

REQUEST FOR QUOTATION (RFQ)

RFQ Reference: RFQ-MD016-26

Date: 13 May 2026

SECTION 1: REQUEST FOR QUOTATION (RFQ) for the provision of consultancy services to assess the General Inspectorate of Border Police (GIBP) capacity to collect, process, store and cross-check biometric information.

International Organisation for Migration (IOM) kindly requests your quotation for the provision of services as detailed in Annex 1 of this RFQ.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

Annex 1: Schedule of Requirements

Annex 2: Quotation Submission Form

Annex 3: Technical and Financial Offer

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Approved by: Alina ZAMANEAGRA

SCM Officer

Signature: _____

SECTION 2: RFQ INSTRUCTIONS AND DATA

Deadline for the Submission of Quotation	01.06.2026 If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/ .
Method of Submission	<p>Quotations must be submitted as follows:</p> <p><input type="checkbox"/> E-tendering <input checked="" type="checkbox"/> Email <input type="checkbox"/> Courier / Hand delivery <input type="checkbox"/> Other</p> <p>Bid submission address: iomchisinau@iom.int</p> <ul style="list-style-type: none"> ▪ File Format: PDF ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Mandatory subject of email: RFQ-MD016-26 ▪ Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y”. ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The proposer should receive an email acknowledging email receipt.
Cost of preparation of quotation	IOM shall not be responsible for any costs associated with a Supplier’s preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
Supplier Code of Conduct	All prospective suppliers must read the UN Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: Supplier Code of Conduct (ungm.org) .
Conflict of Interest	UN encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to UN if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.
General Conditions of Contract	Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the IOM General Conditions of Contract for provision of goods/services/transportation/medical services available at https://www.iom.int/do-business-us-procurement .
Eligibility	Bidders shall have the legal capacity to enter into a binding contract with IOM and to deliver in the country, or through an authorized representative.
Currency of Quotation	Quotations shall be quoted in MDL In case other currency is offered, the comparison of offers will be based on the prevailing IOM rate of exchange. Link to the website with rates: https://treasury.un.org/operationalrates/OperationalRates.php
Duties and taxes	The International Organization for Migration 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: <input type="checkbox"/> be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> be exclusive of VAT and other applicable indirect taxes

Language of quotation and documentation including catalogues, instructions and operating manuals	Romanian/English
Documents to be submitted	Bidders shall include the following documents in their quotation: <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Other documents (as appropriate)
Quotation validity period	Quotations shall remain valid for 30 (thirty) days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted <input type="checkbox"/> Permitted
Payment Terms	<input checked="" type="checkbox"/> 100% within 15 days after receipt of services and submission of payment documentation. <input type="checkbox"/> Other
Contact Person for correspondence, notifications and clarifications	Focal Person: Alexandru GUTU E-mail address: agutu@iom.int Attention: Quotations shall not be submitted to this address but to the address for quotation submission above.
Clarifications	Requests for clarification from bidders will not be accepted any later than 5 days before the submission deadline. Responses to request for clarification will be communicated by mail, by 29 May 2026
Evaluation method	<input checked="" type="checkbox"/> The contract will be awarded to the lowest price substantially compliant offer <input type="checkbox"/> Other
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Purchase Order for Services <input checked="" type="checkbox"/> Earliest Delivery /shortest lead time <input checked="" type="checkbox"/> The company demonstrates at least 7 years of relevant experience in areas such as biometric systems, identity management, border management, or related fields. <input checked="" type="checkbox"/> The company has proven experience in conducting assessments, analyses, or evaluations related to biometric or identity management systems. <input checked="" type="checkbox"/> The company demonstrates knowledge of relevant international/EU standards on data protection, biometrics, and border management. <input checked="" type="checkbox"/> The proposed expert(s) have appropriate qualifications and expertise in relevant fields (e.g. IT, Law, Security, Biometrics). <input checked="" type="checkbox"/> The team demonstrates sufficient working proficiency in English. <input checked="" type="checkbox"/> The proposal includes a clear and feasible approach aligned with the assignment requirements. <input checked="" type="checkbox"/> The company demonstrates the ability to deliver tasks on time, ensure quality outputs, and allocate adequate resources. <input checked="" type="checkbox"/> The company demonstrates professionalism, integrity, and ability to communicate and collaborate effectively.
Right not to accept any quotation	IOM is not bound to accept any quotation, nor award a contract or Purchase Order
Right to vary requirement at time of award	At the time of award of Contract or Purchase Order, IOM reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum 25% of the total offer, without any change in the unit price or other terms and conditions.

Type of Contract to be awarded	Purchase Order for Services
Expected date for contract award.	22 June 2026
Policies and procedures	This RFQ is conducted in accordance with Policies and Procedures of IOM
UNGM registration	IOM is encouraging all suppliers to register at the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award of USD 100,000 and above, the Bidder is recommended to register on the UNGM prior to contract signature. For vendors who do not have the technical means to register in UNGM, the UNGM has implemented an assisted vendor registration functionality that allows IOM procurement personnel to add local vendors to the UNGM.

