

ANNEX 1/EXHIBIT A - SCOPE OF WORK

Tender Preparation Documents - Housing 2026 Project

RFP / Tender Reference	2016501
Project / Program	Housing 2026 / Housing for All accommodation support
Geographical Scope	Republic of Moldova: s. Răzeni raionul Ialoveni, or. Ștefan Vodă, s. Feștețița raionul Ștefan Vodă and other CRS-approved locations if required
Document Purpose	Define the technical scope, deliverables, submission requirements, implementation stages, quality standards and acceptance requirements for construction contractors.

1. Project Overview

The CRS accommodation and housing programming in Moldova supports vulnerable refugees and hosting communities by improving access to safe, adequate and dignified living conditions. Under the Housing 2026 tender package, CRS intends to engage qualified construction companies to implement small and medium repair works required to bring selected residential and communal housing units closer to minimum habitability and safety standards.

The repair works will be implemented in accordance with approved Technical Specifications (Caiet de Sarcini), Bills of Quantities (BoQs), CRS quality expectations, Moldovan construction practice and the contractual requirements agreed between CRS and the selected contractor(s).

2. Overall Objective

- Complete approved repair and rehabilitation works in selected housing units and communal facilities in a safe, timely, and technically sound manner.
- Ensure that all works respond directly to the approved Technical Specifications and BoQs for each location and type of work.
- Provide complete tender documentation, technical methodology, cost breakdowns, implementation schedule, quality assurance records, handover documents and warranty documents.
- Maintain compliance with CRS procurement, quality assurance, safeguarding, safety, and contract administration requirements.

3. Target Locations and Scope Lots

Lot / Location	Beneficiary / Site	Summary of Works
Lot 1 - Răzeni, Ialoveni District	Primăria Răzeni / four houses or apartments: 1, 2, 3 and 4	Interior repair works including dismantling, wall treatment, wallpaper/paint/ceramic works, ceilings, floors, doors, sanitary works, heating, gas boilers, electrical installations and selected exterior elements.
Lot 2 – Ștefan Vodă	Primăria Ștefan Vodă / social house with two apartments	Apartment rehabilitation, ceiling reinforcement, partitions, plastering, ceramic works, floors, sanitary and accessibility fixtures, heating systems, electrical systems, façade insulation, socle/ramp works, sewerage and equipment installation.
Lot 3 - Feștețița, Ștefan Vodă District	Primăria Feștețița / Casa pentru toți, school of arts and residential house components	Capital repairs covering dormitories, WC/shower rooms, kitchen, corridors, interior and exterior works, façade/socle, entry annex, roofing, flooring, walls, sanitary systems, electrical works, heating and equipment.

Note: The above lots may be contracted separately or together, depending on the final CRS procurement strategy and tender package structure. Contractors must price and describe works separately by location, building/unit and work category.

4. Description of Services

- The selected contractor(s) shall provide all labor, materials, equipment, tools, transportation, supervision, technical expertise, documentation and quality assurance support required to complete the works. The scope may include, but is not limited to, the following categories:
- Dismantling and demolition works, including removal of old doors, windows, finishes, sanitary items, heating elements, electrical panels, fixtures, damaged floors and selected non-structural elements.
- Wall treatment and finishing, including plaster repair, plasterboard works, crack repair, priming, gypsum-based finishing, fiberglass mesh where specified, ceramic wall tiles, wallpaper and painting.
- Ceiling works, including repair, reinforcement where specified, suspended gypsum-board ceilings, priming, puttying, cornices/baguettes and painting.
- Floor works, including dismantling, gravel layers, reinforcement mesh, concrete or mortar screeds, self-leveling layers, ceramic floor tiles, laminate flooring, skirting and thresholds.
- Carpentry, windows and doors, including PVC, MDF, metal and aluminum doors/windows, sills, exterior doors and required accessories.
- Sanitary and plumbing works, including toilets, lavatories, faucets, water meters, drainage and sewer pipes/fittings, siphons, mirrors, towel holders, accessibility support bars where specified and ventilation grilles/fans.
- Heating systems, including gas boilers, electric boilers where specified, radiators, PPR pipes, fittings, valves, thermostatic heads, pressure/leak tests and protective sleeves.
- Electrical works, including distribution boards, wiring, conduits, switches, sockets, lighting fixtures, fans and other equipment as listed in the technical specifications.
- Exterior and envelope works, including façade priming, insulation, decorative plaster, plinth/socle works, aluminum window sills, minor concrete works, ramp/handrail works, roof dismantling and replacement, rainwater goods and localized exterior repairs.
- Waste handling and site cleaning, including removal, loading, transport and disposal of dismantled materials and construction debris in accordance with local requirements.

