

TERMS OF REFERENCE

Job title:	National Consultant on IT solution deployment for the Financial Intelligence Unit
Duty Station:	Republic of Moldova, Chisinau (on-site at the FIU premises for all work involving the FIU environment and data; home-based for other tasks)
Reference to the projects:	Resilient Democracy through Anti-Corruption (REDACT) Project
Contract type:	Individual Contract
Assignment type:	National Consultant
Contract duration:	1 November – 31 December 2026
Expected workload:	35 working days
Indicative starting date:	1 November 2026

1. BACKGROUND

The Resilient Democracy through Anti-Corruption (REDACT) Project is designed to reduce corruption risks related to democratic resilience in Moldova by supporting the national authorities and civil society to detect, disrupt, and reduce impunity for criminal activity which threatens democratic and electoral integrity. The Project strengthens institutional capacities, improves inter-agency synergies and legal frameworks, and enables effective civil society oversight and public resilience, in line with Moldova's international and national commitments on rule of law, governance and anti-corruption.

Within this framework, UNDP supports the Financial Intelligence Unit (FIU) of the Republic of Moldova, the Service for Prevention and Combating Money Laundering, in addressing the growing volume and complexity of documents received for operational analysis. The FIU processes document packages that may contain hundreds of pages in native or scanned PDF, Word, spreadsheet and image formats, frequently in Romanian, Russian and English. Manual review and extraction of persons, legal entities, accounts, transaction participants, dates, amounts and virtual-asset wallet addresses consume substantial analyst time and may produce inconsistent preprocessing results.

To address this, UNDP is supporting the FIU to establish a limited, secure and auditable on-premises pilot (minimum viable product, MVP) that assists analysts with document ingestion, OCR, structured extraction, evidence-linked search and summaries, while preserving human review and institutional control. The solution runs on FIU-controlled hardware in an isolated environment, without external inference services, connections or telemetry. It is not intended to automate final analytical judgments or replace FIU analysts. The assignment applies risk-management and security practices consistent with the NIST AI Risk Management Framework and relevant OWASP guidance, and reflects the principles of responsible digital transformation promoted by the FATF and the Egmont Group.

The design, development and deployment of the MVP are led by an **International Senior Expert on AI/AML**, engaged by UNDP under a separate Terms of Reference, who works remotely and on two short missions to Chisinau. As the international expert cannot access the FIU environment or operational data remotely, and the FIU must be able to operate the solution after the pilot, UNDP is engaging a **National Consultant** to provide on-site technical support throughout deployment, testing and handover, and to provide operational support to the FIU after the international assignment ends.

2. OBJECTIVE AND EXPECTED OUTPUTS

The overall objective of this consultancy is to provide on-site technical expertise to the FIU and UNDP for the preparation, deployment, testing and operational handover of the on-premises AI-enabled document processing MVP, so that the solution meets the agreed acceptance thresholds and can be operated, maintained and updated by FIU personnel without dependency on the international expert.

The consultant is expected to deliver the following key outputs:

Output 1. Environment Readiness, Baseline and Onsite Benchmark Dataset

- the FIU hardware and isolated environment prepared and confirmed ready for installation;
- baseline preprocessing time measured on-site for the agreed benchmark packages;

- an onsite benchmark dataset with reference (ground-truth) annotations, prepared with FIU analysts and kept within the FIU environment.

Output 2. Deployed and Tested MVP

- the MVP installed and configured on FIU hardware jointly with the International Senior Expert;
- onsite functional, multilingual, performance and security test results measured against the minimum technical acceptance thresholds;
- user acceptance testing and training delivered to FIU users in Romanian.

Output 3. Stabilised Pilot and Operational Handover (Delivered through Deliverable 3: Post-Deployment Support Report and Deliverable 4: Operational Handover Package)

- post-deployment support to FIU users and administrators, with defects logged and resolved through the agreed channels;
- operations documentation in Romanian, validated by the FIU administrator;
- confirmed ability of FIU IT staff to operate, back up, restore and update the solution without consultant-only dependencies.

