



Date: 22 August 2021

## REQUEST FOR QUOTATION RFQ N° UNFPA/MDV/RFQ/21/006

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

### **“Contractor for developing GBV digital platforms”.**

UNFPA requires the provision of local mobile application development services, to design and set up a platform for the Ministry of Gender Family and Social Services (MOGFSS) to provide services for Gender Based Violence (GBV) survivors and enable multi-sectoral support and facilitate a people centered tracking system for the survivor.

This Request for Quotation is open to all legally-constituted companies that can provide the requested services and have legal capacity to perform 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 child birth 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](#)

#### **Service Requirements/Terms of Reference (ToR)**

##### **Objectives and scope of the Services**

- **Background information**

Gender Based Violence (GBV) which includes Violence against Women (VAW) and Domestic Violence (DV) are prevalent human rights violation in the Maldives. According to the Demographic Health Survey (DHS), 1 in 4 women have reported lifetime violence and from an intimate partner and 1 in 8 reported they have been abused since the age of 15. Only 42% of women sought help. As with any humanitarian crisis, escalating violence is well established phenomena and has been the case with more than 755 incidents of GBV/DV and Child Abuse reported to the Ministry of Gender, Family and Social Services (MOGFSS) and the Family Protection Authority (FPA) between January – September 2020. During the lockdown and living with the perpetrators and with economic hardships have aggravated the violent situations.

The Ministry of Gender, Family and Social Services (MOGFSS) has established procedures to link GBV survivors with the FPA and Maldives Police Services and other relevant institutions to protect



and provide the available support services and establish reference mechanisms with other service providers. Currently, the reporting system is through the Child Help Line - 1412 and the hotline 1421 which is used for all socio-economic issues prevailing especially during the Covid-19 pandemic. However, the pandemic has posed a number of challenges to service delivery, especially for survivors of violence. Additionally, due to the lockdown and travel restrictions, social workers have not been able to conduct home visits where they usually would be required to do so.

The Government in its continuity of essential social services and social protection plan has recognised the need to identify any new emerging vulnerable population groups and re-evaluate existing social protection schemes and packages through a number of planned interventions. To address this, the joint UN project supported through The Multi-Partner Trust Fund (MPTF) round 2, focuses on a reformed and streamlined digitalized national social protection framework that intends to address the gaps in the current social protection schemes.

The Project aims to safeguard women from falling into poverty and protect them from becoming vulnerable to violent situations due to prolonged socioeconomic and emergency situations by ensuring their economic and social freedom through receiving shock responsive social protection benefits.

Under the MPTF Output 2: Increased access to digital technology and platform for the most vulnerable populations including children, elderly, persons with disability, people with mental illness and women and poor and strengthen data collection at all levels, UNFPA will support: Expanding essential public services through digital solutions in particular GBV by developing a digital platform for seeking quick help for GBV survivors including reporting, tracking, data generation and multi-agency support for an expanded referral support system.

The proposed Mobile Application will be the interface between the users and the national system to connect GBV survivors to services coordinated by MOGFSS. It aims to explore technological solutions to protection service delivery through this application to facilitate reporting and service seeking by survivors of GBV as well as strengthening inter-sectoral response to GBV.

UNFPA is looking for a qualified mobile application developer to design and set up a digital platform for MOGFSS to provide services for GBV survivors and enable multi-sectoral support and facilitate a survivor centered tracking system for the survivor. A technical expert will work closely with the mobile application developer to ensure services are survivor-centered ensuring data privacy and confidentiality and their rights are protected.

- **Immediate objectives**

- 1. Develop, Design & Set up a Mobile Application - Provision of a full-fledged robust Android and iOS app for users ensuring GBV data privacy and confidentiality**

Drafting of software prototype to facilitate access for survivors of GBV to available services and enhance coordination among service providers for referrals. Key considerations

- Inclusion of an easy registration system taking into consideration the privacy and rights of the user. This includes identification of which features or services require

registration or personal information. When a case is being reported, the platform should be able to automatically create a unique ID and file for that specific survivor in an encrypted way in line with a pre-agreed coding system.

- Built in informed consent securing mechanism before any reporting or referrals to service providers
- Users should be able to report abuse cases safely and also to track their case.
- Enable users with the option to report anonymously, both as bystander reporting and survivor reporting own experience
- Build in GPS identifier to help identify nearby service providers. If a case is being reported in an unknown location, the GPS should be able to route itself within a specific radius to identify nearby facilities for quick response
- The mobile app should be able to offer options to user to seek health and social protection services without lodging a case with the authorities
- Provide users with the option of sending a text or voice recording while reporting based on a built in informed consent mechanism
- Facilitate the collection of important information such as date of occurrence, location, frequency and type of incident with each submitted report and means to track and monitor. If the application requires the use of GPS, include information and ability to disable it after interaction.
- No data from the app to be stored in the users' device.
- Facilitate a one-key cover screen function or exit function.
- Ability to integrate different relevant support services and currently established data bases such as Maldives Child Protection Database (MCPD) within the app, including links to health facilities and access to EC pills with consent of the survivor
- Accessibility of mobile app to persons with disability including chat services that can be used for visually impaired people

## **2. Formulation of prototype for primary responders on GBV cases - Develop a Dashboard and Admin Panel**

- A comprehensive dashboard to manage and push data to the apps.
- Ability to access real-time reports within the dashboard based on service provider access rights.
- All the data should be encrypted and in a secure format and with controlled access provided to different staff on different levels
- Integration of multiple agencies involved into the dashboard with the provision of logins and access to relevant functions required by each agency.
- Ability to access the control system and role management.
- Ability to segment and manage reports based on case types, age, sex and geographical location only for monitoring purposes at an aggregate level.

