



Terms of Reference

Invitation to bid for consultancy services to assess the accessibility of ILGA World communications

1. Purpose

The International Lesbian, Gay, Bisexual, Trans and Intersex Association (ILGA World) is seeking a consultant to undertake an assessment on how ILGA World's communications are accessible for people with disabilities, and advise on an action plan on how to improve them.

2. The organisation

ILGA World is a worldwide federation of more than 1,600 organisations from over 150 countries and territories campaigning for lesbian, gay, bisexual, trans and intersex human rights, since 1978.

We want a world where the human rights of all are respected and where everyone can live in equality and freedom: a world where global justice and equity are assured and established regardless of people's sexual orientations, gender identities, gender expressions and sex characteristics (SOGIESC).

We take action when things are just not right; we demand respect for our bodies, identities and loves; we support each other, and pave the way towards positive change.

ILGA World has ECOSOC consultative status at the United Nations.

Our members are based in our six regions: Pan Africa ILGA, ILGA Asia, ILGA-Europe, ILGALAC (Latin America and the Caribbean), ILGA North America and the Caribbean, and ILGA Oceania.

Governed by an elected Board of 19 activists representing our global family, ILGA World is queer democracy in action.

3. Background to the consultancy

The way in which an organisation communicates with its audience is of fundamental importance, and it is crucial that people with disabilities are able to access the information that organisations share.



[ILGA World's strategic plan](#) calls for increased efforts to assist members in their use of international human rights norms, and has a continued emphasis on empowering and giving visibility to people of marginalised and diverse sexual orientations, gender identities, gender expressions and sex characteristics.

As ILGA World continues to strive towards making its information more accessible, it will ensure that LGBTI people with disabilities do not face barriers when trying to access the advocacy opportunities, research materials, trainings, and communications outputs that the organisation offers.

4. Objective and scope of the consultancy

The main objectives of the consultancy are to:

- i) assess the current level of accessibility of ILGA World's communications
- ii) map key interventions to be implemented as a matter of priority
- iii) advise on an action plan for future accessibility interventions

To achieve these objectives, the consultant will analyse

- the written and visual language used by ILGA World, and how it represents and serves people with disabilities
- the ilga.org website – including its structure and content
- the content published by ILGA World on the social media platforms it uses
- the video content produced by ILGA World, and published on YouTube and other platforms
- any additional content output (including webinars, website forms, newsletters, conference app, and more)

assess their accessibility, and indicate how it can be improved.

Moreover, the consultant will outline a roadmap of future initiatives that ILGA World should undertake to improve the accessibility of its communications, by indicating

- urgent priorities
- an action plan for possible future interventions

Finally, the consultant will need to provide ILGA World with

- a list of recommendations to improve the accessibility of its in-person events (World Conference, advocacy trainings, other meetings)



5. Outputs/expected deliverables

The consultant is expected to produce

- a report for ILGA World's internal use.

The document would include

- an analysis of the organisation's communications outputs listed above, indicating both communications elements that are not accessible and could be improved, and good practices that ILGA World is already implementing
- a list of the most urgent interventions to make ILGA World communications more accessible, and indications on how to implement them
- an action plan with recommendations on future interventions that ILGA World might undertake
- indications of alternative platforms to consider, in case they could guarantee a better level of accessibility
- a list of recommendations to improve the accessibility of its in-person events (World Conference, advocacy trainings, other meetings)
- a presentation (webinar or similar options) of the main findings of their assessment, delivered virtually to ILGA World's staff, which includes good practices and tips to ensure the accessibility of day-to-day communications.

6. Key background documents

ILGA World has two official languages – English and Spanish. Content in both languages is published on a regular basis, and the organisation strives to make it available in even more languages whenever possible.

The ILGA World website is available in English, Spanish and French. All articles and materials are published in English, and then translated to Spanish and French depending on capacity.



The website has been developed from a Drupal-based template, [available here](#), and then modified accordingly with a web developer. Some accessibility interventions – such as buttons to adjust the contrast ratio, or to resize text - have been added as the website was already in use.

ILGA World is currently present on four social media platforms: [Facebook](#) – [Twitter](#) – [LinkedIn](#) – [Instagram](#). It publishes videos on [YouTube](#). Webinars are conducted on Zoom.

7. Duration and timeline

All the elements of the work will be finalised by 21 May 2021.

8. Required expertise and qualification

The person responsible for the assignment shall be a freelance consultant whose services will be provided to ILGA World. The consultant shall have the support of contact persons at ILGA World throughout their assessment phase.

The ideal consultant would have proven experience in assisting non-profits, international organisations or companies in the private sector on improving the accessibility of their communications, as well as an interest in the human rights of LGBTI communities.

LGBTI D/deaf and disabled people; lesbian and bisexual women; intersex persons; trans, gender-diverse, and non-binary persons; and persons from the Global South are especially encouraged to apply, in order to increase representation of people among LGBTI communities in our work. Only qualified candidates will be contacted.

We encourage bidders to mention their background and experiences in their application, and we guarantee that all information will be held confidentially.

9. Payment modalities

Bidders should provide a quote for the completion of all work with their application.



The compensation shall be due and payable upon receipt of an invoice after completion of the consultancy.

10. Application process

Bids should be sent by 7 March 2021, 23:59 PM Central European Time.

The bid should contain

- the bidder's curriculum vitae
- a portfolio of the bidder's most relevant accessibility assessment works
- a preliminary assessment (1 Word page maximum) of the most urgent interventions suggested to improve ILGA World communications' accessibility
- a full quote for the work (all types of costs shall be given in CHF, excluding VAT).

Joint bids by a group of consultants are also welcome, as long as a leader of the assignment / contact reference is clearly indicated.

Bids are to be submitted by e-mail to Daniele Paletta, ILGA World's communications coordinator, at media@ilga.org. Please write "ILGA World accessibility assessment" in the subject line of the email. Any questions can be directed by e-mail to media@ilga.org.

The successful consultant will be contacted by 14 March 2021.

If you will not receive a reply by that deadline, it means that unfortunately your bid has not been selected. We will not be able to offer any compensation for any of the work included in the bids that will not be selected.

11. Evaluation criteria

The bids will be evaluated according the following criteria:

- quality of response:** comprehensiveness of the proposed preliminary assessment
- knowledge of, and references, to current accessibility standards** of communications



- **previous experience** in assisting non-profits, international organisations or companies on improving the accessibility of their communications

- **value-for-money approach:** bids that provide the best overall value for money - taking into account quality, cost, experience, and preliminary assessment - will be preferred over unbalanced or abnormally low bids

Having already **supported LGBTI organisations or groups** in assessing the accessibility of their communications is an asset.