3. SCOPE OF THE ASSIGNMENT

The consultant will act as the on-site technical counterpart of the International Senior Expert and as the first-line technical support to the FIU for the MVP. The consultant does not design the solution architecture, does not select the models or software components, and does not expand the scope agreed under the solution design package approved by the FIU and UNDP; these remain the responsibility of the International Senior Expert. The consultant executes on-site the tasks that require physical access to the FIU environment or data, verifies results, and builds the operational capacity of FIU IT staff. The assignment is structured around the following tasks:

3.1. Onboarding and Contribution to the Solution Design

- Review the solution design package (architecture, functional and non-functional requirements, data-flow map, access model, human-validation workflow) and the workplan and risk register agreed under the international assignment;
- Contribute local and on-site information to the solution design, including document flows, formats, languages, volumes and the constraints of the FIU environment, without reproducing operational case data in any report;
- Agree with the FIU IT focal point the rules for on-site work, access rights, and the procedure for transferring software into the isolated environment.

3.2. Environment Preparation and Baseline

- Verify the FIU-identified hardware and isolated environment against the requirements set in the solution design package (compatibility, capacity, storage, backup, logging, controlled updating), and resolve or escalate any gaps;
- Prepare the environment for installation, together with FIU IT staff, and document the configuration;
- Measure, together with FIU analysts, the baseline median preprocessing time for the agreed benchmark packages, using the method agreed with the International Senior Expert.

3.3. Onsite Benchmark Dataset

- Prepare, under FIU supervision and within the FIU premises, the onsite benchmark dataset covering all mandatory file formats and languages (Romanian, Russian, English);
- Organise the annotation of reference (ground-truth) values with FIU analysts, according to annotation guidelines agreed with the International Senior Expert;
- Where authorised by the FIU, support the preparation of synthetic or sanitised data for remote development and benchmarking by the International Senior Expert.

3.4. Deployment and Testing

- Install and configure the MVP on FIU hardware jointly with the International Senior Expert during the deployment mission, following the controlled transfer procedure;
- Verify that the production configuration operates without unauthorised external connections or telemetry, that no credentials are embedded, and that the required access and audit controls are active;

- Run the functional, multilingual, performance, resilience and security tests on the onsite benchmark dataset, and report the results against the minimum technical acceptance thresholds, since the International Senior Expert cannot access this data remotely;
- Support FIU user acceptance testing, record results and classify defects, and verify the correction of critical and high-severity defects.

3.5. Training and Localisation

- Co-deliver with the International Senior Expert the practical training for FIU analysts and the administrator and maintenance training for FIU IT staff, providing delivery and support in Romanian;
- Adapt into Romanian the user guide, quick reference materials and the operations documentation produced under the international assignment.

3.6. Post-Deployment Support and Handover

- Provide on-site and remote first-line support to FIU users and administrators, maintain an incident and defect log, and channel reproducible defects to the International Senior Expert while the international assignment is active and to UNDP afterwards;
- Apply approved configuration changes and updates through the controlled update procedure only, and record each change;
- Carry out, with the FIU administrator, the backup and restore test, log review and controlled update exercise, and confirm that FIU IT staff can perform them using the delivered documentation;
- Collect usage data and user feedback during the pilot, as input to the MVP evaluation and the roadmap for future development.

