



Date: 26 September 2025

REQUEST FOR QUOTATION
RFQ N°UNFPA/IND/RFQ/2025/009
Re-advertised

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“Strengthening of the Shakti Platform - Multi-institutional coordination system for GBV Survivors in Odisha”

UNFPA requires the provision of services for Strengthening & Expansion of a blockchain enabled Multi-Institutional Coordination System for Gender Based Violence (GBV) response in Odisha. The platform which currently supports the coordination between One Stop Centers and shelter homes for survivors of GBV, is to be extended to additional institutions including health and police facilities. This Request for Quotation is open to all legally constituted companies that can provide the requested services and have legal capacity to deliver in the country, or through an authorized representative.

I. About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every childbirth is safe and every young person's potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](https://www.unfpa.org)

Service Requirements/Terms of Reference (ToR)

A. Background and Context:

The United Nations Population Fund (UNFPA) works to deliver a world where every pregnancy is wanted, every childbirth is safe, and every young person's potential is fulfilled. Central to this mission is the advancement of gender equality and the elimination of gender-based violence (GBV), which remains a pervasive violation of human rights and a significant barrier to development.

Globally, GBV is a leading cause of death and disability among women and girls. It affects more women than war, cancer, or traffic accidents, with one in three women worldwide experiencing physical or sexual violence in their lifetime. In India, the National Family Health Survey–5 (NFHS-5) reports that 29.3% of ever-married women aged 18–49 have faced spousal violence, while 31.5% have experienced physical or sexual violence. These figures underline the scale and systemic nature of violence against women.

Violence against women has deep and lasting consequences, including physical injuries, reproductive health complications, and profound impacts on mental health such as depression, anxiety, post-traumatic stress disorder (PTSD), and suicidal ideation. Despite policy-level efforts and the establishment of services such as One Stop Centers (OSCs) and shelter homes, challenges remain. Survivors often navigate a fragmented and siloed system, with services dispersed across health, police, legal, and social sectors—resulting in delays,



retraumatization, and limited access to justice and rehabilitation.

Crucially, GBV cases are reported at multiple points across different institutions including health facilities, police stations, shelter homes, and OSCs. Without effective coordination, survivors may be required to repeatedly recount their experiences, relive trauma, or be lost in institutional referral loops. The burden of help- and justice-seeking falls unfairly on the survivor, when it should be the system's responsibility to ensure a coordinated, compassionate, and comprehensive response.

To address this critical gap, UNFPA is supporting the Government of Odisha in developing and operationalizing a multi-institutional, survivor-centered coordination system that links frontline institutions involved in GBV response. As part of this initiative, a blockchain-enabled 'Shakti App' has been developed and rolled out across the state. The platform currently facilitates the registration of GBV survivors and case management at OSCs, and shelter homes ensuring data integrity, security, and transparency.

The Shakti Mobile App includes authorised staff registrations & log ins, simplifies the entire survivor support lifecycle, encompassing registration, rehabilitation, referrals, and final case closure. This ensures a more coordinated, efficient, and survivor-centric approach to care and recovery.

The Shakti Web Dashboard empowers the WCD Department as well as the NGOs running shelter homes and OSCs with real-time insights into GBV response data across the state. By consolidating information from OSCs and Shakti Sadans, it enables timely decision-making.

Building on this foundation, UNFPA and the Department of Women & Child Development (W&CD), Government of Odisha, are now expanding the scope of the Shakti App to include Police, Health, and Mission Shakti departments.

Survivors often approach police stations, mahila and child desks, or District Crime Records Bureaus (DCRBs) to report crimes or seek immediate protection. Similarly, public health institutions—including Primary Health Centres (PHCs), Community Health Centres (CHCs), District Hospitals, and Medical Colleges—frequently encounter survivors during routine consultations, emergency care, or while treating injuries related to violence. However, these institutions often operate in silos, with limited coordination mechanisms to ensure survivors are promptly referred to OSCs, Shakti Sadans (Shelter Homes), or appropriate legal and psychosocial support services.