ANNEX 1: SCHEDULE OF REQUIREMENTS

TERMS OF REFERENCE

Evaluation of the GIBP capacity to collect, process, store and cross-check biometric information

1. **Duty Station:** Republic of Moldova
2. **Duration:** JUNE 2026 - 30 OCTOBER 2026
3. **Nature of consultancy:** To conduct a comprehensive assessment of the current institutional capabilities of General Inspectorate of Border Police to collect, process, store and cross-check biometric information in an effective and responsible manner, aligned with the best European practices, and to develop actionable recommendations for capacity strengthening.

4. **Project Context and Scope:**

The General Inspectorate of Border Police (GIBP) under the Ministry of Internal Affairs (MIA) of the Republic of Moldova is the national institution responsible for implementing the state policy in the field of integrated state border management, prevention and combating cross-border crime, with direct attributions in the field of border checks and border surveillance and control of state border crossings.

Within the framework of the project “Enhancing the Border Police’s operational and training capacity towards strengthened border management in the Republic of Moldova”, financially supported by the Bureau of International Narcotics and Law Enforcement Affairs (INL) within the United States Department of State and implemented by the International Organization for Migration (IOM), the mission contributes to addressing multifaceted border management challenges by strengthening the institutional and operational capabilities of border authorities.

Biometric technologies have become a vital part of border and migration management. The use of automated recognition of individuals based on physical and behavioral characteristics improves the reliability of verification. Biometrics is also of great importance to facilitate and expedite regular and safe cross-border mobility; for instance, it enables the use of automated border control gates. Furthermore, the responsible use of biometrics enhances security in migration and border management processes. IOM considers biometrics to be a valuable tool for identity and migration management processes. As with all new technologies, the advantages and disadvantages, and benefits and risks, need to be carefully assessed. Using biometrics contributes to the accurate and efficient identification of individuals. Reliable identification is vital for protecting identity and preventing identity or entitlement fraud.

The purpose of this engagement is to respond to the need for development of Border Police capacity to utilize biometric information to verify and confirm the traveller’s identity, according to the international best practices¹, particularly the EU regulations and the national commitments related to the EU accession criteria. The utilisation of biometric information applies equally to the first line as well as second line of

¹ these refer to the standards, operating procedures and regulations that are internationally recognized when using biometrics in the context of border management (for instance, the ICAO standards or the “United Nations Compendium of Recommended Practices for the Responsible Use and Sharing of Biometrics in Counter-Terrorism”).

verifications performed during border control, but also to the laboratory expertise executed whenever needed.

IOM builds on the already established collaboration with GIBP and based on the national authority's request, adopts a structured approach in providing specialized assistance. Such assistance is provided from the perspective of IOM's mandate and expertise, and in collaboration with other relevant national authorities.

Eligible for this assignment are experts and specialized companies with proven record in capacity building in this field.

5. Organizational Department / Unit to which the selected enterprise is contributing:

Migration Governance Unit, Immigration and Border Governance

6. Tangible and measurable outputs of the work assignment

Under the overall guidance of the IOM Chief of Mission and Programme Coordinator - Migration Governance, and the direct supervision of Programme Officer/IBG Unit, the selected incumbent will conduct a comprehensive assessment of the current technical capacity, as well as internal policies and legal framework relevant to performing biometric data acquisition, processing, storage and cross-checking with national and international databases. The findings of the assessment will be included in a comprehensive report, describing the current state of GIBP IT infrastructure, equipment, software, information integration and exchange, as well as national and internal regulations and Standard Operating Procedures, related to biometric screening at the state border. The report will propose improvement recommendations and a sequenced roadmap towards strengthening the responsible and enhanced biometric information processing by GIBP, in terms of procedures, software, hardware, infrastructure and normative aspects.

For this purpose, the incumbent will be responsible for the following:

- a) Draft assessment workplan defining the scope of assessment, general proposed contents, as well as steps to be followed, for approval by IOM and relevant national authority;
- b) Map and analyse operational procedures for collection, verification, and matching of biometric data with relevant databases (national and international);
- c) Assess technical and procedural safeguards to ensure secure storage, transmission, and access control of biometric data;
- d) Review compliance with international obligations, including data protection and privacy frameworks, and particularly EU standards on Integrated Border Management/Border Checks, special attention will be given to EURODAC compliance;
- e) Evaluate existing biometric collection systems, including equipment, software, and databases;
- f) Assess interoperability with national and international databases and information systems;
- g) Assess current capabilities and potential development plans of the GIBP information systems in comparison to practices registered in EU countries;
- h) Provide comparison with the biometric border management information systems in EU/Schengen countries and identify/suggest best practices to be considered in the development process;
- i) Assess reliability of current information systems, in terms of speed, accuracy, interoperability, capacity to exchange volumes of information with relevant stakeholders;

- j) Provide specific, actionable recommendations for improving technical infrastructure, software solutions, institutional frameworks, human resources capacity, and inter-agency cooperation;
- k) Identify potential investment needs and training priorities;
- l) Prepare briefing notes, presentations and reports as required for the implementation of the assignment;
- m) Collaborate and coordinate with other IOM consultants and relevant stakeholders as guided by IOM.

