

**Request for Quotation**  
**RFQ # 2004-JARA-RFQ-2024/0001**

**Moldova Justice and Anti-Corruption Reform Activity (JARA)**  
**for Provision of IT equipment for the Supreme Court of Justice (SCJ)**

Dear Offerors,

As per tender requirements RFQ no. 2004-JARA-RFQ-2024/0001 announced on October 11<sup>th</sup>, 2024, by Dexis Consulting Group, questions and clarifications that may be of interest to other bidders will be circulated to all parties that submitted the questions.

Considering the above, please find in the table below all questions received, and clarifications/answers provided regarding the RFQ no. 2004-JARA-RFQ-2024/0001:

No.	Question	Answer
<b>Lot 1 and Lot 2: Laptop set (including monitor, dock station and keyboard with mouse), Laptop (Type 2)</b>		
1.	<i>Screen: 13.1'- 14.5' FHD (1920x1080) WVA or IPS.</i> The latest generation of laptops currently have a screen resolution of 1920x1200 dpi, not 1920x1080. Please make changes.	The screen resolution is amended as follows: "Screen: 13.1'- 14.5' FHD (min. 1920x1080) WVA or IPS"
2.	<i>RAM: 8GB DDR5-5500 (dual ch.) - Lot 1</i> For support Dual Channel mode you need 2 RAM modules. You are only requesting 8GB of memory, which means 2x 4GB should be installed. This option is potentially possible, but only if the memory is integrated on the motherboard (in this case there is no possibility to upgrade or replace the module in case of its failure - only motherboard replacement). Please clarify if you are really satisfied with the option of integrated memory on the motherboard or if the memory modules should be replaceable and support Dual Channel mode of operation in principle, for example, when adding a 2nd 8GB module?	The 8GB RAM (2x 4GB) should be integrated on the motherboard.
3.	<i>RAM: 16GB DDR5-5500 (dual ch.) - Lot 2</i> Should the memory be integrated on the motherboard or installed in slots as similar to the question for Lot 1?	The 16GB RAM (2x 8GB) should be integrated on the motherboard.
4.	<i>IR min. 1080P (Integrated)</i> Does the camera have to support Windows Hello (face recognition of the user's face when logging into Windows to ensure the security of the computer).	The Windows Hello option is not a mandatory requirement for the requested laptops. This feature is considered as an advantage but will not impact on the evaluation.
5.	<i>Security</i> There is no requirement in the requirements to comply with even standard security norms, let alone advanced ones, although the equipment will be used in the Supreme Court of Justice. Are we correct in understanding that this is not necessary, and it is acceptable to offer	The security feature related to Power On/BIOS Password is required.

	laptops designed for home use to maximum reduce the cost of the proposal? Or if some minimum-security features are still required, please specify them, maybe Discrete TPM, Power On/BIOS Password, Smart Card Reader or/and Fingerprint sensor etc.	
6.	<p><i>External display: 27" (2560x1440) WVA or IPS, min. 350cd, HDMI, USB3., Pivot; Dock Station: Type-C connection</i></p> <p>Is it acceptable to offer a monitor with Dock Station functionality (laptop can be connected to the monitor via USB Type-C, the monitor has an RJ45 port that provides a 1 Gbit/s network connection)</p>	No. The Dock Station must be provided separately and must be compatible and the same brand as the laptop.
7.	<p><i>Software Pre-installed: Microsoft Windows 11 Pro Eng</i></p> <p>The OS must be pre-installed at the factory or locally (in Moldova) before handing over the equipment to the customer?</p>	Both options are acceptable. The bidder will decide whether the OS is pre-installed at the factory or locally before being delivered to the beneficiary.
8.	<p><i>Warranty: Two years of service and support provided by the distributor via an authorized local service center</i></p> <p>Does the bidder have to prove in any way that it has its own service center and engineering staff or is it acceptable to provide a contract with an authorized service center? In the second case, is it necessary to provide any documents confirming the service status and certificates of engineers of the relevant profile?</p>	By submitting an offer for the provision of the equipment, the bidder commits to providing service and support through an authorized local service center during the entire warranty period. The bidder may have its own authorized service center or have a contract with an authorized service center. This information should be included in the company profile. Supporting documents may be submitted at the discretion of the bidder.
9.	<p><i>Warranty service</i></p> <p>Given the status of the users and the institution - the Supreme Court of Justice, and the fact that in most cases it is possible to retrieve all information from failed drives, is it necessary to provide the Keep On Drive warranty service, which implies that a failed SSD drive should not be returned to the service center for replacement?</p>	The proposed "On Drive warranty service" is not a mandatory requirement for the requested equipment. This feature is considered as an advantage but will not impact on the evaluation.
10	<p><i>Case (Not bag!): compatible with the proposed laptop size.</i></p> <p>Please let me know what you need, Sleeve or backpack?</p>	The proposed case should be of the sleeve type.
<b>Lot 3 - Desktop computer</b>		
11	<p><i>RAM: 8GB DDR5-4400 (dual ch., total min. 2x slots - 1 spare)</i></p> <p>At the moment it is not possible to order computers with 2 4GB memory modules, as Dual Channel mode requires 2 memory modules.</p> <p>Accordingly, please clarify whether the computer should support Dual Channel mode in principle when installed 2x modules of memory or whether it requires 2x 8GB and free slots for possible upgrade.</p>	The computer should support the Dual Channel mode with 2x slots: 1x slot 8GB and 1x slot free for possible upgrade.

