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“Technical Assistance for Infrastructure Upgradation, Monitoring, Evaluation, Learning and Costing for Model One Stop Centres and Shakti Sadans”

UNFPA India invites proposals from qualified agencies, consulting firms, research institutions, social enterprises or consortia to undertake two interlinked workstreams supporting model One Stop Centres (OSCs) and Shakti Sadans: (i) infrastructure upgradation for quality of care, including disability inclusion; and (ii) development and implementation of a monitoring, evaluation and learning (MEL) system, including baseline/endline assessments, costing and a scale-up note.

About UNFPA

UNFPA, the United Nations Population Fund, is the United Nations sexual and reproductive health agency. UNFPA works to deliver a world where every pregnancy is intended, every childbirth is safe and every young person's potential is fulfilled. UNFPA advances sexual and reproductive health and rights, gender equality, and the prevention and response to gender-based violence and harmful practices.

Service Requirements / Terms of Reference

1. Background and rationale

India has established a nationwide ecosystem of One Stop Centres and women's shelter homes under Mission Shakti. The next stage of this effort requires stronger quality assurance, consistency and coordination so that survivors receive timely, dignified, confidential and effective care aligned with government standards. UNFPA is supporting the development of model demonstration sites that can generate practical learning for wider replication.

The broader initiative seeks to strengthen multi-sectoral GBV response through survivor-centred, rights-based and disability-inclusive services; coordinated referral systems; strengthened case management; improved monitoring and learning; and transparent costing for scale-up. This RFQ covers two specialized workstreams that complement the programme implementation support being undertaken separately.

2. Purpose of the assignment

The purpose of this assignment is to engage a technically qualified agency to support UNFPA and relevant government authorities to improve the physical environment and quality of care at model OSCs and Shakti Sadans, and to establish an evidence-based MEL and costing system that documents implementation, service quality, systems performance, resource requirements and lessons for scale-up.

3. Objectives

- Assess infrastructure and accessibility gaps affecting survivor safety, confidentiality, dignity and quality of care.

- Develop prioritized, standards-led and costed upgradation plans for the selected OSCs and Shakti Sadans.
- Mobilize and coordinate engagement with relevant government and private-sector partners to support identified infrastructure improvements.
- Design and operationalize a practical MEL framework that tracks service quality, systems performance and outcome proxies.
- Conduct baseline and endline assessments and document implementation learning across the selected sites.
- Develop a transparent costing model and scale-up note identifying the technical package, governance arrangements, resource envelope, risks and mitigation measures required for replication.

4. Scope of work

4.1 Infrastructure upgradation for quality of care and disability inclusion

The selected agency will coordinate local-level assessment, planning, resource mobilization and implementation support for practical, standards-led infrastructure improvements at the selected model sites.

- Review applicable government standards, accessibility norms, survivor-centred service standards and relevant UNFPA guidance.
- Undertake site-level infrastructure and accessibility assessments, including attention to privacy, confidentiality, safety, sanitation, counselling spaces, signage, accessibility and reasonable accommodation.
- Consult OSC/Shakti Sadan staff, district/state authorities, disability experts, and other relevant stakeholders to identify priority improvements.
- Develop site-specific upgradation plans with specifications, prioritization, indicative timelines and detailed cost estimates.
- Prepare a consolidated investment and prioritization framework across sites, distinguishing essential, high-priority and desirable improvements.
- Engage relevant government authorities and suitable private-sector/CSR partners to mobilize resources for approved infrastructure improvements.
- Support coordination with authorities, vendors and technical service providers during implementation, as applicable.
- Verify completion against agreed standards through checklists, site visits and documentary evidence.
- Prepare before-and-after documentation, including photographs where ethically and operationally appropriate, while ensuring that no survivor-identifying information is captured.

Deliverables

- Infrastructure and accessibility assessment report for each selected site.
- Site-specific upgradation plans, cost estimates and prioritization matrix.
- Consolidated resource-mobilization and implementation coordination plan.
- Completion verification checklists and consolidated status report.
- Before-and-after documentation and a brief note on lessons for replication.

4.2 Monitoring, Evaluation and Learning system, baseline/endline assessment and costing

The selected agency will design and operationalize a fit-for-purpose MEL system that tracks service quality, systems performance and implementation progress, while generating transparent cost estimates for scale-up.

- Review existing UNFPA tools and applicable government monitoring frameworks.
- Conduct baseline assessments at the selected model sites using tools developed or approved by UNFPA.
- Conduct endline assessments and compare findings against the baseline, documenting progress, constraints and remaining gaps.
- Develop a costing methodology and cost model for the model OSC and Shakti Sadan package, distinguishing one-time and recurrent costs, staff and non-staff costs, technical assistance, training, infrastructure, outreach, monitoring and coordination.
- Prepare a concise scale-up note summarizing the technical package, governance arrangements, cost envelope, risks, mitigation measures and recommended rollout pathway.
- Prepare a learning brief and presentation for dissemination to government and other stakeholders.

Deliverables

- Baseline assessment report covering selected sites.
- Endline assessment and comparative analysis report.
- Costing methodology cost model and supporting assumptions workbook.
- Scale-up note, learning brief and dissemination presentation.