4. KEY ACTIVITIES, DELIVERABLES AND TENTATIVE TIMETABLE

The activities and deliverables expected from the consultant are the following:

Deliverables	Number of working days	Tentative timetable
Deliverable 1. Environment Readiness, Baseline and Onsite Benchmark Dataset Including: • work plan aligned with the workplan of the International Senior Expert, including the on-site work calendar agreed with the FIU; • environment readiness report: hardware and isolated environment verified against the solution design package, configuration documented, gaps resolved or escalated; • controlled software transfer procedure for the isolated environment, agreed with the FIU IT focal point; • baseline measurement report (method and median preprocessing time for the agreed benchmark packages), without operational case data; • onsite benchmark dataset and ground-truth annotations prepared with FIU analysts, described in the report by composition only (formats, languages, volumes); the dataset itself remains within the FIU environment.	10 WDs	15 November 2026
Deliverable 2. Onsite Deployment, Testing and Training Support Including: • MVP installed and configured on FIU hardware jointly with the International Senior Expert, with an installation and configuration record; • onsite test report: functional, multilingual, performance, resilience and security results on the onsite benchmark dataset, measured against the minimum technical acceptance thresholds, with supporting evidence; • verification note confirming the absence of unauthorised external connections, telemetry and embedded credentials, and that access and audit controls are active; • user acceptance testing record and defect log, with the status of critical and high-severity defects;	12 WDs	15 December 2026

Deliverables	Number of working days	Tentative timetable
Romanian versions of the user guide and training materials, and training attendance records for the sessions co-delivered.		
Deliverable 3. Post-Deployment Support Report Including: - incident and defect log for the support period, with actions taken and resolution status; - record of approved configuration changes and updates applied through the controlled update procedure; - summary of pilot usage and user feedback, as input to the MVP evaluation and roadmap.	8 WDs	31 December 2026
Deliverable 4. Operational Handover Package Including: - operations runbook in Romanian (operation, monitoring, log review, backup and restore, controlled updates, incident handling), validated by the FIU administrator; - report on the backup and restore test and the controlled update exercise carried out by FIU IT staff; - confirmation that no consultant-only dependency remains (credentials, undocumented configuration, tools or scripts); - final report and handover note, documenting lessons learned and recommendations for the operation of the solution, with handover note endorsed by the FIU.	5 WDs	31 December 2026
Total	35 WDs	

Note: Deliverables and the final timeline can be amended or specified for the purpose of the assignment, in particular to follow the dates of the deployment mission of the International Senior Expert. All deliverables should be agreed with the Project and be provided in electronic copy. Weeks are counted from the starting date of the contract; if the starting date differs from the indicative one, the deadlines move accordingly.

5. INSTITUTIONAL ARRANGEMENTS

The timeframe for the work of the consultant is planned for the period 1 November – 31 December 2026, including the review and approval of the final deliverable.

The consultant will work under the overall guidance and direct supervision of the REDACT Project Manager, who approves the deliverables and payments, with technical oversight by the UNDP Chief Technical Advisor. All deliverables shall be technically reviewed and endorsed by the UNDP Project Analyst and cleared by the FIU before submission for approval to the UNDP Project Manager.

On a day-to-day basis, the consultant will work in close coordination with the International Senior Expert on AI/AML and with the FIU IT focal point. The International Senior Expert is responsible for the design, configuration and correction of the solution; the consultant is responsible for the on-site tasks, the onsite test results and the operational handover. Disagreements on technical matters will be escalated to the UNDP Chief Technical Advisor.

The FIU will provide the consultant with access to its premises, the identified hardware and environment, and the data authorised for testing, in line with its internal security rules. The consultant may be required to complete FIU access procedures and to sign an FIU confidentiality undertaking before gaining access. UNDP will provide the consultant with the solution design package, the workplan and the documentation produced under the international assignment.

UNDP and the FIU will review each deliverable within five working days from submission and provide consolidated comments for integration. All deliverables will be submitted in English, except the user guide, training materials and operations runbook, which will be in Romanian. All written interactions with national partners related to this assignment shall be coordinated in advance,

including in copy the UNDP Chief Technical Advisor and the REDACT Project Manager. All materials produced under this assignment are the property of UNDP, which will make them available to the FIU.

