****The International Disability Alliance (IDA) is seeking:

**Online information management and data visualisation services to support the active engagement of organisations of persons with disabilities in decision-making**

**Terms of Reference**

July 2019

**About IDA**

We are an alliance of networks. IDA brings together over 1,100 organisations of persons with disabilities and their families from across eight global and six regional networks.

Together we [promote the rights of persons with disabilities](http://www.internationaldisabilityalliance.org/node/80) across the United Nations' efforts to advance human rights and sustainable development. We [support organisations of persons with disabilities](http://www.internationaldisabilityalliance.org/node/52) to hold their governments to account and advocate for change locally, nationally and internationally.

The cornerstone of our work is the [United Nations Convention on the Rights of Persons with Disabilities](http://www.internationaldisabilityalliance.org/node/165) (UN CRPD). We promote the effective and full implementation of the UN CRPD, and compliance by governments and the UN System, through the active and coordinated involvement of representative organisations of persons with disabilities at the national, regional and international levels. The 2030 Agenda and its Sustainable Development Goals are also integral to IDA's work to promote inclusive, [sustainable development](http://www.internationaldisabilityalliance.org/sdg) in line with the UN CRPD.

With [member organisations](http://www.internationaldisabilityalliance.org/node/30) around the world, IDA represents the estimated one billion people worldwide living with disabilities. This is the world’s largest – and most frequently overlooked – marginalised group. IDA, with its unique composition as a network of the foremost international disability rights organisations, is the most authoritative representation of persons with disabilities on the global level, and acknowledged as such by the United Nations system both in New York and Geneva.

More information is available on [www.internationaldisabilityalliance.org](http://www.internationaldisabilityalliance.org)

**Rationale**

In the context of its strategic planning process 2020-2023, IDA aims to invest in information management solutions to support communication, information sharing and ownership of the work of the alliance by its constituencies. This investment should support the strengthening of IDA’s overall monitoring and evaluation system, as well as communication and accountability on our work.

This will include a wide range of tools, including:

* **An online map of our member organisations and their respective members**: the global momentum on disability creates more opportunities for DPOs to engage in shaping policies and programmes to advance the rights of persons with disabilities; an accessible online mapping is to support collaborations within the alliance, between its members and partners and to support identification of DPOs to support new partnerships for disability-inclusive work
* **A tool to build online accessible surveys, including decentralised distribution of access rights to facilitate the use of existing online survey tools in an accessible / decentralised manner**: IDA recently launched an online Global Survey on DPO participation in development programmes and policies (in 7 languages including International Sign) which will be reconducted every 2 years and serve as an accountability tool; IDA is seeking support to improve the survey tools, including accessible questionnaire and data collection by our members, data visualisation tools to ensure access to the results

In the future, it is anticipated that IDA may require other data visualisation tools may be required to support online knowledge management and monitoring of IDA’s work, such as monitoring of human rights related indicators, or a DPO participation index developed from the data of the Global Survey. Additional services will also be sought to develop an online help-desk platform.

**Services required**

IDA is, therefore, looking for services to develop interactive online mapping and survey and data visualization tools, to be hosted on its website [www.internationaldisabilityalliance.org](http://www.internationaldisabilityalliance.org) or as an embeddable application.

1. **Mapping of IDA members**

Deliverables:

IDA requires two types of tools/ online app for the mapping of its members, members’ members (and potentially mapping of synergies with IDDC partners):

1. Interactive map visualising members per country and region of the world
2. Interactive network of members and connections between them at various levels (global, regional, sub-regional and national levels)

These interactive tools have 2 objectives: (1) bring evidence of the outreach and scope of IDA as a network of organisations of persons with disabilities globally; (2) stimulate partnerships and collaborations where members and/ or partners are present in the same region/ country.

They should enable users to respond to questions such as: Where are IDA members? What are the connections between them? Who is working where? Where are members working in the same country? Where do other disability-inclusive development partners work (members of IDDC)?

Features:

* For the interactive map of IDA members’ members:
	+ colour scale indicating the number of members in country;
	+ the mapping should be dynamic i.e. when clicking on a region or a country in the map only members in this country will be displayed.
* For the interactive network of IDA members’ members:
	+ dynamic relationship graph allowing to view how member are connected together
	+ Relationships and information displayed on the interactive tools shall be entered directly from within the application
* Include the possibility to add an additional layer of information to also include information on the International Disability and Development Consortium (IDDC), a network partner of IDA and its members; explore possible synergies with the GLAD stakeholder mapping as relevant
* Accessibility of the map should be ensured, both for users with visual impairments and using screen readers, as needed using an alternative search function that enables to access result information other than on a visual map

Timeline: by December 2019

1. **Accessible online survey solutions**

In 2018, IDA launched the [first IDA Global Survey on DPO participation in development programs and policies](http://www.internationaldisabilityalliance.org/global-survey-launch-2019), which will be reconducted every 2 years (see initial report [here](http://www.internationaldisabilityalliance.org/global-survey-preliminary-results-2019)). This survey was probably one of the most accessible survey of that magnitude, using a software accessible to screen readers, and with a questionnaire in plain language, translated into 7 languages including International Sign, with the possibility for respondents to send video-responses on International Sign.