Strengthening the role of these institutions within a unified digital platform is essential to ensuring timely, survivor-centered, and trauma-informed interventions. Additionally, Mission Shakti and the network of Women Self Help Groups (SHGs) have significant potential to support early identification, community-based reporting, and social reintegration of survivors. Linking survivors with SHGs can be a powerful element of their rehabilitative journey offering emotional support, economic empowerment, and community reintegration.

This expansion will help institutionalize a holistic, accountable, and responsive ecosystem for GBV survivors—where key service providers are connected, survivor data is protected, and the system functions in the best interests of those it is meant to serve.

B. Key Objectives:

The need for a management system arises based on existing challenges including the need for strengthening the survivor centered approach for management including rehabilitation services, archaic system of data and information flow for informed decisions, lack of inter-department and inter-institution coordination with right-based SOPs for shelter homes.



The overall purpose of the project is to empower staff at OSCs and Shelter homes and other institutions (including Police and Health) to support and provide services to GBV survivors through a unique and secure digital platform for seamless co-ordination. This will aim to create seamless and effective systems for the staff of the institutions, reducing their burden and improving the coordination with other institutions. Additionally, the system also aims to eliminate the retraumatisation of survivors of gender based violence in the process of seeking support, reduce delays related to coordination, and improve prompt service delivery at various levels. The dashboard will enable authorised personnel to monitor the coordination processes on a real time basis, take informed decisions and provide support where needed.

The specific objectives entail:

- **Maintenance and Technical Strengthening of the Existing Shakti Platform:** To ensure ongoing cloud hosting, maintenance, and performance optimization of the existing Shakti App and dashboard, addressing system bugs, improving user experience, and strengthening platform stability.
- **Expansion by developing linkages to additional Institutions:** To design, develop, and integrate new modules and workflows for linking to additional institutions including Police, Health, and Mission Shakti departments, aligned with relevant institutional protocols, national/ state guidelines, and survivor support mandates.
- **Strengthening Survivor-Centered Case Management and Rehabilitation:** To enhance platform capacity to facilitate trauma-informed, consent-based, and rights-driven case management; support admission, willful sign-off, and rehabilitation processes at Shelter Homes and OSCs in line with national and state SOPs.
- **Improving Real-Time Monitoring and Analytical Capabilities:** To provide dashboards embedded with data insights that support real-time occupancy tracking, case flow status, referral timelines, and system responsiveness helping the state monitor service delivery and ensure timely disbursement of funds.
- **Aligning with State and National Digital Systems:** To ensure interoperability via API with the national Mission Shakti Dashboard and other relevant government data systems, supporting a unified reporting and oversight framework across departments.
- **Supporting Institutional Capacity and SOP Implementation:** To provide technical documentation, user training manuals and videos that helps stakeholders implement and comply with existing GBV response guidelines and SOPs, enabling coordinated, survivor-centric service delivery across the state.

C. Scope of Work

The project requires strengthening, maintenance and expansion of a developed blockchain-enabled unified multi-institutional platform (web-based & mobile application & dashboard) to enable a coordinated, survivor-centric, and data-driven response to GBV across departments in Odisha. **The source codes and related documentation of the existing platform will be provided.**

Specific Scope of Work Includes:

The developed Shakti Application in its existing models have integration with the One Stop Centers and shelter homes (Shakti Sadans) for providing services to GBV survivors. It requires further strengthening through the following further integrations.

1. Expanding access to State District Officials: nominated by the relevant state departments, the platform needs require the following capabilities including

- *Login/Register*
- *Reviewing the capacity of assigned institutions such as Shelter homes, etc*
- *Reporting of the visit to assigned institutions such as Shelter homes, etc*
- *Mobile specific dashboard with indicators specific to their assigned districts*
- *Download functionality for reports of assigned institutions*

2. Expansion to State Police Department: To facilitate seamless and survivor-centric coordination for legal aid and protection, integrated with the 'Shakti App' will include following:

- *Understanding and building linkages with CCTNS*
- *Access to information for IO deputed for the case*
- *Ability to receive alerts/notifications from OSCs/Shelter Homes/other linked authorities regarding GBV cases requiring police intervention, enabling quick response.*
- *Secure access to relevant case information (with survivor consent and strict data privacy) for investigation and legal proceedings.*
- *Mechanism for police to update case status and actions taken within the system, ensuring real-time tracking.*
- *Referral mechanism for survivors to OSCs/Shelter Homes for further support, streamlining rehabilitation efforts.*
- *Dashboard for relevant case analytics related to police action on GBV cases.*

3. Expansion to Health Departments: To ensure immediate medical attention, continuous healthcare support and swift referrals to relevant facilities (OSCs, shakti sadan, police) for survivors, the platform extension will include:

- *Health staff (e.g., doctors, nurses, counselors) Login/Registration at the designated health facilities across all districts of the State*
- *Ability to receive alerts/notifications from OSCs/Shelter Homes/police regarding survivors requiring medical attention, ensuring timely healthcare access.*
- *Secure access to relevant survivor health information (with survivor consent and strict data privacy protocols) for treatment and follow-up.*
- *Mechanism for health providers to update medical care provided and referral details within the system, facilitating comprehensive care pathways.*
- *Referral mechanism for survivors to specialized medical services, mental health support, or shelter enhancing rehabilitation.*
- *Dashboard for tracking health-related interventions for GBV survivors.*

4. Integration with Mission Shakti Department: To integrate socio-economic empowerment of survivors through linking with women self help groups (SHGs) and rehabilitation programs, enhancing the holistic support provided through the 'Shakti App' via:

- *Authorised staff Login/Register.*
- *Ability to receive survivor profiles (with consent) for enrollment in relevant SHG groups for skill development and livelihood programs.*
- *Mechanism for authorised personnel to track the progress of survivors enrolled in Mission Shakti programs.*
- *Provide information on and linkages to available self-help groups and economic empowerment schemes within the system.*
- *Dashboard section for monitoring the impact of rehabilitation programs.*

- 5. Integration of Rehabilitative Services into the App:** Capturing the rehabilitation services provided in Shakti Sadans, OSCs, Police, Health and Mission Shakti and the linkages (where relevant) on the application, with insights displayed on the dashboard, enabling staff of the institutions to plan and monitor the frequency and quality of these services. This includes (but not limited to):
- **Structured documentation** of individual care plans, counseling sessions, vocational training, and livelihood support;
 - **Real-time tracking** of the rehabilitation journey, including services availed, referrals made, and reintegration milestones;
 - **Dashboards and reports** that support quality monitoring of services provided within each Shakti Sadan;
 - **Automated and manual linkages** with other key institutions within the app (e.g., OSCs, police, health facilities, legal aid services, and Mission Shakti SHGs) to ensure survivor needs are addressed holistically;
 - **Alerts and task prompts** for timely follow-up and inter-institution coordination on rehabilitation-related actions.
- 6. Integration of National Mission Shakti MIS/Dashboard with the State Shakti Platform:** Integrating the National Shakti MIS/ Dashboard launched by the Ministry of Women & Child Development with the State application Shakti to provide seamless services to GBV Survivors as well as reporting the information on the national MIS via API linkages. The specific scope of services include:
- *Understanding the National MIS and reporting indicators*
 - *Mapping the workflow with State Shakti application*
 - *Developing the integration model via APIs*
 - *Documentation of the integration and manual for National Ministry and State Government*

D. Existing Application Information and Architecture of Shakti 1.0

SHAKTI Odisha is a multi-institutional coordination platform designed for survivors of GBV. The solution consists of a mobile application used by One Stop Centres (OSCs) and Shakti Sadans to support survivors in providing seamless services as well as for coordination b/w institutions from registration, rehabilitation activities, Intra-institutional referrals and signoffs. The solution also consists of a web application used by the Department of Women and Child Health (WCD) Odisha for strengthening the support system to the GBV survivors. At the core of the solution lies a permissioned blockchain which is securely used to store survivor data and allow selective disclosures of the same to various institutions as per the pre-decided permissions. It is desired now to enhance the platform with additional capabilities to cater to new types of organization, new workflows and blockchain upgrades. The details of existing platform are as follows:

