

**Open Call for Tenders for the Supply of IT Technical Support Services to End Users of the European University Institute**

**Ref.: CFT-EUI-ICTS-2017-001**

**ANNEX G - MINIMUM REQUIREMENTS OF THE EQUIPMENT FOR THE TECHNICAL SUPPORT STAFF**

## Laptop Minimum Requirements

**OPTION 1: Windows / Linux**

<b>SPECIFICATION</b>	<b>MIN. REQUIREMENT</b>
CPU	Intel i3 or equivalent
RAM	8GB RAM
HD	250GB
LAN	1Gbit
WiFi	Class n
Bluetooth	Yes
Screen	Max. 14"
Graphic Card	Built-in
Video Output	VGA
Ports	USB 2.0
Operating System	MS Windows 7 / Ubuntu (latest release)

**OPTION 2: Apple Mac**

<b>SPECIFICATION</b>	<b>MIN. REQUIREMENT</b>
CPU	Intel i3
RAM	8GB RAM
HD	250GB
LAN	1Gbit
WiFi	Class n
Bluetooth	Yes
Screen	Max. 14"
Graphic Card	Built-in
Video Output	VGA
Ports	USB 2.0
Operating System	Sierra

Tablet Minimum Requirements

OPTION 1: Apple iPad

SPECIFICATION	MIN. REQUIREMENT
Model	iPad Air 2
RAM	16GB RAM
Connectivity	WiFi
Operating System	iOS 10

OPTION 2: Windows

SPECIFICATION	MIN. REQUIREMENT
Model	MS Surface 3 Pro
CPU	Intel i3
RAM	4GB RAM
Capacity	64GB
Connectivity	WiFi
Operating System	Windows 10

OPTION 2: Android

SPECIFICATION	MIN. REQUIREMENT
Model	Samsung Galaxy Tab A or equivalent
RAM	8GB RAM
Connectivity	WiFi
Operating System	Android 6.x (Marshmallow)

Smartphone Minimum Requirements

OPTION 1: Windows Mobile

SPECIFICATION	MIN. REQUIREMENT
Model	MS Lumia 650 or equivalent
Operating System	Windows 10

OPTION 2: Apple iPhone

SPECIFICATION	MIN. REQUIREMENT
Model	iPhone 5s
RAM	16GB RAM
Operating System	iOS 10

OPTION 2: Android

SPECIFICATION	MIN. REQUIREMENT
Model	Samsung Galaxy A5 2015 or equivalent
RAM	16GB RAM
Operating System	Android 4.x (KitKat)