Multiple challenges were faced, however, and IDA faced technical challenges linked to limitations of existing online survey tools (e.g. limited options for formatting or management of multiple languages) and collation of the data into a robust unique dataset.

In the future, IDA also seeks to explore options for decentralised distribution of data collection/access rights through hosting the survey on the websites of our members.

Deliverables:

IDA is, therefore, seeking support to improve the IDA Global Survey online questionnaire and data compilation, either through a tool to build online accessible surveys (including decentralised data entry options) or through technical expertise to facilitate adaptation of existing online survey tools in ways that fully address the requirements of IDA Global Survey. The next iteration of the IDA Global Survey is expected to be launched at the end of 2020.

1. Accessible online survey tool to host the questionnaire of the IDA Global Survey (and potentially other future accessible surveys) or technical guidance to facilitate the interface with providers of existing online survey tools.

Features:

* Management of multiple languages and simplified aggregation into one dataset
* Sufficient options for formatting of the questionnaire design in support to accessibility requirements (such as hover box to enable display of word definitions, flexible skip options, video uploading function)
* Decentralised hosting options on multiple websites with the possibility to aggregate data into one dataset (optional to be discussed)
* Direct feed into SPSS or equivalent statistical tools
* Features enabling to manage compliance with GDPR

Timeline: by May 2020

1. **Accessible online data visualisation tools**

Complementary to the above, IDA is seeking technical support and solutions to visualize results of the IDA Global Survey online, including a potential DPO participation index (composite index). Such solutions may also be useful to visualize data from other core IDA indicators and therefore adaptability will be an added value.

Deliverables:

1. Online data visualisation based on the dataset of the IDA Global survey, such as maps with levels of participation, results of survey by theme/ region/ country
2. Interactive visualization of the composite DPO participation index

Features:

* Online data visualization should be linked/ using to the global survey dataset
* Features will depend on the strength of data collected (number of responses will have a significant impact on the possibility to disaggregate or not)
* DPO participation index: explore possibilities of an interactive index/ chart reflecting the composite index per country or region when selecting a region;
* Detailed visualization; one chart per (selected) survey question aggregating responses globally, per continent or per country
* Exchange with IDA academic partners in charge of developing the DPO participation index methodology

Timeline: by December 2019 for the first visualisation of data from the initial Global Survey report; by July 2020 for a more complete set of tools linked to the new version of the online questionnaire and the DPO Participation Index.

1. **Additional tools for online data entry support IDA monitoring and evaluation system (with distribution of access rights)**

As IDA further develops its monitoring and evaluation strategy, new tools and functions for online information management will be required. While the scope of tools required is not defined yet, we anticipate a possible extension of the types of services procured. The understanding of the range of possible services that can be procured from the provider will also orient our choice for the services described above.

Therefore, IDA is interested to receive:

1. Information on the set of possible online monitoring tools (e.g. building data collection forms, integrated M&E system with qualitative and quantitative indicators)

**Features applying to all services required above:**

Accessibility:

* Respecting WCAG 2.1 standards AAA
* Information should also be made accessible in another format, enabling people using screen readers for example to access key information available on the map in text
* User-friendliness should be optimized

Other:

* Interaction within a Drupal framework (used for IDA website) / the app may be independent but must be embeddable within IDA website
* Design following the IDA website graphic chart
* The app development should anticipate evolving needs, and complementary data visualisation needs, such as those mentioned above (IDA global survey and GLAD mapping) – enabling continuous integration/ agile development
* Ensuring data security and privacy (allowing to easily define which user has read and/or write access)
* Email/ password-based authentication process. Some information (contact details etc) should be accessible only to authorized staff or members; other information will be public.

**Timeframe and interlocutors**

Please refer to the indicative timeframe under each service as described above.

IDA also seeks to procure advisory support for the IDA Global Survey on Participation of DPOs in Development Programmes and Policies (see tender released at the same time as this one). IDA will seek different complementary advisor profiles to engage in support of these complementary services.

The selected service provider will work closely with IDA monitoring and evaluation officer (based in Canada), with IDA Programme Manager (based in France) and other staffs and partners (including the university collaborating on the survey data analysis). Flexibility to work across different time zones for required calls is therefore indispensable.

IDA may also mobilize some of its members as an interface on different aspects of the work, including accessibility features.

**How to respond**

Interested consultant/teams should send:

* A letter including (1) a brief description of the consultant’s interest and availability, (2) specific added value that they can bring to this work, (3) relevant information demonstrating track records in areas relevant to the outcomes expected from this tender.
* A quote/ financial proposal that indicates all-inclusive fixed total contract price, per component/ deliverable

Please send the required information to consultancy@ida-secretariat.org no later than 22 August 2019 with Subject Title “Procurement Online Services IDA Global Survey”.

IDA reserves the right to select different providers for the different services described above, although it is preferable to identify a unique interlocutor.