6. CONFIDENTIALITY AND DATA SECURITY

Materials provided to the consultant and all proceedings within the contract shall be regarded as confidential, both during and after the contract. Violation of confidentiality requirements may result in immediate termination of contract. This obligation of confidentiality shall survive the termination of the contract.

Operational FIU data, including the onsite benchmark dataset, shall be accessed and processed only within the FIU premises and environment. The consultant shall not copy, transfer or store such data on personal devices, removable media or external services, including any online AI service, and shall not include it in deliverables. The consultant will comply with the FIU security rules, the Law no. 308/2017 on the prevention and combating of money laundering and terrorist financing, and the personal data protection legislation of the Republic of Moldova (Law no. 195/2024).

7. FINANCIAL ARRANGEMENTS

The contract will be structured as a lump-sum agreement, calculated on the basis of the all-inclusive daily fee proposed by the consultant multiplied by the expected number of working days. Payments will be made in instalments, upon submission by the consultant and written approval by the UNDP Project Manager, following technical endorsement by the UNDP Project Analyst and clearance by the FIU, of the respective deliverables.

The all-inclusive fee covers all costs of the consultant (fees, communication, local transport in Chisinau, equipment). No travel outside Chisinau is foreseen.

8. QUALIFICATIONS AND SKILLS REQUIRED

Academic Qualifications:

- University degree (Bachelor's minimum, Master's preferred) in Computer Science, Information Technology, Software or Computer Engineering, Mathematics or other related fields.

Professional Experience and Technical Competencies:

- Minimum 5 years of professional experience in IT systems administration, infrastructure engineering, DevOps or software engineering, including the on-premises deployment and operation of software applications.
- At least 1 assignment in deploying, configuring, testing or operating AI/machine-learning, OCR or document-processing solutions.
- Experience in operating IT systems with information security requirements (access control, audit logging, hardening, isolated or restricted networks, backup and restore), preferably in public institutions, law enforcement, or the financial or banking sector.
- Experience in software testing, including test execution, defect management and user acceptance testing.
- Ability to train non-technical users and to produce clear operational documentation.
- Knowledge of the AML/CFT domain or of the work of financial intelligence units will be an asset.
- Fluency in Romanian (mandatory) and good command of English (mandatory). Knowledge of Russian will be an asset.
- Citizenship of the Republic of Moldova

9. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

- Signed and filled-in Offeror's letter to UNDP confirming interest and availability for the individual contractor (IC) assignment, incorporating Financial proposal in Annex 2 (in USD, specifying a total requested amount per working day, including all related costs, e.g. fees, phone calls, fuel, etc.). Annex 2 to the Offeror's letter, incorporating the Financial Proposal, shall be filled in mandatorily and includes the detailed breakdown of costs supporting the all-inclusive financial proposal;
- Proposal (Motivation Letter): explaining why they are the most suitable for the work including previous experience in similar projects (please provide brief information on each of the above qualifications, item by item, including information, links/copies of documents for similar assignments);
- Short description (maximum 2 pages) of 1–3 relevant deployments of AI, OCR or document-processing solutions, stating the consultant's role, the environment and the results, without confidential client information;

- Duly updated CV with at least 3 references.

Important notice: The applicants who have the statute of Government Official / Public Servant prior to appointment will be asked to submit the following documentation:

- a no-objection letter in respect of the applicant received from the Government, and;
- the applicant is certified in writing by the Government to be on official leave without pay for the entire duration of the Individual Contract.

10. EVALUATION

Initially, individual consultants will be short-listed based on the following minimum qualification criteria:

- University degree (Bachelor's minimum) in Computer Science, Information Technology, Software or Computer Engineering, Mathematics or other related fields.
- Minimum five (5) years of professional experience in IT systems administration, infrastructure engineering, DevOps or software engineering, including on-premises deployment and operation of software applications.
- Citizenship of the Republic of Moldova

The short-listed individual consultants will be further evaluated based on the following methodology:

The award of the contract shall be made to the individual consultant whose offer has been evaluated and determined as:

- responsive/ compliant/ acceptable, and
- having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

- Technical Criteria weight – 60% (300 pts);
- Financial Criteria weight – 40% (200 pts).