- **Mobile Application** - The current mobile application is a flutter based cross-platform application deployed on google play store. Features of current mobile application are:
 - *AI enabled Facial recognition technology: The app consists of a Facial recognition model deployed on the cloud which is used to compute irreversible Facial Coordinates. The facial coordinates are used to uniquely identify survivors (used as a unique ID on blockchain). Furthermore, same technology is used for Login purpose by Shakti Sandan and One Stop Centre (OSC) staff to Login into the mobile application*
 - *The Facial Recognition model doesn't store any photos or send any data to third party owned services and is completely managed within UNFPA cloud environment for privacy purposes*

Application workflow:

- *Staff Signups – Allows Shakti Sadan and OSC staff to sign up to the app with their details and NGO approved unique code*
- *Survivor Registration – Both Shakti Sandan and OSC staff can utilize the app to register survivors along with upload of survivor related data, Supporting document uploads (Police approval form, Referral forms etc)*
- *Record Events – The app allows staff users to record various events such as Tele counselling, Trainings etc related to a survivor during the duration of stay of survivor*
- *Referral – The app allows OSCs to refer cases to Shakti Sadans with an option to check live availability of beds across all Shakti Sadans registered in the state*
- *Referral Approval – Allows Shakti Sadan staff to accept the referral cases from Shelter homes*
- *Survivor Signoff – Allows to Shakti Sadans and OSC staff to signoff survivors*
- **Web-based Application/ Dashboard** - The web application has been built using ReactJS and NodeJS using MongoDB as the primary application database managed on cloud.
 - Features of the current web application are as follows:
 - Email id-based signup and login
 - Tabular and visual dashboards for WCD
 - Tabular and visual dashboards for NGOs
 - Blockchain explorer dashboard
 - Allows NGO heads to register new One stop Centres and Shakti Sadans
 - Allows NGO heads to create dynamic signup codes for OSC and Shakti Sadans
- **Technology Stack:**

S. No	Parameter	Specification/Consideration
1	Type of Blockchain	Private Permissioned Blockchain
2	Blockchain Platform	Hyper Ledger Fabric v2.5x
3	Smart contract Language	Go/NodeJS
4	Consensus Mechanism	RAFT
6	Hosting Infrastructure	AWS Cloud (Meity Empaneled)
7	Node Custodian	WCD, UNFPA, NGO & possibly Health and Police Dept
8	Access Control Mechanism	Private Data and Private Ledgers
9	Platform Architecture	Microservices based architecture
10	APIs	RESTful APIs using NodeJS
11	Web Dashboard	React.js based responsive web application
12	Blockchain Database	CouchDB