5. Geographic coverage

The assignment is expected to cover up to twelve model sites (six OSCs and six Shakti Sadans) across Madhya Pradesh, Odisha, Rajasthan, Karnataka, Punjab and Andhra Pradesh. UNFPA reserves the right to vary the number of sites within the limits permitted under the RFQ and resulting contract.

6. Duration and indicative timeline

The anticipated duration of the assignment is **six months** from the date of contract signature. Bidders should propose a detailed and realistic workplan.

7. Coordination and reporting

- The agency will report to the designated UNFPA India technical focal point.
- The agency will coordinate closely with UNFPA, relevant national/state/district authorities, OSC and Shakti Sadan personnel and other partners.
- Monthly progress updates and ad hoc coordination meetings will be required.
- All deliverables will be submitted in English. Key tools or summaries may be required in Hindi or relevant state languages, as agreed at inception.
- All outputs, datasets, tools, photographs and working files produced under the assignment will be the property of UNFPA, subject to applicable contractual provisions.

8. Safeguarding, ethics and data protection

- The assignment must comply with survivor-centred, do-no-harm, confidentiality, informed-consent, PSEA and data-protection principles.
- The agency shall not directly interview survivors unless expressly authorized by UNFPA under an approved ethical and safeguarding protocol.
- Any survivor feedback mechanism must be voluntary, confidential, accessible and designed so that participation or non-participation has no effect on services.
- No personally identifiable survivor information may be included in reports, photographs, presentations or datasets.
- The agency must promptly report safeguarding or data-security concerns to UNFPA through agreed channels.

9. Required expertise and qualifications

Bidders may be consulting firms, research institutions, NGOs, social enterprises or consortia. The proposed team should collectively demonstrate:

- At least seven years of relevant institutional experience in systems strengthening, social infrastructure, public service delivery, monitoring and evaluation, costing, disability inclusion or related fields.
- Demonstrated experience working with government institutions in India at scale, preferably on women's protection, social welfare, health, justice or Mission Shakti-related systems.
- Experience undertaking accessibility/infrastructure audits and developing costed improvement plans for public or social-sector facilities.
- Demonstrated experience in MEL framework design, baseline/endline assessments, service-quality measurement and learning systems for government institutions.
- Capacity to coordinate multi-state assignments and engage government and private-sector/CSR partners.

10. Proposal requirements

- Technical proposal demonstrating understanding of the assignment and a detailed methodology for both workstreams.
- Detailed workplan and Gantt chart for the six-month assignment.
- Team composition, roles, level of effort and CVs of key personnel.
- Evidence of comparable assignments, including client references and sample outputs where permissible.
- Risk matrix.
- Detailed financial proposal using the attached Price Quotation Form.

Important costing note: Bidders should include all professional fees, travel, site assessments, consultations, data collection, analysis, documentation, translation and administrative costs required to complete the deliverables outlined in 4.1 and 4.2 above. The quotation should not include the capital cost of civil works, equipment, furniture or other physical upgradation items. These will be mobilized or procured separately, subject to approvals and availability of funds.

11. Overview of evaluation process

The evaluation will be carried out in two stages by an ad hoc evaluation panel. Technical proposals will be evaluated and scored before financial proposals are opened and assessed.

Technical evaluation

Criteria	Maximum points	Points obtained	Weight	Weighted points
1. Technical quality: understanding, methodology and workplan	40			
2. Relevant institutional experience and past performance	25			
3. Qualifications, expertise and level of effort of the proposed team	25			
4. Safeguarding, data protection, quality assurance, risk management and coordination approach	10			
Grand Total	100			

12. Proposal Evaluation Scorecard (70%)

A. Technical Proposal (100 points)

a. Technical quality: understanding, methodology and workplan (40 points)

- Understanding of the assignment, objectives and expected deliverables (10 Points)
- Technical soundness and appropriateness of the proposed methodology (12 Points)
- Implementation approach, including stakeholder engagement (10 Points)
- Quality and feasibility of the workplan, timelines and milestones (8 Points)

b. Relevant institutional experience and past performance (25 points)

- Experience in implementing similar assignments of comparable scope and complexity (9 Points)
- Experience in the relevant thematic area (6 Points)
- Experience working with UN agencies, Government and/or development partners (5 Points)
- Demonstrated past performance, including timely delivery and client satisfaction (5 Points)

c. Qualifications, expertise and level of effort of the proposed team (25 points)

- Qualifications and professional credentials of the proposed team (9 Points)
- Appropriateness of team composition, roles and responsibilities (6 Points)
- Adequacy of the proposed level of effort and availability of personnel (6 Points)
- Previous experience of key personnel in similar assignments (4 Points)

d. Safeguarding, data protection, quality assurance, risk management and coordination approach (10 points)

- Safeguarding approach, including PSEA and protection of vulnerable populations (2 Points)
- Data protection, confidentiality and information security measures (2 Points)
- Quality assurance and internal review mechanisms (2 Points)
- Risk identification and mitigation strategy (2 Points)
- Coordination, communication and reporting approach with UNFPA and stakeholders (2 Points)

B. Financial Evaluation (30%)

Pre-Bid Meeting

A pre bid meeting will be organized to address queries from potential applicants related to RFQ.