5. Location-Specific Technical Scope

5.1 Lot 1 - Răzeni: Social House

The Răzeni scope covers four housing units. Contractors shall refer to the applicable Technical Specification for each house. Work categories include:

- Interior dismantling and removal of existing woodwork/doors, wallpaper, ceramic coverings, skirting, laminate/floor elements, sanitary ware, heating radiators/dryers, boilers, electrical boards and light fixtures.
- Wall preparation, priming, gypsum-based puttying, wallpaper installation, painting and ceramic wall tile installation.
- Ceiling priming, puttying and painting.
- Floor preparation, cement mortar support layers, ceramic tile floors, laminate floors, PVC or ceramic skirting and thresholds.
- Installation of interior wooden doors and, where specified, exterior metal doors.
- Installation of sanitary fixtures and associated fittings, including lavatory, faucet, mirror, towel holder, robinet/valves, bathtub, toilet, ventilation grille, gas valve and water system testing.
- Heating works including installation/reinstallation of gas boiler/boiler burner, steel radiators and valves.
- Electrical works including distribution boards, switches, sockets and lighting fixtures.

Selected exterior works for relevant houses, including ceramic floor/skirting works, painting of metal balustrades and canopies, and associated exterior repair elements.

5.2 Lot 2 - Ștefan Vodă: Social House

The Ștefan Vodă scope covers repair works for a social house and includes works for two apartments and exterior/common components. Work categories include:

- Apartment ceiling works, including reinforcement with timber beams where specified, suspended gypsum-board ceilings, putty, priming, painting and decorative baguettes.
- Wall works including window/door opening adjustments, masonry/block works, partitions, plastering, glass fiber mesh, gypsum-board cladding, ceramic wall tiles, aluminum corner profiles, priming and painting.
- Window and door works including PVC windows, sills, PVC doors and aluminum exterior doors.
- Sanitary and plumbing works including water meters, PVC drainage pipes and fittings, water/heating piping, lavatories, faucets, shower/bath fittings, floor drain, toilet, mirror, towel holder, and accessibility bars for the apartment where specified.
- Floor works including dismantling, gravel layers, welded mesh, screeds, self-leveling layers, ceramic tiles, ceramic skirting, PFL support layers and laminate flooring.
- Heating works including pipe penetrations and making good, PPR pipe/fittings, protective sleeves, pressure tests, radiators, valves, thermostatic heads and related fittings.
- Electrical works including distribution boards, switches, sockets, wiring, protective conduit, LED lighting fixtures and sanitary-room ventilation fans.
- Exterior works including façade and socle insulation, exterior decorative plaster, window sills, ramp/handrail elements, sewerage works, gas boilers, gas meters and electrical meters.

