWCP), the main planning framework for the delivery of ILO support to a member country. To achieve progress under the area of employment, protection at work and social dialogue, the ILO works with its tripartite constituency, namely government, workers, and employers' representatives, as well as a variety of national and international partners, as part of different national and regional initiatives.

The overall purpose of the Project is to improve access to more and better employment opportunities in Moldova. It aims to improve performance of the Ministry of Labour and Social Protection, the National Employment Agency, and State Labour Inspectorate (hereinafter SLI) to prevent and address labour market exclusion, as well as to improve working conditions and protect worker rights. Against this background, the ILO DWT/CO Budapest is supporting the SLI of the Republic of Moldova to increase its effectiveness in detecting undeclared work through strengthening its performance, capacities, investing in human resources, and increasing its visibility.

II. The Objective

The *Analysis of Legislation, Organizational Structures and Operational Procedures of the State Labour Inspectorate in the Republic of Moldova*, conducted in 2022, highlighted that labour inspectors were not equipped with adequate personal protective equipment to perform their duties in a safe and healthy manner.

In response to this finding, the EU-funded project successfully procured and delivered 30 body cameras to the State Labour Inspectorate (SLI) in September 2024, as part of the critical equipment aimed at increasing transparency and safety during labour inspections. This

intervention supported the initiation of the implementation process of the “Body Camera” portable video surveillance information system, which represents a comprehensive set of resources, information technologies, technical and software tools, and methodologies interconnected and intended for the recording, processing, storage, and use of audio, photo, and video data.

The system is designed to support labour inspectors in the exercise of their statutory mandate, namely the enforcement of compliance with labour legislation and other normative acts, during inspections conducted at enterprises, institutions, and organizations of all types of ownership and legal forms, as well as at natural persons employing workers and within central and local public administration authorities.

In December 2025, the project team received an additional request to provide technical support to the SLI, specifically related to ensuring the protection and security of data collected by labour inspectors during field inspections. In addition to the technical support requests outlined in *Annex IV*, there is a need to include several additional assistance items. These include support related to the equipment configuration costs across all 10 territorial Labour Inspectorate offices nationwide that received body-worn cameras in 2024, as well as the provision of technical assistance by the supplier for a period of several months to support the MLSP IT team in case of emergencies or technical issues arising during the implementation of the procured technical solutions.

III. The scope of the purchase

The International Labour Organization (ILO) invites bidders to submit a Quotation for the provision of additional IT support services related to the 30-body camera solution delivered to the State Labour Inspectorate (SLI) in 2024. The purpose of this assignment is to ensure the proper and secure implementation of the video recording solution, by establishing the necessary network connections and providing complementary IT equipment and services, as outlined below.

❖ Requirements for Installation, Configuration, Commissioning of Firewall Equipment and Training

1. Scope of Services

The Contractor shall ensure the installation, configuration, testing, and commissioning of a security infrastructure based on FortiGate and FortiAnalyzer equipment, deployed across 10 geographical locations, including training of the Beneficiary’s technical staff.

2. General Implementation Requirements

The Contractor shall ensure:

- End-to-end implementation in accordance with Fortinet best practices.
- Centralized and unified configuration for all locations.
- Continuity of services and security of inter-site communications.
- Minimization of service downtime.

3. Hardware Installation Requirements

- Installation and commissioning of:
 - 1 × FortiGate 90G (ITM Chisinau/ SLI Headquarter);
 - 9 × FortiGate 50G (remote sites).
- Connection of equipment to the existing infrastructure (LAN/WAN/ISP);
- Verification of electrical and environmental compatibility.

4. Logical Configuration Requirements (Network & Security)

The Contractor shall configure, at a minimum, the following:

4.1 Core Functionalities

- Routing (static and/or dynamic – OSPF/BGP, where applicable);
- NAT, VLANs, security zones.
- Inter-zone firewall policies.
- Centralized management – single central point.

4.2 Advanced Security (UTP)

- Intrusion Prevention System (IPS);
- Antivirus.
- Web Filtering.
- Application Control.
- SSL inspection (where applicable);
- DoS / brute-force protection.

4.3 Inter-site Connectivity

- IPsec site-to-site VPN between the headquarters and the 9 remote locations (Vasile Alecsandri Street no. 1 and the Territorial Labour Inspectorates);
- Security policies for VPN traffic.
- Failover testing (if multiple connections are available).