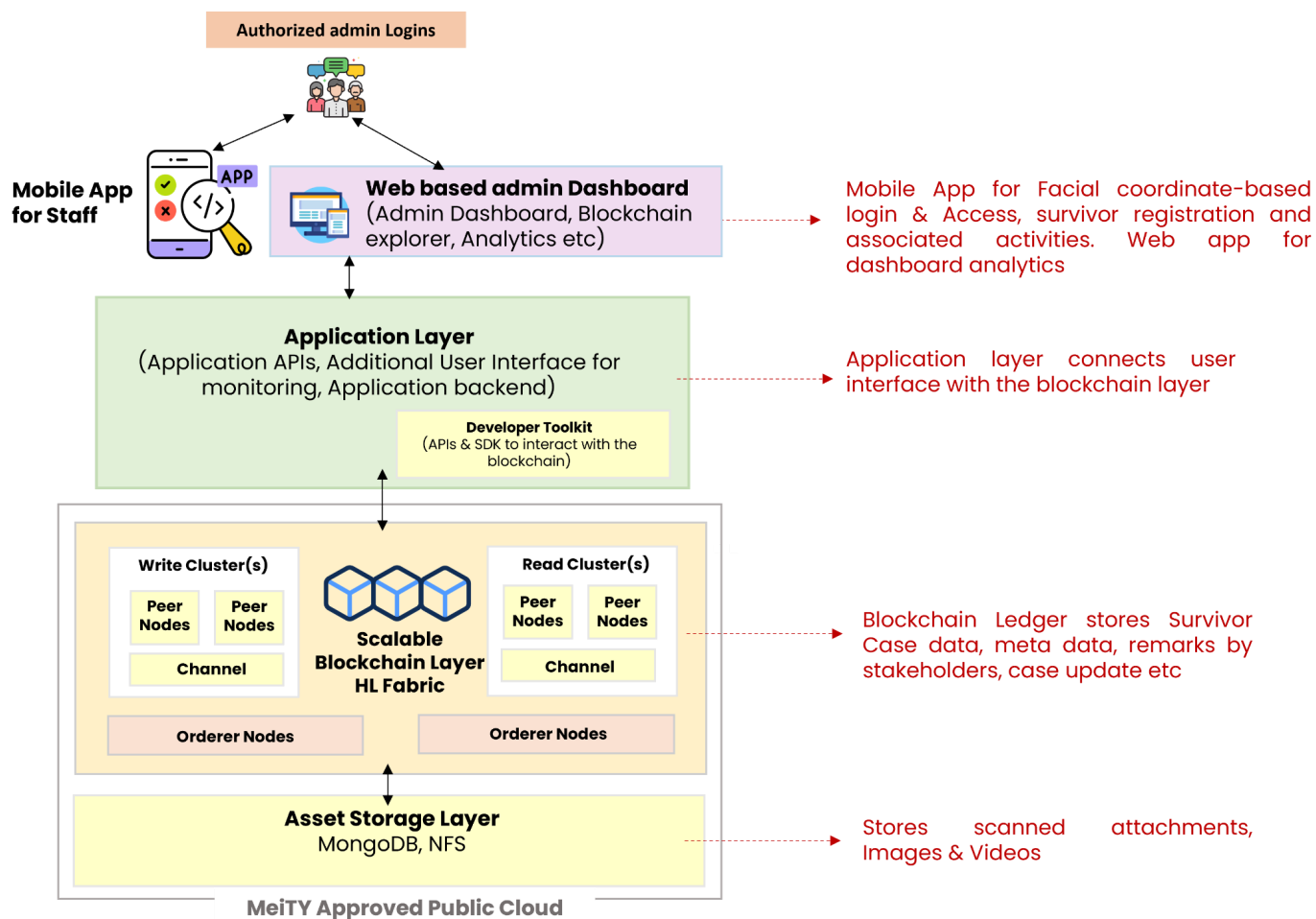
S. No	Parameter	Specification/Consideration
13	Application Database	MongoDB
14	Security	SSL/TLS encryption, role-based access control, advanced key management system
15	Performance	1000 TPS (Write TxS)
16	Scalability	Modular design to allow easy addition of new smart contracts and applications

- **Configured Blockchain:**

- HL fabric based permissioned blockchain forms the core of the system
- The blockchain nodes are deployed on containerized VMs on UNFPA cloud (AWS)
- Smart contract (NodeJS) manages sensitive data of Survivors including read and write permissions, workflows
- RAFT consensus mechanism is employed in the system
- Nodes currently represent WCD and NGOs as distinct organizations
- Performance:1000 TPS

- **Cloud Infrastructure**

- 3 containerized VMs running on AWS cloud (2vCPU 4GB RAM each)
- Managed MongoDB service
- AWS services: Amazon App Services, Firewall Services, S3, EC2, EKS, Cloud Watch, Lambda and SQS



E. Key Deliverables or Outputs

S. No.	Deliverables	Anticipated date of completion
1.	Inception Report Recommendation in existing architecture and workflows for improving system, Workflows for integrating additional institutions as per SoW. <i>Includes field visit and discussion with institutions</i>	2 weeks from the start of the assignment
2.	Submission of wireframe of application and web application model detailing each functionality and process workflow including login modalities for extended Govt Departments and Staffs	2 weeks after the submission of Inception Report
3.	Submission of UAT version of Shakti 2.0	Within 2 months from the submission of Wireframes and Workflow
4.	Field Testing of UAT and documentation of feedback	Within 2 months from the submission of the UAT
5.	Release of final Shakti v2.0 application and dashboard incorporating rehabilitation features including multi coordination with Health, Police and Mission shakti Department	Within 1 month post completion of UAT and documentation of feedback



