

Disability Rights Fund – Accessibility Testing and Training, Office 365

Terms of Reference (ToR)

Table of contents

- 1. Introduction..... 2
- 2. Background information 2
- 3. Objectives of the assessment and expected deliverables..... 3
- 4. Minimum requirements for the contractor 4
 - 4.1 Subcontractors 4
- 5. Duration of the assignment 5
- 6. Fees..... 5
- 7. Application and evaluation and qualification criteria 5
- 8. Process for Interested Parties..... 6
- 9. Additional information..... 6

1. Introduction

This document sets forth the Terms of Reference (ToR) on which the Disability Rights Fund (DRF, the organization) and the Disability Rights Advocacy Fund (DRAF) solicit proposals for accessibility testing and training in a Microsoft Office 365 environment.

DRF and DRAF are sister organizations. They operate as grant-makers supporting persons with disabilities in the Global South to advance legal frameworks to realize their rights. The scope of the assessment encompasses both the DRF and the DRAF. For the purposes of this ToR, DRF and DRAF are collectively referred to as "DRF".

These ToR will become an integral part of the contract concluded between DRF and the selected contractor.

2. Background information

The Disability Rights Fund is a grantmaking collaborative between donors and the global disability rights community that provides financial and technical resources to organizations of persons with disabilities to advocate for equal rights and full participation in society.

Since 2008, DRF and its sister organization, the Disability Rights Advocacy Fund (DRAF), have funded organizations of persons with disabilities (OPDs) across the Global South – primarily in Africa, Asia, the Pacific Islands, and the Caribbean – to participate in ratification, implementation, and monitoring of the Convention on the Rights of Persons with Disabilities (CRPD).

Through grantmaking, advocacy, and technical assistance, our funds support OPDs to use global rights and development frameworks, such as the CRPD and the Sustainable Development Goals (SDGs), in their work, ensuring no one is left behind.

As a pooled fund, the Disability Rights Fund:

- Combines the resources of multiple governmental, private, and public donors.
- Enables donors to harmonize their efforts towards disability-inclusive funding.
- Reaches grassroots, marginalized, and high-risk organizations that larger donors cannot reach.
- Facilitates feedback about donor investments in this neglected area of human rights and development.
- Demonstrates results of disability-inclusive development.

For more information on DRF, follow this link: <https://disabilityrightsfund.org/more-drf-info/>

Currently, DRF is engaged with the reinforcement of its IT system, based on a Microsoft (MS) environment. DRF counts on a staff of around 30 members and consultants operating from 16 different countries and 7 different time zones. Around half of DRF staff identify as a person with disability.

3. Objectives and expected deliverables

DRF aims to recruit a contractor to support the consolidation of the use of MS Office 365, with particular regards to:

1. Review the accessibility setup, and
2. Deliver a technical training for its effective use.

In particular, the focus is on SharePoint. However, in consideration of the interconnectivity of the MS environment, specific actions on other MS tools and software may be possible, with particular regards to OneDrive and TEAMS.

The contractor will work in close liaison with the Chief Operating Officer, the Senior Advisor, Inclusion & Accessibility, and the IT Officer to maximize the use of SharePoint and ensure consistency across DRF's Office365 structure and enhance our understanding of the suite.

3.1 Tasks

The contractor will:

- a) Perform a customized accessibility testing of DRF's Microsoft environment.
- b) Train DRF staff on Office 365 suite (OneDrive, SharePoint, Teams, Planner, others), their functionalities and interaction within and between them, with particular regard to specific SharePoint features (workflows, libraries, wikis, etc.).
- c) Train DRF staff on sharing of files and syncing between OneDrive and SharePoint.
- d) Train the full DRF team on the steps they need to take to ensure widespread accessibility for different disability types (staff with visual impairments, staff who are neurodiverse),
- e) Customize trainings (possibly 1:1) for staff with disabilities who are visually impaired, neurodiverse, or where English is not the first language.
- f) Provide recommendations for alternative IT solutions we may consider if situations occur in which Microsoft features are inaccessible to staff.

