

## Terms of Reference

### Creating and Maintaining Accessible Website for the Reference Group on Inclusion of Persons with Disabilities in Humanitarian Action

#### About us

##### **International Disability Alliance (IDA)**

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

Together we promote the rights of persons with disabilities across the United Nations' efforts to advance human rights and sustainable development. We support organisations of persons with disabilities 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 (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 integral to IDA's work to promote inclusive, sustainable development in line with the UN CRPD. More information can be found at [www.internationaldisabilityalliance.org](http://www.internationaldisabilityalliance.org).

##### **About the DRG**

In 2020, the Reference Group on Inclusion of Persons with Disabilities in Humanitarian Action Disability Reference Group (hereinafter DRG) was established following the launch of the [IASC Guidelines](#) on Inclusion of Persons with Disabilities in Humanitarian Action. The Reference Group aims to sustain gains made and further advance disability inclusive humanitarian action, for a real impact to be seen 'on the ground'. The DRG is a platform fostering cooperation between UN, International Agencies, non-government organizations (NGOs) and organizations of persons with disabilities (OPDs) in promoting disability inclusive humanitarian response, including, but not limited to, supporting the development, dissemination and implementation of key guidance materials, including the IASC Guidelines. The Group will build on and reinforce efforts of individual organizations in this regard; and links with broader processes for strengthening the quality and accountability of humanitarian action inclusive of persons with disabilities.

Membership of the Group is open to international, regional and local OPDs, NGOs and UN agencies, as well as interagency networks, multilateral or bilateral agencies, private sector, academics and others committed to promoting inclusion of persons with disabilities in humanitarian action.

By July 2023, the DRG has over 300 members and is co-chaired by the International Disability Alliance, CBM Global, and UNICEF. To learn more about the DRG please visit: <https://www.internationaldisabilityalliance.org/drg>

## DRG's Website

### Purpose

As a key step towards fulfilling its mandate, the DRG is establishing its website serving the below purposes:

- Provides a platform where members can access all updates about DRG work, resources produced, and ways of engaging;
- Resources and material related to advance inclusion of persons with disabilities in humanitarian action shared in accessible formats;
- Serves as a platform to advertise upcoming opportunities with DRG, events, training etc;
- Host DRG communication channels.

### Audience

- DRG members, including organizations of persons with disabilities, humanitarian actors, UN agencies and others working to enhance inclusion of persons with disabilities in humanitarian action;
- Donors, diplomatic community, and governmental agencies;
- People interested in disability inclusion and humanitarian action from diverse geographic locations and with different impairments.

## Consultancy Deliverables

### Required Features of the Forthcoming DRG Website

To meet the needs of the audience that the DRG currently has, as well as the broader communities that DRG may engage with in the future, the DRG website needs to showcase transparent and effective communication that enables it to network widely and communicate effectively.

- A website with 8 to 12 pages. Developing pages will be in consultation with DRG co-chairs and DRG communication staff will be required.
- A proposal for 3 templates suitable for the various types of content to be added to the website,
- A proposal for a homepage reflecting DRG's graphic identity,
- The iterative design, development, testing, and delivery of the website,
- The creation of a functioning sitemap,
- The creation of a keyword strategy that will advance the website's SEO,
- The implementation of a social media widget supporting DRG social media platforms, and
- The definition and implementation of user roles and access rights for website management.

## Hosting, maintenance, and support

As part of this engagement, the consultant will be required to provide the hosting, maintenance, and support of the website on an ongoing basis.

The proposal must include:

- A managed hosting service package describing service levels, data protection and security measures, data storage and transfer limits, backup and recovery plan.
- A maintenance & support package should include:
  - Timely system upgrades,
  - Timely response to DRG's inquiries,
  - An immediate response to critical issues (system availability issues for example),
  - Bug fixes, and
  - Minor improvements.
- A training package, in writing and/or webinar training which will be recorded, describing the steps for individuals to update the website autonomously.