Only candidates obtaining a minimum of 210 points would be considered for the Financial Evaluation.

Criteria	Scoring	Points obtainable
Technical		
University degree (or higher) in Computer Science, Information Technology, Software or Computer Engineering, Mathematics or other related fields.	<i>Bachelor's degree – 10 pts. Master's degree – 15 pts.</i>	15
Minimum five (5) years of professional experience in IT systems administration, infrastructure engineering, DevOps or software engineering, including on-premises deployment and operation of software applications.	<i>5 years – 25 pts., each additional year of experience – 3 pts. up to a maximum of 40 pts.</i>	40
Experience in deploying, configuring, testing or operating AI/machine-learning, OCR or document-processing solutions.	<i>1 assignment – 20 pts., each additional assignment – 5 pts. up to a maximum of 35 pts.</i>	35
Experience in operating IT systems with information security requirements in public institutions, law enforcement, or the financial or banking sector.	<i>Each assignment – 5 pts. up to a maximum of 20 pts.</i>	20
Previous experience within a UNDP Project and/or other international organization(s) will be considered an advantage.	<i>Each assignment – 5 pts. up to a maximum of 10 pts.</i>	10
Subtotal Technical Scoring		120
Interview <i>(The three highest-ranked candidates at the technical evaluation stage shall be invited to the online interview)</i>		

Criteria	Scoring	Points obtainable
Knowledge of the on-premises deployment and operation of AI-enabled document-processing solutions (OCR, extraction pipelines, model serving) in isolated environments.	<i>none – 0 pts, limited ≤ 10 pts, good ≤ 25 pts, strong ≤ 35 pts</i>	35
Understanding of information security and data protection when handling sensitive financial intelligence data (access control, audit logging, no external connections, controlled updates).	<i>none – 0 pts, limited ≤ 10 pts, good ≤ 25 pts, strong ≤ 35 pts</i>	35
Approach to testing and benchmarking (accuracy against ground truth, processing time, multilingual documents), user acceptance testing and defect management.	<i>none – 0 pts, limited ≤ 10 pts, good ≤ 20 pts, strong ≤ 30 pts</i>	30
Ability to train and support non-technical users and to produce operational documentation for administrators.	<i>none – 0 pts, limited ≤ 10 pts, good ≤ 20 pts, strong ≤ 30 pts</i>	30
Demonstrated interpersonal skills, as well as the ability to communicate effectively and to work in tandem with an international expert and a beneficiary institution.	<i>none – 0 pts, limited ≤ 10 pts, good ≤ 20 pts, strong ≤ 30 pts</i>	30
Fluency in Romanian (mandatory), good command of English (mandatory) and knowledge of Russian (asset).	<i>Romanian – 4 pts., English – 3 pts., Russian – 3 pts., up to a maximum of 10 pts.</i>	10
Subtotal Interview Scoring		170
Belonging to the group(s) under-represented in the UN Moldova and/or the area of assignment*	<i>No – 0 pts, Yes – 10 pts.</i>	10
Maximum Total Technical Scoring		300

* Under-represented groups in UN Moldova are persons with disabilities, LGBTI, ethnic and linguistic minorities, especially ethnic Gagauzians, Bulgarians, Roma, Jews, people of African descent, people living with HIV, religious minorities, especially Muslim women, refugees and other non-citizens.

Financial	
Evaluation of submitted financial offers will be done based on the following formula: $S = F_{min} / F * 200$ S – score received on financial evaluation; F_{min} – the lowest financial offer out of all the submitted offers qualified over the technical evaluation round; F – financial offer under consideration	200

Winning candidate

The winning candidate will be the candidate who has accumulated the highest aggregated score (technical scoring + financial scoring).