## **3. Additional Features**

- Development of promotional materials for the mobile application including easy instructions of use/functions for advocacy purposes
- Train relevant staff from the MOGFSS on the use and functions of the mobile application before handover.



- Ability to facilitate the delivery of information materials to promote more awareness including available services from the various institutions through the app.
- User and technical manual

- **Outputs / Deliverables**

The deliverables for the project include;

- A Mobile Application that allows users to seek the comprehensive services available by the national institutions.
- Dashboard and Admin Panel that allows backend users to interface with the national database led by the PO

Once the digital platform is developed, it will be piloted with a control group with service providers using it to assess data privacy and confidentiality, functionality, inclusivity and overall usability of the platform.

The IT contractor will consult with, and be guided by the GBV technical expert on technical matters including data security, confidentiality, accountability and data management when designing and developing the mobile application.

- **Inputs**

- MOGFSS
  - Assign a focal point.
  - Provide content for the digital platforms.
  - Facilitate contacts of key service providers.
  - Set up an information sharing protocol.
  - Conduct a service mapping of existing services, including information on service providers to be linked to the mobile platform.
  - Establish a standard operating procedure on referrals among service providers
  - Provide necessary access to other systems.
  - Review and approve the deliverables in a timely manner.
- UNFPA Maldives
  - Monitor and facilitate the progress of the assignment.
  - Review and provide comments to the deliverables in a timely manner.
  - Provide GBV technical backstopping to ensure the initiative is in line with international standards.
  - Support piloting of the mobile app with a control group (GBV service providers) to ensure that the app will not do any further harm to survivors of GBV seeking support.
  - Ensure data protection protocol is in place.
  - Facilitate necessary content.
  - Provide timely feedback.

- **Duration / Working Schedule**

- Approximately 4 months from time of contracting.



- **Basis of Payment**

The Payment will be made in two installments:

1. Submission of draft software prototype to MOGFSS and UNFPA (50% of total payment)
2. Submission of final software prototype with incorporation of inputs/comments by MOGFSS and UNFPA (50% of total payment)

## II. Questions

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

Name of contact person at UNFPA:	<i>Fathimath Zuhana</i>
Tel N°:	<i>3316940</i>
Email address of contact person:	<a href="mailto:zuhana@unfpa.org">zuhana@unfpa.org</a>

The deadline for submission of questions is **Thursday, 26 August 2021 at 04.00 PM Maldives Time**.  
Questions will be answered in writing and shared with parties as soon as possible after this deadline.

## III. Content of quotations

Quotations should be submitted in a single email whenever possible, depending on file size. Quotations must contain:

- a) Technical proposal, in response to the requirements outlined in the service requirements / TORs, with evidence submitted in accordance with the technical evaluation criteria
- b) Profile of the organization including Certificate of registration where relevant
- c) Curriculum vitae of all relevant applicants in the organization
- d) 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.

## IV. 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 : **Wednesday, 01 September 2021 at 04.00 PM Maldives Time**

Name of contact person at UNFPA:	<i>Mohamed Haneef</i>
Email address of contact person:	<a href="mailto:maldives.office@unfpa.org">maldives.office@unfpa.org</a>

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/MDV/RFQ/21/006 – Consultancy for developing GBV digital platform**. Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
- 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.



**V. 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, methodology and level of understanding of the objectives of the project	100		30%	
Work plan/time scales given in the proposal and its adequacy to meet the project objectives	100		20%	
Professional experience of the staff that will be employed to the project proving demonstrated expertise in evaluation and related processes (CVs, etc.)	100		15%	
Specific experience and expertise relevant to the assignment	100		20%	
Profile of the company and relevance to the Project.	100		15%	
<i>Grand Total All Criteria</i>	500		100%	

The following scoring 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
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**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:

$$\text{Financial score} = \frac{\text{Lowest quote (\$)}}{\text{Quote being scored (\$)}} \times 100 \text{ (Maximum score)}$$

**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.

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

**VI. 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 Four (4) months to the Bidder(s) that obtain the highest total score.

**VII. 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.

**VIII. 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.

**IX. 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, representatives 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](#).

**X. 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](#).

**XI. 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 Maldives Head of Office, Shadiya Ibrahim at [ibrahim@unfpa.org](mailto:ibrahim@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](mailto:procurement@unfpa.org).

**XII. 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).





### PRICE QUOTATION FORM

<b>Name of Bidder:</b>	
<b>Date of the quotation:</b>	
<b>Request for quotation N°:</b>	UNFPA/MDV/RFQ/21/006
<b>Currency of quotation :</b>	MVR
<b>Validity of quotation:</b> <i>(The quotation must be valid for a period of at least 3 months after the submission deadline)</i>	

Item	Description	Number & Description of Staff by Level	Hourly Rate	Hours to be Committed	Total
<b>1. Professional Fees</b>					
<b>Total Contract Price</b>					

*Vendor's Comments:*

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/MDV/RFQ/21/006 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.

Name and title	Date and place



United Nations Population Fund  
Maldives Country Office  
3rd Floor, Shinetree Building, Boduthakurufaanu Magu  
Maafannu, Male' 20184, Republic of Maldives  
Email: [maldives.office@unfpa.org](mailto:maldives.office@unfpa.org)  
Website: [www.unfpa.org](http://www.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](#)