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| **Terms of Reference**  **IMPLEMENTATION OF NEW FEATURES TO THE GLOBAL ACTION ON DISABILITY (GLAD) COLLABORATION PLATFORM** |

The Global Action on Disability (GLAD) Secretariat seeks a consultant or firm with relevant expertise to implement new features in [its existing online collaboration platform](https://gladnetwork.net/) to support the goals of the GLAD Network and its geographically dispersed members. Any changes to the website developed using Drupal will need ensure it maintains its compliance 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. The [List of GLAD Network members.](https://gladnetwork.net/members) The Network supports collaboration amongst its members 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](https://gladnetwork.net/five-goals-glad-network) is 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

To know more about the GLAD Network, visit its [website](https://gladnetwork.net/) or read the [Terms of Reference](https://gladnetwork.net/search/resources/glad-terms-reference) and [Membership Guidelines](https://gladnetwork.net/search/resources/membership-guidelines).

1. **THE GLAD ONLINE COLLABORATION PLATFORM**

**Objectives**

The GLAD Online Collaboration Platform supports the goals of the GLAD Network by facilitating 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.

The platform has a flexible and incremental platform design, which can be added and developed overtime. It has a responsive, modular interface, which can be easily adjusted iteratively, including multiple sub-applications that can be plugged or unplugged without re-engineering the system. In this way, the platform will be adapted to the needs of the Network, depending on its priorities that may arise.

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. Consistent 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.

**Private members’ area**

The GLAD Platform has a private area, which is organized in two levels:

1. The main private area with working groups’ areas, and Resource, News, Events and Blog search pages – this area can be accessed by the GLAD member with a login and password that was provided by the GLAD Secretariat;
2. Private modules that have an additional privacy layer. These modules can be accessed by members with credentials provided by the Secretariat and who have also manually been assigned to one or more private modules, depending on their member type and role in the Network (i.e. the Steering Committee has a private module that can be accessed by GLAD Steering Committee members, only).

GLAD members who access the private area of the GLAD Platform and/or the private modules, can be given different roles:

* The “Anonymous user” is a person visiting the GLAD Platform who does not have a login and password to access the private area, therefore, only the public content will be available from his user perspective;
* The *“Restricted user”* can only access a section of the private. This section is selected by the website administrator, and the role of restricted user can be given to observers to a GLAD meeting, as they would need to access a specific part of private content and background information on the event;
* The *“Editor”* can access the entire private area of the platform, including the private modules the editor is assigned to, and can actively share content pages (i.e. News, Resources, Blogs, Events) that will then pass under the moderation of the “Content approver” and the “Administrator”;
* The *“Content approver”* can access all private areas and modules of the platform and can moderate the content pages that have been sent for their review by members prior to posting;
* The *“Administrator”* has access to the most complete backend of the website and can moderate the creation of content pages and creating new ones himself. The administrator also manages other aspects of the platform (i.e. working group areas, footer, etc.).

1. **DESCRIPTION OF THE SERVICE AND DELIVERABLES**

The successful company/vendor/agency will, in close cooperation with the GLAD Secretariat, implement the following features to the existing platform:

***Deliverable 1: Adding notifications system for the log-in area***:

Adding an in-website notifications system to inform members on the most recent content uploaded on the platform.

*Technical description*: The notification functionality should have these characteristics:

* When a member accesses the platform, he/she should have a notification box where he/she can find the links to visit the most recent News, Discussions, Resources, Blog posted;
* The notifications box will be included in the design similarly to how it looks in Facebook;
* A user will be able to find a list of messages like the following one: *“The* [*International Disability Alliance*](https://gladnetwork.net/search/members/international-disability-alliance) *posted a Blog on* [*Conference of States Parties*](https://gladnetwork.net/search/blog/conference-states-parties-crpd-cosp) *2 hours ago”.*

*Assumptions*:

* *Anonymous users[[1]](#footnote-1)* cannot receive notifications, nor finding the notifications box on the screen;
* The information received through the notification system is compliant with the different roles of the users in the platform. For example: A restricted user will receive information on new content that has been uploaded only as a public content or in the private module he is assigned to; An editor will receive notifications linked to public content, private content of the main private area and private content that has been posted in the private module(s) he/she was assigned to;
* The notifications functionality, like every other on the GLAD Platform, is a tool that complies with the Web Content Accessibility Guidelines 2.0 (WCAG), AAA level.

***Deliverable 2: Maintenance, support and possible adjustments to existing functionalities:***

During the time of the project implementation, there will be time allocated for implementation of the software’s updates, in order to make sure that the platform will improve its stability and security level. The service should include the following components:

* Drupal core updates (security + improvements), Drupal community contributed modules updates (security + improvements) and deployments related to the updates
* Patch and minor version updates
* Source code storing and backup
* Manual client approval on dedicated demo environment
* Incident Management and standby team for resolution of raised incidents (of all priorities’ levels) and necessary deployments related to incidents included in the hours agreed
* Possible changes to other existing functionalities of the platform (i.e. users’ roles adjustments)
* Support in the renewal of existing security certificates, Cloud space and domain of the website
* A fixed number of hours for support, possible changes, and bug fixing (at least 4 per month in the duration of the project)

*Assumptions*:

* In consultation with the website providers, the GLAD Secretariat will indicate which are the elements to be prioritized in those hours available

1. **APPLICATION PROCESS**
2. **Duration:** September - December 2019
3. **Location:** Remote
4. **Administrator:** International Disability Alliance on behalf of the GLAD Network.
5. **Timeline:**

* **Deadline for applications:** Interested applicants should submit a proposal by **11 September 2019, 5:00pm (Geneva time)** to [**consultancy@ida-secretariat.org**](mailto:consultancy@ida-secretariat.org) **copying** [glad@ida-secretariat.org](mailto:glad@ida-secretariat.org)
* **Selection:** The shortlisted service providers company will be interviewed and selected by 16 September 2019

1. **Proposal:**

* Proposal should contain a pro forma invoice (quotation), addressed to IDA, dated, and indicating the costs for each deliverable. Any further cost breakdown is appreciated.

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

* Company and team profile (Board of Directors, Office location(s); key staff to be involved in website and their relevant experience etc.)
* Proposed methodology/approach (including approach to testing, training of GLAD Secretariat, and details of SEO strategy, analytics and website monitoring report capabilities, security etc.)
* Detailed timeline with deliverables
* Proposed technology (including justification and highlighting the technology’s pros & cons)
* Links to examples of completed work similar in scope to this assignment

1. The “Anonymous user” is a person visiting the GLAD Platform who does not have a login and password to access the private area. [↑](#footnote-ref-1)