

TERMS OF REFERENCE (ToR)

Lease of Office Premises for IOM Moldova – Chisinau

1. BACKGROUND

The International Organization for Migration (IOM) in Moldova seeks to lease secure, functional office premises located in central Chisinau to support administrative, operational, medical, protection, and Canadian Visa Application Centre (CVAC) activities.

2. OBJECTIVES

The objective is to secure premises that:

- Accommodate **approximately 100 personnel** with at least **5 m² usable workspace per staff member**.
- Provide **minimum 7 secured parking spaces** for IOM operational vehicles.
- Allow safe and private access to **beneficiary-facing operations** including vulnerable groups and health-related **operations**.
- Maintain high standards of **physical and operational security**.
- Offer a modern, efficient, and safe working environment for staff and visitors.
- Allow IOM to implement its internal ICT/security requirements related to building fit-out works (e.g., cabling, access control, CCTV, partitions) as needed.
- At the contracting stage, the lease agreement may include provisions allowing IOM to install fixtures and improvements needed for operations and to remove them upon lease end, as applicable.

3. LOCATION REQUIREMENTS

- **Mandatory:** City center (downtown) Chisinau
- Easily accessible by public transportation.
- Located in a **low security risk area**.
- surroundings must be well-lit, safe for pedestrian access
- preferably to be accessible, equipped with ramp

4. SPACE & LAYOUT REQUIREMENTS

4.1 Total Space

- Approx. **500–700 m² usable space** for staff working areas (100 people × min. 5 m²/person).
- Additional areas as described below for CVAC and MHAC, beneficiaries, secure ICT and storage-designated zones, common-used areas.

4.2 Required Areas

The areas listed below may be either: (a) already available in the premises; OR (b) achievable through reasonable re-zoning and light construction/fit-out (e.g., partitions, doors, access control points) that the landlord permits and that complies with local regulations. The feasibility will be validated during the site survey.

a) Office & Staff Areas

- Open space areas for staff (or segmented via partitions if needed).
- Private offices (or feasible to create with partitions)
- Meeting rooms (adaptable to IOM's existing videoconferencing solutions; feasibility validated during site survey).
- Staff kitchen/pantry

b) Beneficiary Receiving Areas.

Separate and segregated access for beneficiaries (preferably; otherwise, feasible to implement through internal zoning and routing).

- Waiting area (existing or feasible to establish).
- Rooms for health consultations and protection interviews (existing or feasible to create with partitions ensuring privacy).
- Health consultation rooms must have sinks (or possibility to install sink), natural ventilation, and natural lighting.

c) Secure Server/ICT Room and ICT Storage (IOM)

- Dedicated, **restricted to IOM ICT personnel-only access**, room for core ICT equipment.
- ICT room preferably with reinforced walls (or equivalent robust construction), but where not available, the landlord must allow appropriate strengthening measures as part of fit-out.
- Dedicated ICT storage room (may be combined with ICT staff workroom depending on premises configuration) – existing or feasible to create.

d) specific requirements for 2 units:

- CVAC (Canadian Visa Application Centre) Area Requirements

- Controlled queuing and circulation, including for people with disabilities/in wheelchairs
- Dedicated Server/ICT Room (CVAC)
- Beneficiary restrooms must accommodate gender requirements and be accessible to individuals with mobility impairments.

- Migration Health Assessment Center

- Controlled queuing and circulation, including for people with disabilities/in wheelchairs
- Sufficient space for waiting area min 30 m²

- Beneficiary restrooms must accommodate gender requirements and be accessible to individuals with mobility impairments.
- 2 Health consultation rooms preferably to have sink (or possibility to install sink).
- 1 room for staff with sufficient secure document handling space

5. SECURITY REQUIREMENTS

5.1 Premises Security

- Secure entry points.
- Preferably Reception area with access control.

5.2 Internal Zoning (preferably, otherwise feasible)

- Staff-only operational areas separated from public flow zones.
- Segregated pathways for beneficiaries
- Restricted rooms (ICT/communications rooms; document-handling rooms)

5.3 Restricted Area Controls

- Restricted rooms must have lockable doors and allow access to authorized personnel (existing or feasible to implement).
- The premises must allow installation/operation of IOM-managed security systems (e.g., CCTV, access control) for restricted areas where required.
- The landlord must allow controlled access and escorting of vendors/contractors during fit-out and maintenance activities.

e) Emergency Readiness

- Fire detection systems and basic fire safety provisions are in line with local regulations.
- Emergency exits with clear signage

6. PARKING REQUIREMENTS

Minimum 7 secured parking spaces (indoors or outdoors or combined) for IOM fleet vehicles; additional visitor parking is an advantage.

7. UTILITIES & INFRASTRUCTURE

- Stable electricity and sufficient electrical capacity for office operations and ICT/security equipment, preferably dual circuits (exact sizing will be validated during site survey).
- Backup power approach must be feasible:
- (a) for larger office buildings with an existing building generator, the landlord must provide backup (essential) electrical lines at least to ICT/communications room (s).

OR

- (b) for smaller premises (e.g., standalone house), the landlord must allow IOM to place and install a generator (external placement, safety clearances, and cable routing).

- Modern Heating, Ventilation, and Air Conditioning (HVAC) system, if central HVAC does not adequately cover ICT room(s), the premises must allow installation of additional air conditioners (including placement of external condenser unit(s) and required penetrations).
- Network cabling: premises must allow installation of structured cabling with adequate pathways/spaces (cable trays/conduits, wall/floor penetrations, and required finishing/repairs), if structured cabling exists it can be re-used subject for testing (CAT 6A or higher only).
- Highspeed internet capability (fiber) within building or available at nearest point (s) with at least 2 different Internet Service providers in vicinity.
- Adequate water and sanitary facilities.
- Clearly defined building maintenance.

8. LEGAL COMPLIANCE

- Landlord must provide or allow access to relevant legal building documentation needed for safe fit-out (e.g., electrical capacity information, floor plans where available, etc.).

9. EVALUATION CRITERIA

Proposals will be evaluated on:

- Compliance with **location requirement** (central Chisinau)
- Adequacy of **staff workspace volume** (minimum 5m² per staff)
- Suitability for **beneficiary-facing services**.
- Suitability for **CVAC/MHAC operations**
- Availability of **min. 7 secured parking spaces**
 - Fit-out feasibility and landlord permissions (partitions/zoning, cabling, electrical capacity and backup lines, HVAC feasibility).
- Value for money and flexibility of lease terms

10. LEASE DURATION

- Initial lease: 1-2 **years**, extendable based on performance and operational needs.