12	<p>WLAN: min. 802.11ax (6E), 2x2 + BT5.x (integrated) – optional</p> <p>Please clarify what you mean by ‘optional’: should it be supported or should the adapter be installed as an option?</p>	<p>Optional means that the bidder decides whether to offer this option. If offered, WLAN must be integrated.</p>
13	<p>UPS 650 VA</p> <p>Since today there is a very large number of different manufacturers of UPS, which do not always meet some minimum standards of quality and reliability, and also for all participants to be on more or less equal footing, please, describe in more detail the requirements to it (number and type of sockets, port for power management, battery life under classic load computer + monitor (~350W), etc.), availability of certificates of compliance with European standards of quality and safety, etc.</p>	<p>Additional technical details for the UPS are provided below and are also included in Amendment No.I to the Technical Specification, herewith attached.</p> <p>Type: Line interactive Capacity: 650VA In/Out voltage: 230V Battery type: 12V, 9Ah Number of sockets: min 2 type Schuko CEE 7/7 AVR (Auto Voltage Regulation) LED indicator</p>
14	<p>Intel core i5, Total cache min. 35MB</p> <p>Please let us know if we understood correctly that the total cache memory implies the sum of the L2+L3 cache memory?</p>	<p>Yes. The total cache memory implies the sum of all the levels cache memory.</p>
15	<p>Front: min 2x USB-A (3.0), min 2x USB-C.</p> <p>We want to inform you that no manufacturer has an SFF PC with 2xUSB-C front ports in their portfolio. Please confirm if 1x USB-C is accepted in the front and 1xUSB-C in the rear? Or the second option if USB Hub is accepted.</p>	<p>Yes. The option with 1x USB-C port in front and 1x USB-C port in rear is acceptable.</p>
<b>Lot 4 - Multifunctional Printer/Scanner/Copier</b>		
16	<p>Printing language: UFR II (Ultra-Fast Rendering) or equivalent PCL5e, PCL6.</p> <p>UFR II (Ultra-Fast Rendering) is Canon's proprietary technology, PCL5e is an obsolete page description language that is hardly used today. Please eliminate the UFR II page description language and add a PDF or Post Script printer language, since as it is more than necessary languages from the point of view of providing fast and high-quality printing of the most complex and voluminous documents</p>	<p>The printing language is amended as follows: “Printing language: UFR II (Ultra-Fast Rendering), PCL5e, PCL6, PDF, PostScript.”</p>
17	<p>UPS 1000 VA</p> <p>A printer using laser printing technology cannot be connected to a UPS of this capacity in principle.</p> <p>Please clarify for what purpose a UPS is required in this lot</p>	<p>The UPS will be used for the Multifunctional Printer/Scanner/Copier and SCJ's needs. Additional technical details for the UPS are provided below and are also included in Amendment No.I to the Technical Specification, herewith attached.</p> <p>Type: On-Line Capacity: 1000VA In/Out voltage: 230V Battery type: 12V, 9Ah Number of sockets: min 3 type IEC C13 outlets AVR (Auto Voltage Regulation) LED indicator</p>

18	<i>Average print sizes: A3, A4, B5, A5, A6, LGL, LTR, EXECUTIVE</i> On the territory of the Republic of Moldova the paper size standard ISO216 is used. Your requirements also specify ANSI standard, which is used mainly in North and Latin American countries, as well as Japan. Please make the necessary changes.	The average print size is amended as follows: “Average print sizes: <b>A3, A4, B5, A5, A6 - mandatory, LGL, LTR, EXECUTIVE - optional</b> ”
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Thank you very much for your feedback. We greatly appreciate your efforts.

Respectfully,

JARA Team