Disability Rights Fund (DRF)

Consultancy to support DRF’s Dropbox-to-SharePoint transition

Terms of Reference - Request for Proposal

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# Introduction

The Disability Rights Fund (DRF) is transitioning from Dropbox to SharePoint as its primary document management and collaboration platform. This transition aims to enhance data security, streamline workflows, and ensure efficient document management across all teams. The transition is scheduled to be completed by June 30th, 2025, with a phased migration plan and dedicated training for staff. Part of the transition is already ongoing, but in consideration of the significance and magnitude of the process, DRF seeks a consultant (team) to support this critical process.

# Background information

The Disability Rights Fund and Disability Rights Advocacy Fund are grantmaking collaboratives that support organizations of persons with disabilities (OPDs) around the world to build diverse movements, ensure inclusive development agendas, and achieve equal rights and opportunity for all.

Through DRF/DRAF support, OPDs are equipped to advocate for implementation of the Convention on the Rights of Persons with Disabilities (CRPD), the Sustainable Development Goals (SDGs), and other relevant mechanisms (such as GDS Commitments, the Marrakesh Treaty, and the African Disability Protocol), and to build strong, inclusive, and intersectional movements at local and national levels. To do this, DRF and DRAF currently administer three funding streams (summarized below) during our grantmaking rounds: Small Grants, Mid-Level Coalition Grants, and National Coalition Grants.

This consultancy is for DRF although their impacts will span across the two organizations.

# Objectives of the consultancy

The consultant will provide technical and strategic support to ensure a seamless transition and adoption of SharePoint. This includes ensuring proper user adoption, addressing potential risks, and providing training and troubleshooting support. Scope of the work.

## Scope of the work

The consultant will be responsible for the following tasks:

Primary tasks:

1. Training and capacity building – Develop and conduct SharePoint and OneDrive training sessions for DRF staff; Provide guidance on document versioning, permissions, collaboration workflows, and best practices; Offer one-on-one or team-specific support as needed.
2. Change Management and User Adoption – Support the IT department and team leads in ensuring smooth adoption of SharePoint and the finalization of the intranet’s SharePoint spaces; Provide recommendations on best practices for ongoing document management; Identify challenges in staff adoption and propose solutions.
3. Post-migration review – Assist in conducting a post-migration audit; Support the IT and Monitoring, Evaluation, Accountability, and Learning (MEAL) teams in evaluating the success of the transition; Document lessons learned and recommendations for future improvements.

Secondary tasks:

1. Data migration support – Assist the IT department in completing the migration of all files from Dropbox to SharePoint; Validate file integrity, structure, and accessibility post-migration; Ensure data security andvalidate backups.
2. Technical support and troubleshooting – Identify and resolve synchronization issues between Dropbox and SharePoint; Ensure correct setup of permissions, access controls, and folder structures; Provide hands-on troubleshooting for staff experiencing challenges in using SharePoint.

## Deliverables and timeline

The consultant is expected to deliver:

1. Completion of the full migration of files to SharePoint, ensuring accuracy and accessibility – March 31st 2025
2. Technical report outlining any synchronization issues and resolutions – April 30th 2025
3. Organizing and finalizing the microsites and intranet landing page.
4. At least two training sessions for staff on SharePoint and OneDrive usability and functionalities – June 30th 2025
5. User guide and FAQs to support staff in using SharePoint and OneDrive effectively – April 30th 2025
6. Final report, including post-migration audit results and recommendations – BY June 30th 2025.

# Duration of the contract and budget

The contract duration is 3 months starting as soon as possible.

The maximum budget for the contract is 25,000 USD

# Qualification and experience

Applicants shall provide proof of:

1. At least 5 years of proven experience in SharePoint deployment and migration.
2. At least 5 years of expertise in document management, data security, and IT support.
3. At least 3 years of experience in training and change management related to digital transformation.
4. At least 2 years of experience in digital accessibility for persons with disabilities.

The experience shall be clearly indicated and referenced to in the application dossier (see below, Application process). Applicants shall provide at least 3 references of past clients.

# Application process

Individual and corporate applicants are asked to submit their dossiers in response to this ToR for review. The dossiers must include:

1. Company profile (if applicable).
2. CV of the consultant(s) for the assignment, ensuring that clear indication of the expected qualifications and experience is available.
3. Financial proposal.
4. Three (3) references of past clients for similar assignments.

# Process for Interested Parties

Applicants shall submit their proposal **by email only to** **procurement@disabilityrightsfund.org** **by Monday, 24th March at 6:00 pm Boston ET time**. All inquiries about the selection process shall be submitted to the same email address.

# Additional information

Interested parties must comply with the proposal requirements described in this ToR in order for DRF to fully and properly evaluate each proposal. DRF reserves the right to reject any proposal that is not in compliance with the ToR, including without limitation any proposal that is incomplete, is conditional, or contains irregularities of any kind; provided, however, that DRF also reserves the right to waive any such non-compliance.

Before submitting a proposal, interested parties must thoroughly examine the ToR and familiarize itself with applicable laws and regulations and any other circumstances or conditions that may affect the cost or performance of the requested services. Failure to familiarize itself with the ToR will not relieve the proposer from any obligation with respect to its proposal or any contract that may be entered into with DRF.

For subcontractors, the submission of a proposal will constitute a representation by the bidder that it understands and has complied with every requirement of the ToR.

DRF reserves the right to amend the ToR at any time. Any amendments to the ToR will be issued through written addenda. DRF will provide copies of each addendum to all interested parties who, according to DRF’s records, received the ToR. Addenda will be sent via e-mail to the e-mail address provided by the bidder. Any addenda so issued will become part of the ToR. Each bidder is responsible for determining that it has received all addenda issued, and failure of a bidder to receive an addendum will not relieve such proposer from any obligation under its proposal as submitted or any contract subsequently entered into with DRF.

Any clarifications or interpretations and any supplemental instructions or forms, if issued, will be issued in the form of written addenda prior to the deadline for submitting proposals. Oral clarifications, interpretations, instructions, or other communications will be of no effect. DRF will not be responsible for, and a proposer may not rely upon, any information, explanation, or interpretation of the ToR rendered in any fashion except as provided herein.

The ToR is not binding on DRF. DRF reserves the right to amend or withdraw the ToR at any time its sole discretion before the execution of a contract. In such event, DRF will not be liable to any bidder for any costs incurred by it as a result of the amendment or withdrawal of the ToR. The ToR has been prepared solely to solicit proposals and is not a contract offer. The only document that will be binding on DRF is the contract duly executed by DRF and the selected service provider after the completion of the selection process and the award and negotiation of the contract.

Time is of the essence in submitting proposals. Interested parties are cautioned to allow ample time to prepare and transmit their proposals. All portions of and attachments to any proposal must be received by the proposal deadline.

Any proposal may be withdrawn by the bidder or its duly authorized representative by written notice received prior to the proposal deadline by DRF at the address specified above for receipt of proposals.

At any time prior to the proposal deadline, a bidder may submit an amendment to a proposal previously submitted. Any such amendment must be submitted in writing in the same manner as the original proposal. DRF reserves the right to disregard any amendment submitted that does not indicate clearly and precisely the proposed modifications to the original proposal.

DRF reserves the right to reject any or all proposals if it determines that such action is in the best interests of DRF.