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| **CALL FOR PROPOSALS**  **DESIGN AND CONSTRUCTION OF AN ONLINE KNOWLEDGE SHARING PLATFORM TO SUPPORT THE GOALS OF THE GLOBAL ACTION ON DISABILITY (GLAD) NETWORK BY PROVIDING A VIRTUAL SPACE FOR ITS MEMBERS** |

The Global Action on Disability (GLAD) Secretariat seeks a consultant or firm with relevant expertise to design and construct an online knowledge sharing platform to support the goals of the GLAD Network and its geographically dispersed members. The website will comply with Web Content Accessibility Guidelines 2.0 (WCAG), AAA level.

1. **CONTEXT**

The Global Action on Disability (GLAD) is a network of bilateral donors (governments), multilateral organisations (e.g. UN agencies), foundations and private sector entities actively contributing resources internationally to disability-inclusive development. [List of GLAD Network](http://www.internationaldisabilityalliance.org/sites/default/files/glad_members.docx) members. The aim of the GLAD Network is to bring together the international community, in order that we work together to share expertise, coordinate actions, and raise the profile of disability across a broader range of organisations contributing to international development efforts.

The goals of the GLAD Network are for members to collectively:

1. Increase coordination of their disability-inclusive contributions
2. Learn from each other by sharing knowledge and resources
3. Amplify their common and united voice for maximum influence
4. Expand and diversify the community of partners contributing resources to disability-inclusive development and humanitarian action
5. Strengthen existing partnerships and disability inclusion within existing global development initiatives

Further details on the GLAD Network, including Terms of Reference [can be found here](http://www.internationaldisabilityalliance.org/glad).

1. **WEBSITE DESCRIPTION**
2. **Objective**

The specific objective of the platform will be to support the goals of the GLAD Network by providing a space for geographically dispersed GLAD Network members to:

1. share knowledge and resources on disability-inclusive development and humanitarian action in efficient and innovative ways;
2. connect with existing and new partners in closed and open forums, to identify, explore and promulgate common points of advocacy and opportunities for coordination; and
3. attract new actors to contribute resources to disability-inclusive development and humanitarian action.
4. **Platform design**

The platform will have a flexible and incremental platform design, which can be added and developed overtime. It is important that the platform has a responsive, modular interface, which can be easily adjusted iteratively, including multiple sub-applications which can be plugged or unplugged without re-engineering the system. This supports a results-based approach, wherein progress against the goals of GLAD is tracked – including through measuring both inputs (e.g. number of members, documents, communities) and usage – and results are used to make necessary adjustments to the platform over time. It also supports a user-driven approach, for example incorporating demand-driven knowledge sharing mechanisms, wherein practitioners can connect directly to one another on topics that they decide are relevant and in ways they believe to be effective. To facilitate the user-driven approach, the planning, development and implementation of the platform should be inclusive of all user groups. Also in line with this approach is functionality that allows moderators to regularly monitor and remove inappropriate content, including that flagged by users, rather than comments/online communities needing to be approved by moderators before appearing.

See annex 1 for a proposed map and structure of the platform, which will be refined.

1. **Scope of Work**

The hired company/vendor/agency will, in close cooperation with the GLAD Secretariat:

**Design and Develop a website**

* The website should allow registered users to:
  + log-in to a private section of the website;
  + upload documents and be linked to documents hosted on other websites;
  + conduct a search of registered users of the platform, platform publications, and disability-inclusive development programmes;
  + host and participate in webinars;
  + create and participate in forums and online communities;
  + create events (calendar).
* The website will be expected to:
  + be supported through an open source Content Management System (such as Drupal or WordPress) that supports accessibility requirementsinclude a robust Search functionality
  + comply with WCAG 2.0, AAA level, with a certification of accessibility
  + be mobile first or optimized for mobile and tablets
  + be optimized for Search Engines and follow SEO industry standards
  + include Google Analytics to track traffic to the website and measure elements such as downloads. Consultant/vendor should set-up Google Dashboard and train the GLAD Secretariat on its use

**Production**

* Populate the website with material provided by the GLAD Secretariat. The consultant/firm will work closely with the GLAD Secretariat assistant, who will provide the details and break-down of the main structures of the website.

**Usability and testing**

* Test the website with diverse users, including users with disabilities, to ensure usability for all

**Hosting**

* The vendor could provide hosting or suggest 2 or 3 vendors that meet industry security standards to the GLAD Secretariat
* Vendor to migrate website to hosting provider and provide the GLAD Secretariat with all information needed for any future migration or closing

**Training**

* Train the GLAD Secretariat (2-3 persons) on how to update website contents, do analytics and basic maintenance
* Provide a detailed guide for users of the platform

**Maintenance**

* Ensure that the website is online and functioning, this should include taking care of any updates to the CMS such as security patches or critical application updates
* Provide a minimum of two years’ support for maintenance and repair in case of an issue with the application or if the website gets compromised

**Security**

* Measures should be taken to prevent and mitigate risks related to:
* Unauthorized changes to the pages, resulting in defacement;
* Wrongful accessibility to the site and its application - necessary controls need to be implemented to minimize attacks which may affect performance of, or accessibility to services, such as but not limited to DDOS attacks;
* Installation of and use of malware;
* Unauthorized access - the site and especially the administration part of the website should use secure login protocols such as SSL, and implement unique user credentials and strong password management practices;
* Illicit site redirection.
* Security incident notification and resolution procedures should be clearly established between the vendor and the GLAD Secretariat

1. **CONTRACT REQUIREMENTS**

Duration: October - December 2017

Location: Remote

Administrator: International Disability Alliance on behalf of the GLAD Network.