5. FortiAnalyzer – Logging and Visibility

- Installation and activation of FortiAnalyzer VM.
- Configuration of log collection from all 10 FortiGate devices.
- Activation of the 5 GB/day license.
- Creation of standard reports:
 - Traffic.
 - Security events.
 - Incidents.
- Configuration of critical alerts.

6. Testing and Commissioning

- Functional testing of all configured services.
- Testing of VPN tunnels and security policies.

- Validation of business-critical traffic flows.
- Remediation of any identified non-compliances.

7. Mandatory Technical Documentation

The Contractor shall deliver:

- Logical and physical infrastructure diagrams.
- Configured security policies.
- VPN tunnel parameters.
- Basic administration procedures.
- Backup and restore procedures for configurations.

8. Training of Technical Staff, Including Heads of Territorial Labour Inspectorates

The Contractor shall provide technical training for designated staff, as follows:

- Minimum duration: 1–2 days.
- Format: onsite or online.

Minimum training content for the MMPS ICT Service staff:

- FortiGate administration.
- Log and alert interpretation.
- FortiAnalyzer operation.
- Security best practices.
- Incident scenarios and response.
- Training materials included (PDF / PPT).

Training for Heads of Territorial Labour Inspectorates:

- Procedures for viewing/downloading video materials when necessary.

Requirements for Local Post-Implementation Support

(Critical Infrastructure – Body-Worn Cameras)

1. Scope of Services

The Contractor shall provide specialized local technical support for a minimum period of 3 months for the implemented security infrastructure, which is directly used for the operation of body-worn camera systems, considered critical operational infrastructure, where service continuity, data integrity, and communication security are essential.

2. Operational Importance of the Project

The implemented Fortinet infrastructure supports:

- Transmission and protection of data streams originating from body-worn cameras.
- Secure access to video data and metadata.
- Protection of digital evidence against unauthorized access, loss, or alteration.

Any unavailability of the infrastructure may have a direct impact on operational activities, investigations, and legal proceedings; therefore, the support service must be treated as critical.

3. Types of Support Required

The Contractor shall provide dedicated and priority support, including:

- At least 3 months of technical support for MLSP IT team,
- Real-time assistance for:
 - Connectivity issues between locations.
 - Operation of VPNs used for video data transfer.
 - Security policies applied to data flows from body-worn cameras.
 - Security events that may affect the confidentiality or integrity of video data.

4. SLA – Availability and Response Time (Critical Project)

Support shall be provided on a priority basis, with the following minimum parameters:

- Support hours: 8×5.
- Response time:
 - Critical incident (impacting body-worn cameras): ≤ 4–6 hours;
 - Major incident: ≤ 6–8 hours.
 - Minor incident: ≤ 1–2 days.
- Intervention:
 - Remote – immediate.
 - Onsite – within the Republic of Moldova, within a timeframe agreed by both parties.

5. Specific Support Activities Included

The Contractor shall ensure, at a minimum:

- Proactive monitoring of the infrastructure.
- Periodic verification of:
 - Site-to-site VPNs.
 - Firewall policies applied to video traffic.
 - Data flows associated with body-worn cameras.
- Analysis of events and incidents in FortiAnalyzer;
- Adjustment of security policies according to operational scenarios.
- Assistance with controlled firmware upgrades.
- Support in liaising with Fortinet TAC for critical cases.

6. Reporting and Traceability

The Contractor shall provide:

- Periodic reports (upon request);
- Incident logs impacting the body-worn camera system.
- Recommendations for optimizing security and availability.
- A dedicated contact person for the project.

7. Contractor Requirements (Critical Project Focus)

The Contractor must demonstrate:

- Experience in critical projects or law enforcement / video / digital evidence environments.
- Capacity for rapid local intervention.
- Fortinet-certified engineers.
- Clear escalation and critical incident management procedures.

Full description of the additional support:

- ❖ **Ensuring secure connectivity between the central server and encoding stations located in ITM premises.**

The Supplier shall provide and install the following equipment and services:

- **Installation of Firewall Fortinet FG-90G-BDL-950-36** in the central server room, required to enable secure transmission of video recordings via a VPN connection, as the currently installed equipment (Fortinet 200E) no longer meets the operational and performance requirements and is no longer supported by the manufacturer.
- **Installation of Firewall Fortinet FG-50G-BDL-950-36 at each access point** (9 units), to establish a secure VPN connection between the local territorial labour inspectorate (ITM) premises and the central server.