5.3 Lot 3 - Feștelița: Social House

The Feștelița scope includes repair works in the school of arts, dormitory/WC/shower areas, kitchen and residential house components. Work categories include:

- Interior floor works including dismantling of timber/parquet floors, gravel layers, reinforcement mesh, concrete or mortar layers, ceramic tiles, laminate flooring, sanding and finishing of existing parquet where specified and skirting works.
- Interior wall works including dismantling of metal bars/partition elements, gypsum-board partitions, ceramic wall tiles, plaster/putty repair, priming, painting, interior/exterior doors and PVC/aluminum profile elements.
- Ceiling works including removal of lighting fixtures, gypsum-board/suspended ceiling elements where specified, decorative profiles, priming and painting.
- Sanitary and plumbing works including drainage and water pipes/fittings, lavatories, faucets, shower/bath fittings, toilets, mirrors, towel holders, floor drains and ventilation fans.
- Kitchen repairs including dismantling, floor tiles, wall plaster/putty/painting and ceiling works.
- Exterior works for the residential house and entrance annex including façade insulation, socle insulation, decorative plaster, concrete pavement/paths, kerbs, entry annex works, steps and ceramic tile finishes.
- Roofing works including dismantling of existing roof coverings/elements, timber roof structure, anti-condensation membrane, metal tile roofing, eaves/cladding, gutters/downpipes and snow stops where specified.
- Heating works including piping, fittings, valves, radiators, pressure testing and boiler/equipment installation.
- Electrical works including distribution boards, wiring, conduits, switches, sockets, lighting fixtures and ventilation fans.
- Equipment items including electric boilers as specified in the technical documentation.

6. Tender Offer Submission Requirements

Each bidder shall submit a complete tender offer in **Word/PDF format**, structured in accordance with the standard construction documentation requirements applicable in the Republic of Moldova.

The bid shall be submitted in three separate electronic packages or zipped folders as specified in RFP solicitation document, clearly marked as follows:

1. Eligibility Documents
2. Technical Proposal
3. Financial Proposal

Required Form	Purpose and Minimum Content
Formular 3 - Local Resource Estimate / BoQ / Cost Breakdown	Detailed list of labor, materials and equipment required for the works. Costs must be structured by location, building/unit, work category and technical specification item, with totals shown separately.
Formular 5 - Technical Proposal	Detailed cost estimate outlining all works, resources, and expenses, serving as a basis for bid evaluation, cost justification, and transparent project financial planning.
Formular 7 - Financial Proposal	Detailed local estimate presenting project-specific costs, structurally detailing all works, resources, and expenses, serving as basis for bid evaluation and cost justification.
Workplan schedule	Proposed realistic timeline for activity implementation, including clear justification of each stage to ensure feasibility, proper sequencing, and efficient resource allocation throughout the project lifecycle.

* All prices proposed in the offer shall remain fixed and unchanged throughout the entire project implementation period, as per contract provisions.

7. Contractor Minimum Requirements

- Valid company registration and legal documents required under the applicable legal framework.
- Relevant licenses, certificates, authorizations and/or professional qualifications for construction, electrical, gas/heating, sanitation or other specialized works included in the tender.
- Financial documentation and tax/social contribution compliance documents, as required by CRS and applicable regulations.
- Evidence of similar construction/rehabilitation experience, including small and medium repair works in residential, social or communal premises.
- Availability of a qualified technical team, including engineer/technician/site supervisor and skilled tradespeople for the relevant work categories.
- Capacity to mobilize labor, materials and equipment within the agreed schedule and maintain safe, clean and orderly work sites.
- Ability to provide warranty, handover, testing and acceptance documentation after completion of works.

8. Implementation Stages and Deliverables

Stage	Contractor Responsibilities	Key Deliverables
1. Mobilization and pre-start coordination	Attend kick-off meeting, confirm focal points, review site access, safety requirements, technical specifications and BoQs.	Mobilization plan, updated implementation schedule, site team list and communication protocol.
2. Technical review / site verification	Review approved technical specifications and verify site conditions with CRS/project representatives before starting works.	Site verification notes, confirmation of quantities, clarification requests where needed.