Expected Outputs and Deliverables

Nr.	Deliverables	Deadline
1.	Draft workplan/assessment plan presented for approval by IOM and national authorities	15 June 2026
2.	Initial Draft of the assessment report on GIBP capacity to collect, process, store and cross-check biometric information, including a comprehensive roadmap for improvement, submitted for validation and feedback to IOM and national authorities	By 30 August 2026
3.	Present and support the final version of the assessment report in a workshop with participation of national authorities, present the final version of the Roadmap to IOM and national authorities	By 15 October 2026
4.	Final Report on the implemented activities with conclusions and recommendations reflecting the operational and methodological aspects of the realized consultancy	By 30 October 2026

Payment Modalities

The payment will be done in two instalments, with the first installment due upon submission of deliverable 1 and 2, and the second installment due upon the submission of the installments 3, 4.

The consultant must adhere to the International Organization for Migration (IOM) Data Protection Principles (IN/138) and maintain confidentiality.

7. Performance indicators for the evaluation of results

The performance will be evaluated against the following criteria:

- a. Timely and satisfactory completion of all tasks and deliverables indicated in this ToR.
- b. Stakeholder satisfaction and positive feedback on deliverables.
- c. Quality, accuracy, analytical depth, and comprehensiveness of reports, technical inputs, and supporting documentation.
- d. Effective coordination, communication, and responsiveness throughout the implementation of the assignment.
- e. Adequate deployment of qualified personnel and technical expertise required for the successful completion of the assignment.

8. Education, Experience and/or skills required

The service provider shall demonstrate:

- a. At least 7 years of institutional experience in areas related to biometric systems assessment, border management, identity management, information systems, security sector support, or related fields.
- b. Proven experience in conducting assessments, technical analyses, feasibility studies, or evaluations related to biometric data collection, processing, verification, and identity management systems.
- c. Demonstrated knowledge of international and EU standards applicable to biometric data, data protection, identity management, and border control procedures.
- d. Previous experience working with public authorities, law enforcement institutions, border management agencies, or international organizations.
- e. Familiarity with the institutional, legal, and operational context of the Republic of Moldova will be considered an advantage.

Proposed team qualifications:

The service provider shall propose one or more experts with qualifications relevant to the assignment. The proposed expert(s) should include expertise in one or more of the following areas: Law, Information Technology, Security Studies, European Studies, Border Management, Identity Management, Biometrics, Data Protection, or other related fields.

The key expert(s) proposed by the service provider should preferably hold an advanced university degree in Law, Information Technology, Security Studies, European Studies, Border Management, or a related field.

LANGUAGES

The service provider shall ensure that the proposed team has sufficient language capacity to implement the assignment effectively. Fluency in English is required for the key expert(s). Fluency in Romanian will be considered an asset.

9. Travel required

Where required for the implementation of the assignment, the contracted service provider shall ensure the availability of its proposed personnel for travel to Moldova and/or within the country.

For international service providers, travel to Moldova and in-country travel may be required, subject to the needs of the assignment. Travel and accommodation arrangements may be covered by IOM in accordance with applicable IOM rules and procedures, unless otherwise specified in the contract.

For national service providers, in-country travel may be required, subject to the needs of the assignment. Eligible travel-related expenses may be covered by IOM in accordance with applicable IOM rules and procedures, unless otherwise specified in the contract.

10. Competencies

Values

- **Inclusion and respect for diversity:** respects and promotes individual and cultural differences; encourages diversity and inclusion wherever possible.
- **Integrity and transparency:** maintains high ethical standards and acts in a manner consistent with organizational principles/rules and standards of conduct.
- **Professionalism:** demonstrates ability to work in a composed, competent and committed manner and exercises careful judgment in meeting day-to-day challenges.

Core Competencies – behavioural indicators

- **Teamwork:** develops and promotes effective collaboration within and across units to achieve shared goals and optimize results.
- **Delivering results:** produces and delivers quality results in a service-oriented and timely manner; is action-oriented and committed to achieving agreed outcomes.
- **Managing and sharing knowledge:** continuously seeks to learn, share knowledge and innovate.
- **Accountability:** takes ownership for achieving the Organization's priorities and assumes responsibility for own action and delegated work.
- **Communication:** encourages and contributes to clear and open communication; explains complex matters in an informative, inspiring and motivational way.