Interested applicants should submit a proposal structure by 6 October 2017, 5:00pm (Geneva time) to Federica Settimi ([fsettimi@ida-secretariat.org)](mailto:fsettimi@ida-secretariat.org)).

Proposals should demonstrate an understanding of the objective and scope of work, and detail the following:

1. Company and team profile (Board of Directors, Office location(s); key staff to be involved in website and their relevant experience etc.)
2. Proposed methodology/approach (including approach to testing, training of GLAD Secretariat, and details of SEO strategy, analytics and website monitoring report capabilities, security etc)
3. Detailed timeline with deliverables
4. Proposed technology (including justification and highlighting the technology’s pros & cons)
5. Quotation with cost break-down (design, development, production, security audit, hosting, training, maintenance)
6. Links to examples of completed work similar in scope to this assignment

Once a proposal has been sent and the company will be shortlisted, within 6 working days, a mock-up of the proposed website (using Publisher, PowerPoint or a similar program) should be presented to the GLAD Secretariat.

**ANNEX 1**

**PROPOSED map and structure of the GLAD Platform (to be refined)**

The website will be divided in two parts:

1. Public section: This will be open to public. This will aim to underline the importance of the [GLAD Network](mailto:http://www.internationaldisabilityalliance.org/glad)’s mission and will show news and activities of the Network. The public part will play an important role in attracting new members as well as giving guidance on how to become a GLAD Network member.
2. Private section: only members will be able to access this section, where they will have specific space (communities) to discuss topics related to working groups and other GLAD Network activities.
3. **Public section**

Menu:

1. Home;
2. About the Network;
3. News;
4. Become a member;
5. Contact us;
6. Log in.

1. Home:

On the landing page there will be a picture of GLAD members that can be taken during the next GLAD Network meeting in Finland and a slideshow of the logos of the members, in order to clearly show that GLAD is a network with a high-level nature. On the bottom-right side of the screen, there will be a twitter feed box that shows tweets filtered through one or two hashtags related to GLAD and certified Twitter handles of the members. Under the big picture of the Network there will be the latest three news items. One video to present the work of the Network (with subtitles and sign language interpretation) realized with the support and image of the members will help to make the landing page more attractive and both the nature and the mission of GLAD easier to understand.

2. About the Network:

* Our mission: In this page, there will be a description of the Network’s activities and mission;
* Members: Here, there will be three links to other pages with: Co-chairs; Steering committee; and Members. In each page, clicking on one member, you will go to a new page with an info graphic that will serve as easy-to-read member description;

3. News:

* Latest news and events;
* Blog posts;
* Featured initiatives.

4. Become a member:

* Benefits: in this page we will write a short explanation of the benefits of being a member of the network and resources related to why is it important to work together to better coordinate the global action on disability. Adding a video could help;
* Guidance: this page will explain which are the requirements to become a member and will provide with the contact of the person in charge of receiving proposals for membership.

5. Contact us:

This section will provide the user with addresses (with maps) of the offices and other contact details of the co-chairs’ offices.

**Private section**

6. Log in:

To have a log in, the user has to send a request identifying themselves, so GLAD secretariat will be able to recognise them and give them a user and password to join. The user will also be able to create his own profile (name of the individual, name of the organisation he/she works in, picture, description).

The log in page will lead to the private section, which will present three main areas: Connect; Discover; Share.

Connect:

In this page, there will be this quote: “Interact with other members and participate in forums and communities.” Here, the user will be able to navigate and to look for resources through four categories/buttons:

* Member Search (Provides a simple search of registered users of the platform);
* Online Communities (Facilitates privately or publically visible virtual engagement among groups dedicated to a particular interest area, initiated by registered users);
* Surveys Area (Allows any registered user to create and apply a survey among registered users);
* Events Calendar (Features disability-inclusive development related events (GLAD meetings, UNCRPD-related meetings, Seminars, Workshops, Courses etc.)).

Discover:

In this page, there will be this quote: “Find information, people, institutions, programs, etc.” Here, the user will be able to navigate and to look for resources through five categories/buttons:

* Publication Search (Facilitates comprehensive search of the platform’s publications);
* Programme Search (Provides a comprehensive and comparative overview of disability-inclusive development programmes globally);
* Stakeholder Search (Allows one to search for relevant institutions in the disability-inclusive development field);
* Learning Tools (Grants access to practical guides for designing, implementing and managing disability-inclusive development programmes, and to self-paced e-learning courses);
* Disability Inclusion Glossary (Hosts discussions around disability-inclusive development related terminology).

Share:

In this page, there will be this quote: “Contribute your knowledge to the GLAD Network.” Here, the user will be able to navigate and to look for resources through five categories/buttons:

* Publication submission
* Event submission
* News submission
* Forum Topic submission
* Comment submission