Stage	Contractor Responsibilities	Key Deliverables
3. Work planning and procurement of materials	Prepare detailed work plan, sequence of activities, material specifications and staffing plan.	Detailed work plan, material schedule, quality control checklist and updated timetable.
4. Execution of works	Carry out works according to the approved scope, technical specifications, construction standards and CRS instructions.	Progress updates, inspection records, photos if required, issue log and corrective actions.
5. Quality control and interim inspections	Support inspection visits during implementation and immediately address identified defects/non-conformities.	Inspection reports, defect correction evidence, testing records for utilities and systems.
6. Completion, handover and warranty	Complete all works, clean the site, support final evaluation and submit acceptance documents.	Handover certificate, completed works report, as-built/installed details where relevant, warranties and final invoice package.

9. Quality, Safety and Compliance Requirements

- All works shall comply with the approved Technical Specifications, BoQs, applicable construction norms, manufacturer instructions and CRS quality expectations.
- Materials shall be new, fit for purpose, and consistent with the specifications approved by CRS. Any substitution requires prior written approval by CRS.
- The contractor shall protect beneficiaries, CRS/partner staff, visitors, adjacent property and completed works during implementation.
- The contractor shall maintain safe work practices, safe electrical/heating/gas handling, appropriate personal protective equipment, site signage and good housekeeping.
- The contractor shall remove waste and debris regularly and leave the completed site clean, safe and usable.
- The contractor shall remedy defects identified during inspection, handover or the warranty period at no additional cost where defects are due to workmanship, installation or material failure within the contractor's responsibility.
- The Contractor shall develop, implement, and maintain an HSSE (Health, Safety, Security and Environment) plan throughout the entire execution period of the Works. The plan shall ensure site security, occupational health and safety, environmental protection, risk management, and full compliance with the applicable legislation, construction regulations, and technical standards in force in the Republic of Moldova.

10. Inspection, Acceptance and Payment

- CRS/project representatives and, where applicable, beneficiary representatives may conduct inspection visits during and after implementation. The quality control visit will be conducted regularly/weekly.
- Final acceptance is subject to a joint inspection and verification of the scope and quality of completed works, compliance with the approved specifications and satisfactory resolution of defects or outstanding items. A Quality Control/Work Completion Form will be signed by all relevant parties to confirm that the work has been completed satisfactorily and in accordance with project requirements.
- Payments shall be made in Moldovan Lei (MDL) in up to three installments, based on certified progress of the Works, as confirmed through signed Work Acceptance Certificates and supporting documentation (typically at 30%, 70%, and 100% milestones).
- Payments shall be made according to the contract terms and only against verified deliverables, acceptable supporting documents and CRS approval.
- The contractor shall submit all invoices, completion records, warranty documents, testing results and acceptance documentation in the format required by CRS.

- A 5% retention of the contract value is required from the contractor for the 12-months defect liability period, calculated from the date of signing the Completion Acceptance Certificate. CRS shall deduct and hold as retention an amount equal to 5% of the amount specified in each invoice.
- A minimum 5-year warranty period for Works and Materials shall be provided, in accordance with applicable legislation and established practices in the Republic of Moldova.
- The Contractor shall remedy any defects covered by the quality warranty within a maximum of 15 calendar days from the date of written notification.

11. Indicative Period of Activity

The indicative implementation period for the works is **August to November 2026**, unless otherwise specified in the final contract.

Project execution period from contract signature – **90 calendar days** per lot; if multiple lots are awarded, works shall run in parallel and be completed within 90 days overall.

The Contractor shall ensure timely mobilization and completion of all works within the agreed schedule. Delays or deviations from the implementation timeline must be formally justified and approved in writing by CRS.

12. Clarifications and Change Control

- Any discrepancy between drawings, technical specifications, BoQs, site conditions or this SOW must be reported to CRS in writing before the contractor proceeds with the affected works.
- No additional works, substitutions, design changes or quantity increases shall be implemented without prior written approval from CRS and completion of the required contract/procurement documentation.
- If specific technical details differ between this SOW and the signed contract/approved technical specification, the signed contract and approved technical specification shall prevail.