S. No.	Deliverables	Anticipated date of completion
6.	Quarter 1 - Maintenance and Management of the multi-institutional model	3 months from deployment of the final application
7.	Quarter 2 - Maintenance and Management of the multi-institutional model	6 months from deployment of the final application
8.	Quarter 3 - Maintenance and Management of the multi-institutional model	9 months from deployment of the final application
9.	Security Audit of the application through certified government agency including handover to State Government with training.	On actual by third party agency only and the process shall start post deployment of the final application

Note: The UAT testing, training as part of workshop and final deployment will require the bidder to travel to State (2 member team) as part of the project.

Project Duration: Total duration of the project will be maximum for 15 months. The contract will be extended subject to funding availability.

Agency Information –

Bidders must meet the following minimum criteria to be considered for this RFQ:

- **Background and Overview:** The agency must provide a brief introduction outlining its mission, vision, and core values.
- **Years of Experience:** The agency must demonstrate a minimum of **5 years** of experience in the field of digital platform development and/or social development projects
- **Expertise and Specialization:** The agency must possess demonstrated expertise in:
 - Blockchain technology development and implementation.
 - Expertize in Developing secure, multi-stakeholder digital platforms.
 - Experience in gender-based violence (GBV) response initiatives or similar social projects is highly desirable.
- **Organizational Structure and Capacity:** The agency must provide a description of its organizational structure and demonstrate sufficient capacity (e.g., team size, resources) to successfully undertake a project of this scope and complexity.
- **Relevant Past Projects:** The agency must present a summary of relevant completed projects similar in scope and complexity to this initiative, particularly those involving multi-stakeholder coordination and digital solutions for social impact.

II. Questions

Questions or requests for further clarification should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	<i>Yogesh Agrawal</i>
Email address of contact person:	<i>yagarwal@unfpa.org</i>

The deadline for submission of questions is **03rd October 2025, @23:59 hours, IST**. Questions will be answered in writing and shared with parties as soon as possible after this deadline.



Prebid Meeting: A prebid meeting will be organised on 06/10/2025 (Virtually), timings & meeting link will be shared with the agency showing their interest to participate in the Prebid meeting. The confirmation to participate in the Prebid meeting to be shared in writing over email to the contact person below by

Name of contact person at UNFPA:	<i>Yogesh Agrawal</i>
Email address of contact person:	<i>yagarwal@unfpa.org</i>

III. Eligible Bidders

This Request for Quotation is open to all eligible bidders; to be considered an eligible bidder for this solicitation process you must comply with the following:

- A bidder must be a legally constituted company that can provide the requested services / works and have legal capacity to enter into a contract with UNFPA to deliver in the country, or through an authorized representative.
- A bidder must not have a conflict of interest regarding the solicitation process or with the TORs / Technical Specifications. Bidders found to have a conflict of interest shall be disqualified.
- At the time of Bid submission, the bidder, including any JV/Consortium members, is not under procurement prohibitions derived from the [Compendium of United Nations Security Council Sanctions Lists](#) and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any [UN Organization](#) or the [World Bank Group](#).

Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#).

IV. Content of quotations

Quotations should be submitted via a TWO-envelope system. Interested Bidders are requested to submit their Technical Bid & Declaration separately from their Financial Bid containing the price information. Each envelope shall consist of a single email whenever possible, depending on file size.

- a. Technical proposal, in response to the requirements outlined in the service requirements / TORs.
- a. Signed Declaration Form, to be submitted strictly in accordance with the document.
- a. Price quotation, to be submitted strictly in accordance with the price quotation form.

Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

V. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section III above, along with a properly filled out and signed price quotation form and are to be sent by email to the contact person indicated below no later than: **09, October 2025, @23:59 hours, IST.**

Name of contact person at UNFPA:	<i>Bids India</i>
Email address of contact person:	<i>Bids.india@unfpa.org</i>

Please note the following guidelines for electronic submissions:

- The following reference must be included by the Bidder in the email subject line:
 - UNFPA/IND/RFQ/25/009 – [Company name], Technical Bid
 - UNFPA/IND/RFQ/25/009 - [Company name], Financial Bid
 - Submissions without this text in the email subject line may be rejected or overlooked and therefore not considered.
 - Both the technical and financial bids must be submitted separately and not in one email.
- It is the Bidder's responsibility to assure compliance with the submission process. If the envelopes or emails are not marked / submitted per the instructions, UNFPA will neither assume responsibility for the bid's misplacement or premature opening nor guarantee the confidentiality of the Bid process. Incorrect submissions might result in your Bid being declared invalid.
- The total email size may not exceed 20 MB (including email body, encoded attachments and headers). Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

VI. Overview of Evaluation Process

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

Technical Evaluation

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section II and in accordance with the evaluation criteria below.

Criteria	[A] Maximum Points	[B] Points attained by Bidder	[C] Weight (%)	[B] x [C] = [D] Total Points
Technical approach and methodology	100		40%	
Proven experience in developing and completion of projects using blockchain tech in similar or different thematic areas 5 projects or more – 100 marks 3 – 4 projects – 50 marks 1 -2 projects - 25 marks <i>Submission of contracts/ completion certificates mentioning name of agency is required (No specification information regarding pricing is needed)</i>	100		30%	



Experience in developing similar projects (tech and non tech) in gender and human rights with UN agencies, Governments, PSUs or Private sector agencies	100		15%	
Profile of the Company including profile of the team members	100		15%	
<i>Grand Total All Criteria</i>	400		100%	

The following scale will be used to ensure objective evaluation:

Degree to which the Terms of Reference requirements are met based on evidence included in the Bid submitted	Points out of 100
Significantly exceeds the requirements	90 – 100
Exceeds the requirements	80 – 89
Meets the requirements	70 – 79
Partially meets the requirements	1 – 69
Does not meet the requirements or no information provided to assess compliance with the requirements	0

Financial Evaluation

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of **70 points** in the technical evaluation.

Price quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in the quotation. All other price quotes will receive points in inverse proportion according to the following formula:

Financial score =	Lowest quote (\$)	X 100 (Maximum score)
	Quote being scored (\$)	

Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

$$\text{Total score} = 70\% \text{ Technical score} + 30\% \text{ Financial score}$$

VII. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract on a fixed-cost basis with duration of Eighteen *months*, 15 *months* to the Bidder(s) that obtain the highest total score.

VIII. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the



volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

IX. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

X. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representative's agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

XI. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

XII. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Head of the Business Unit Ms. Andrea M. Wojnar, UNFPA Representative and Country Direct Bhutan office at adiagne@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Head of the Business Unit, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org.

XIII. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).

XIV. Personal Data Protection

In addition to the publishing of the contract award in accordance with the UNFPA Procurement Procedures as from time to time updated or modified by UNFPA, available at:

<https://www.unfpa.org/resources/procurement-procedures> (or such other URL as UNFPA may from time to time decide) as reflected in this document, the proposer acknowledges and agrees that UNFPA may process, collect, use, store, transfer and publish ("process") the proposer's information and data relating to, or in connection with this solicitation exercise (the "Information") for purposes of evaluating all offers received in response to the solicitation exercise, including the subsequent contracting (the "Specified



Purposes”).

UNFPA will not process the proposer’s Information in a form that could identify an individual (“Personal Data”) except to the extent necessary to achieve the Specified Purposes. UNFPA will process Personal Data in accordance with the UN Personal Data Protection and Privacy Principles adopted by the United Nations on 11 October 2018, available at:

https://archives.un.org/sites/archives.un.org/files/_un-principles-on-personal-data-protection-privacy-hlcm-2018.pdf (or such other URL as the United Nations may from time to time decide), the UNFPA Policy

and Procedures on Personal Data Protection (the “UNFPA DP Policy”) as from time to time updated or modified by UNFPA, available at

<https://www.unfpa.org/admin-resource/unfpa-policy-and-procedures-personal-data-protection> (or such other URL as UNFPA may from time to time decide) and any guidance notes, guidelines, procedures, directives or other documentation issued by UNFPA pursuant to or in connection with the UNFPA DP Policy.