Since the DRG is not registered as a legal entity, the contract and payments will be managed by IDA on behalf of the DRG. However, your performance and fulfilment of different components of the project will be confirmed by DRG co-chairs.

In order to guarantee ability to switch providers, all artefacts (source code, credentials, hosting, licences, etc.) required to build, deploy and run the website should be the property of IDA on behalf of DRG. For the same reason it is required that the service provider minimises the use of proprietary/closed source system components.

### Non-functional requirements

- Availability & Performance: the website should be highly available and its performance in line with industry standards,
- Responsiveness: the website should be fully responsive and support all modern browsers on all devices - phone, tablet, etc.,
- Ensure the online content is accessible on all platforms offering a user experience reflecting up-to-date industry standards (PC, tablet, smartphone, etc.),
- Accessibility: the website should be fully accessible and comply with WCAG 2.1 and ATAG.
- Extensibility: the website should be extensible and support the addition of new features as requested;
- Transferability: the website should be transferable to another service provider at any time,
- Maintainability: the website should be maintainable by current and future providers,
- Internationalisation: the website should support multiple languages, and
- GDPR compliance: the website should comply with [GDPR requirements](#).

### Tentative consultancy timeframe and deliverables

Project Kick-off	<ul style="list-style-type: none"> <li>● Scoping document</li> <li>● Detailed project plan including milestones</li> </ul>	November 13, 2023
------------------	--	-------------------

	<p>and staffing</p> <ul style="list-style-type: none"> <li>● Communication and meeting plan</li> <li>● Roles and Responsibilities</li> </ul>	
DRG website live	<ul style="list-style-type: none"> <li>● New Pages</li> <li>● Training Material</li> </ul>	December 11, 2023

## Vendor qualifications

- Extensive experience in website creation. Examples will be required,
- Extreme fluency with HTML5/XHTML and CSS,
- Experience building user interfaces for websites and/or web applications,
- Experience defining and implementing website management tools within the user interface to ensure quality of website postings and changes,
- Experience designing and developing responsive design websites,
- Demonstrated experience building highly accessible websites (front-end and back-office),
- Have wide experience in website development and have developed at least two websites of a similar size or structure (for instance, other NGO websites).

## How to apply

If interested, please send an email to [tenders@ida-secretariat.org](mailto:tenders@ida-secretariat.org) indicating in the subject “*DRG website creation*” and request for tender dossier. The deadline for application is September 24 2023.

## Annex 1 - Selection process, inquiries, and timeline

Your proposal should include a timeline for the project including the major milestones, staffing plan.

<b>Selection process and tentative timeline</b>	
<b>Milestone</b>	<b>Dates</b>
<b>RFP release date</b>	24 August 2023
<b>Application deadline</b>	24 September 2023
<b>Shortlist communication (5 proposals)</b>	2 October 2023
<b>Shortlisted proposal evaluation &amp; review</b>	16 October 2023
<b>Presentation by providers</b>	23 October 2023
<b>Final provider selection</b>	30 October 2023

## Annex 2 - Deliverable cost & time estimates

For each of the following deliverables, please provide cost and time estimates:

<b>Deliverable</b>	<b>Cost (in man/days and \$)</b>	<b>Time frame</b>	<b>Comments</b>
<b>Developing DRG website</b>			
<b>New pages design</b>			
<b>New pages implementation</b>			
<b>Training sessions/material</b>			
<b>Hosting, Maintenance &amp; Support services</b>		On the job	

## Annex 3 - Non-financial evaluation grid

<b>Criteria</b>	<b>Max</b>
Organisation and methodology	10
Proposal delivery time	5
Technical ability (supported by the portfolio)	20
Creative and design ability (supported by the portfolio)	15
Training material production	5
Experience with accessibility	15
Support and maintenance conditions (SLA, ticketing ...)	15
Customer-vendor relationship	5
Domain specific knowledge - work with non-profit	5
Availability & Staffing capacity	5
<b>Total</b>	<b>100</b>