In this framework, the contractor will consider:

1. Specific accessibility features.
2. Best ways to share documents on SharePoint for screen-reader users, including up-to-date keyboard commands, accessibility of team editing, etc.
3. Use of desktop apps vs. online versions.
4. Recommendations for improving file and folder naming system to maximize accessibility especially in searching for a file.

5. Creation and use of accessible documents (MS Word, Excel, PowerPoint, etc.), online meetings, emails, etc.

3.2 Expected deliverables

Following the kick-off meeting with DRF in early January 2024, the contractor will deliver:

1. One brief inception report detailing the different phases of the service.
2. An accessibility report, with action points to ensure full and customized accessibility.
3. A set of training in line with what indicated under sections 3 and 3.1.

4. Minimum requirements for the contractor

The contractor must possess a minimum of 5 years' demonstrated experience in IT accessibility and Microsoft Office 365 environment. It is expected that within the team, members have lived experience of disability and/or have worked alongside people with disabilities to create accessible IT systems and to trouble shoot inaccessible systems to ensure staff can fulfil duties independently.

The Contractor shall provide experienced personnel, capable of and devoted to the successful accomplishment of work to be performed under the Contract resulting from this ToR. The Contractor shall assign specific individuals to key positions (Key Personnel) in support of the Contract. Proposers shall address the following requirements:

1. Number of employees with experience delivering the tasks indicated in the ToR
2. Organizational chart showing key personnel to support DRF.
3. Describe proposed engagement team to support DRF.
4. Roles, brief description of relevant experience for each member of the team.
5. Specify the home office of each member of the engagement team.
6. Specify the proposed engagement team's previous experience working with other clients.
7. Include a detailed resume for each member of the engagement team.
8. The Selected Contractor must agree to conduct a complete background investigation on all employees assigned to this account, if requested by DRF. Any areas of concern will be made known to DRF.

The selected contractor will be required to abide by DRF policies.

4.1 Subcontractors

The Contractor shall assume responsibility for coordination, control, performance and all acts and omissions of Subcontractors. DRF reserves the right to review agreements with Subcontractors. DRF shall not have a contractual relationship with the Subcontractors for any services provided under the Contract resulting from this procurement. (Existing contracts

between DRF and any potential Subcontractor do not apply). Proposed Subcontractors may be required to participate in oral presentations and/or demonstrations.

5. Duration of the assignment

The assignment is expected to span from January to April 2024, beginning on the day of the signature of the contract until the submission of the final deliverables (see Section 3).

6. Fees

The awarded contract shall not exceed a total of 25,000 USD for all services described in this ToR and performed by the selected Contractor.

DRF will not consider proposals which exceed this annual threshold during any period of the proposed four-year contract term.

7. Application and evaluation and qualification criteria

In addition to complying with the mandatory requirements, the following criteria will be assessed in the evaluation of the proposal received according to the following grid:

Criteria	Assessment	Percentage
Prerequisite	Meeting of the minimum requirements: please refer to par. "Minimum requirements", par. 4.	-
Financial offer	Formula: $Points = MPs \times (Tfo/Lvo)$ Where: Points = Points given to the tenderer's financial offer MPs = Maximum value attributed to the financial offer Tfo = Tenderer's financial offer	50%

	Lvo = Lowest valid offer	
Technical proposal	Evaluation by the advisory committee on a scale from 0 (minimum score) to 50 (maximum score)	50%

8. Process for Interested Parties

Interested parties shall submit:

- Information about the team members (see Section 4)
- A synthetic technical proposal of assessment outline (max. 5 pages), making sure to outline the proposed service in accordance with the objectives and expected deliverables (see Section 3)
- The financial proposal

Failure to provide the necessary information will result in the exclusion from the process.

All documents shall be submitted by email only to procurement@disabilityrightsfund.org by December 15th, 2023 at 6:00 pm Boston ET time. All inquiries on the selection process shall be submitted to the same email address.

9. 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. 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.