- ❖ **Network security software**

The Supplier shall provide and configure the following software solutions for network monitoring and security management:

- **FAZ-VM-GB5 – Forti Analyzer;**
- **FC1-10-LV0VM-248-02-36 – Equipment license support**, valid for a period of at least three (3) years.

- ❖ **Network hardware components**

SFP connectors – FN-TRAN-SFP+LRI, 2 units.

The Ministry of Labour and Social Protection (MLSP), in cooperation with the State Labour Inspectorate (SLI), will ensure the provision of Internet traffic connectivity at the following locations:

- Călărași city, 6 Constructorilor Street – ITM Călărași premises.
- Cimișlia city, 14 Ștefan cel Mare Street – ITM Cimișlia premises.

All relevant technical annexes have been signed and submitted for inclusion in the existing contract between “Moldtelecom” and the MLSP, enabling Internet access at the above-mentioned locations.

The selected Supplier shall perform the assignment under the overall supervision of the ILO Project Coordinator, and in close coordination with the ILO National Coordinator and the ILO Procurement Bureau in Geneva.

Interested bidders are required to submit the following set of documents:

- Offer (duly signed and stamped), calculated in MDL at 0% VAT and goods delivery time.
- Certificates of origin for the goods offered.
- Short description/overview of the company experience and qualification.
- Contact information for the bidder and responsible person.
- Bank data including bank name, bank code and IBAN MDL.
- Copy of company registration certificate (registration in the Republic of Moldova), as well as other related licenses and permissions.
- No-debt certificate from the Moldovan State Inspection or copy of the latest financial report.

IV. Deliverables

The contractor will present in accordance with the following deliverables, schedule, and details in technical specifications for the service mentioned in *Annex IV*.

The contractor will be responsible for all positions described above, including:

- delivery,
- assembling/installation and put into operation of delivered equipment accordingly to the distribution in regional profile, attached below,
- additional configurations of the bodycam system with the server/s,
- the training of IT representatives from MLSP and SLI employees regarding their use.

V. Language




For ILO procurement actions, offers will be prepared and submitted in English. The contract signed with the selected vendor must be written in the language selected for the solicitation documents, and this language will be applicable to the contractual relations between the ILO and the vendor.

VI. Site visits

The project staff, in common with the Requester, will determine if a site visit should be held. The purpose of holding a site visit is to provide bidders with additional information that cannot be conveyed in the solicitation documents. Depending on the nature and complexity of a procurement action, the ILO retains the discretion to impose mandatory attendance requirements on bidders for planned site visits.

VII. Required Supplier Qualifications

All submissions should detail the qualifications of the Supplier, with emphasis on the following:

-  **Experience:** Provide details of relevant experience in similar projects.
-  **Credentials:** List any relevant certifications, licenses, or professional affiliations.
-  **Team Composition:** Describe the team that will be assigned to this project, including their qualifications and experience.

 **References:** Provide references from previous clients for similar projects.

VIII. Submission Requirements

All submissions must be in line with the template in *Annex I – Offer Submission Form* and contain at least the following information:

- Detailed pricing including a breakdown of costs for each component of the scope of work.
- Background information about the company, including history, mission, and key personnel assigned to this project.
- Evidence of past relevant experience.

IX. Payment for provided services: The payment for services provided by the bidder under the ILO Project will be made in one instalment, 100% within 30 days after receipt of goods, works and/or services and submission of payment documentation and accepted by the ILO Project Coordinator.

X. Delivery dates, destination, and terms


The expected dates for the delivery of goods, not exceeding 60 days. The delivery terms (Incoterms 2010) must be used. DAP (Delivered at Place) will be the Incoterm of reference for the ILO procurements.

XI. Confidentiality: Materials provided to the consultant and all proceedings within the consultancy contract shall be regarded as confidential, both during and after the consultancy. Violation of confidentiality requirements may result in immediate termination of contract.

XII. Duties and taxes

International Labour Organization is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:

All prices shall:

 be exclusive of VAT and other applicable indirect taxes.

Please note that applications received after the deadline, as well as incomplete applications will not be considered. Financial offers containing other currency than MDL (Moldovan Lei) will not be considered. ILO retains the discretion to re-advertise or cancel this tender.

Documents to be completed/signed and considered part of ToR:

Annex I- Offer Submission Form (To be completed by the Bidder);

Annex II- ILO Vendor Selection Procedure: Certification (To be signed by the Vendor);

Annex III- Terms and Conditions applicable to ILO Contracts.

Annex IV – Technical Specifications.

Annex V- ToR

Annex VI- Delivery Requirements.