The proposer will comply with the applicable data protection laws to which the proposer is subject in the

processing of personal data and will ensure an adequate level of personal data protection essentially equivalent to the standard reflected in the UNFPA DP Policy.



PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/IND/RFQ/2025/009
Currency of quotation :	INR
Delivery charges based on the following 2010 Incoterm:	Choose an item.
Validity of quotation: <i>(The quotation must be valid for a period of at least 3 months after the submission deadline)</i>	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Item	Description	Unit	Total
1. Professional Fees			
1	Inception Report	1	
2	Wireframe of Shakti 2.0 - application and dashboard	1	
3	UAT for Shakti 2.0	1	
4	Deployment of the final application v2.0 post feedback incorporation and submission of SOPs, short videos, and manuals	1	
5	Quarterly maintenance of Shakti 2.0 - Phase 1	1	
6	Quarterly maintenance of Shakti 2.0 - Phase 2	1	
7	Quarterly maintenance of Shakti 2.0 - Phase 3	1	
8	Security Audit of the Application including transfer to UNFPA/ State along with codes, documentation, training support as part of transition process	1	
<i>Total Professional Fees (INR)</i>			
2. Out of Pocket Expenditure			
2.1	Third Party Integration Expenses / Licenses		
2.2	Cloud Infrastructure Cost ~ 15 months		
Total Contract Price <i>(Professional Fees + Out of Pocket Expenses)</i>			



I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/IND/RFQ/2025/009 including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	

DECLARATION FROM

The undersigned, being a duly authorized representative of the Company represents and declares that:

1.	The Company and its Management ¹ have not been found guilty pursuant to a final judgement or a final administrative decision of any of the following:	YES	NO
	a. Fraud;	☐	☐
	b. Corruption;	☐	☐
	c. conduct related to a criminal organization;	☐	☐
	d. money laundering or terrorist financing;	☐	☐
	e. terrorist offences or offences linked to terrorist activities;	☐	☐
	f. sexual exploitation and abuse;	☐	☐
	g. child labour, forced labour, human trafficking; or	☐	☐
	h. irregularity (non-compliance with any legal or regulatory requirement applicable to the Organization or its Management).	☐	☐
2.	The Company and its Management have not been found guilty pursuant to a final judgment or a final administrative decision of grave professional misconduct.	☐	☐
3.	The Company and its Management are not: bankrupt, subject to insolvency or winding-up procedures, subject to the administration of assets by a liquidator or a court, in an arrangement with creditors, subject to a legal suspension of business activities, or in any analogous situation arising from a similar procedure provided for under applicable national law.	☐	☐
4.	The Company and its Management have not been the subject of a final judgment or a final administrative decision finding them in breach of their obligations relating to the payment of taxes or social security contributions.	☐	☐

¹ “Management” means any person having powers of representation, decision-making or control over the Organization. This may include, for example, executive management and all other persons holding downstream managerial authority, anyone on the board of directors, and controlling shareholders.



5.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found they created an entity in a different jurisdiction with the intent to circumvent fiscal, social or any other legal obligations in the jurisdiction of its registered office, central administration, or principal place of business (<i>creating a shell company</i>).	☐	☐
6.	The Company and its Management have not been the subject of a final judgment or a final administrative decision which found the Company was created with the intent referred to in point (5) (<i>being a shell company</i>).	☐	☐

The UNFPA reserves the right to disqualify the Company, suspend or terminate any contract or other arrangement between the UNFPA and the Company, with immediate effect and without liability, in the event of any misrepresentation made by the Company in this Declaration.

It is the responsibility of the Company to immediately inform the UNFPA of any changes in the situations declared above.

This Declaration is in addition to, and does not replace or cancel, or operate as a waiver of, any terms of contractual arrangements between the UNFPA and the Company.

Signature:

Date:

Name and Title:

Name of the Company:

UNGM N°:

Postal Address:

Email:



United Nations Population Fund
55, Lodi Estate
New Delhi – 110003
Website: www.india.unfpa.org

ANNEX I:
General Conditions of Contracts:
De Minimis Contracts

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)