



Terms of Reference (ToR)

Consultancy for Revamp of ADF Website and Development of SPADRA Online Platform

1. Background

The African Disability Forum (ADF) is seeking a qualified Service Provider to provide web design and development services for its organizational website, www.africandisabilityforum.org. The current website offers organizational information and resources but requires modernization to enhance accessibility, usability, and engagement. As a main component of ADF's capacity-building mechanism, the site must be revamped and made fully compliant with the Web Content Accessibility Guidelines (WCAG) 2.1.

The ADF website serves as a virtual space where stakeholders, partners, donors, government agencies, experts, activists, organizations of persons with disabilities, persons with disabilities themselves, and their families can access and share disability related information and services. It provides curated content, analysis, and information on a variety of disability-related topics and plays a key role in amplifying and strengthening the voices of persons with disabilities in Africa and beyond. Since its launch in early 2021, the site has aimed to strengthen user engagement, but now requires improvements in functionality, accessibility, and interactive features.

In addition to the website revamp, ADF will embed the SPADRA project (Strengthening Partnerships to Advance Disability Rights in Africa) within the organizational site. The SPADRA platform will serve as a dedicated online hub to showcase project achievements, track programmes led by UN agencies, INGOs, and states in Ghana, Benin, Malawi, and Zambia, and monitor progress on gender and disability rights frameworks. It will also act as a knowledge hub for consortium members and partners, providing a central space for outreach, policy tracking, and resource sharing.

The technical architecture must flexibly support future integrations such as the Alumni Platform, Data Africa, and Leadership Development Programmes while remaining secure, accessible, and fully functional.

2. Objectives

1. Revamp ADF Website

1. Improve design, navigation, and responsiveness.
2. Ensure WCAG 2.1 compliance for accessibility. The successful bidder should describe the proposed accessibility testing and verification methodology (e.g.



automated accessibility testing tools, assistive technology testing, keyboard-only navigation, and where possible testing involving persons with disabilities.

3. Ensure the website's technical framework is user friendly and supports accessibility. I.e ensure the CMS or code allows alt text fields, caption embedding, and transcript integration
4. Strengthen content organization for programs, news, and resources.
5. Enhance search functionality and multilingual support. The technical architecture should support ADF's official language requirements and the long-term management of professionally translated content

2. Develop SPADRA Landing Page (Embedded in ADF Website)

1. Build per the provided wireframe.
2. Showcase achievements and milestones in Ghana, Benin, Malawi, and Zambia.
3. Provide a Policy Tracker with animated counters ensuring that interactive features remain accessible and usable in low-bandwidth environments (e.g. lightweight animations, graceful degradation, or equivalent technical approaches.
4. Enable outreach to consortium members and partners.
5. Act as a knowledge hub with curated resources and updates.

3. Website Gaps Identified

- i. Accessibility-Current site lacks full WCAG compliance (limited alt text, unclear navigation).
- ii. Navigation-Menu structure is basic-users struggle to locate resources quickly.
- iii. Multimedia-Videos and images lack consistent captions, transcripts, or alt text.
- iv. Interactivity-No dynamic counters, trackers, or interactive knowledge hub features.
- v. Integration-No embedded project-specific platforms like SPADRA.
- vi. Digital Participation – The current site does not explicitly address the realities of low-bandwidth access, older mobile devices, intermittent connectivity, or future integration into a wider digital ecosystem.

4. Scope of Work

4.1 ADF Website Revamp

- a) Redesign homepage and menus for clarity and inclusivity.
- b) Introduce responsive design across devices. Adopt a mobile-first approach that recognises the realities of participation across Africa, including older devices, limited data bundles, unstable internet connections, and intermittent electricity.



- c) Improve accessibility with semantic HTML, ARIA attributes, and assistive technology compatibility.
- d) Enhance multimedia accessibility (captions, transcripts, alt text). Accessibility should include practical usability for low-connectivity environments. The successful bidder should propose and demonstrate appropriate performance expectations (e.g. page-weight budgets, loading-time targets, recognized performance benchmarking tools, or similar accepted industry approaches).
- e) Strengthen partner visibility and implement a multilingual architecture that supports ADF's official language requirements and the long-term management of professionally translated content.
- f) Describe strategies for optimizing digital assets and media (e.g. image compression, responsive image handling, lazy loading, modern image formats, or equivalent technical solutions).
- g) Describe the proposed hosting, caching, and content delivery strategy suitable for a pan-African audience (e.g. caching policies, CDN approaches, or equivalent technical solutions).
- h) Include a Learning and Resource Knowledge component that delivers educational content, training modules, and professional development courses.

4.2 SPADRA Platform Development

- Homepage-Hero banner, CTA buttons, featured milestones, policy tracker, partner logos, footer.
- Pages-Latest News, About SPADRA, Privacy Policy, Join Us (contact form, WhatsApp, social media, address), Staff Log In.
- Knowledge Hub-Repository of resources, searchable database of policies and programmes.
- Integration-Seamless navigation between ADF, SPADRA and Leadership Development Programs and Alum Platform sections.

5. Deliverables

1. Revamped ADF website with modern design and WCAG 2.1 1 Level AA , including documentation of the accessibility testing and verification process. Compliance.
2. Embedded SPADRA landing page with full functionality per wireframe.
3. Documentation of protocols, accessibility compliance, and maintenance plan.
4. Monthly progress reports.
5. Final review and launch package.



6. Performance and accessibility verification note demonstrating how the agreed accessibility and low-bandwidth objectives have been addressed within the final solution.
7. Integrated Learning and Resource Knowledge component that delivers educational content, training modules, and professional development courses.
8. Website maintenance and update for a period of 1 year

6. Timeline

Action	Timeline
Planning and Research	3 days
Wireframing and Prototyping	3days
Visual Design and Content Feeding	5 days
Development and Deployment	5 days
Accessibility Testing	5 days
Documentation and Final Launch	3 days

Total: 24 working days

8. Reporting & Accountability

Weekly progress reports shall be submitted via email to the Senior Communications Officer, the ADF HR and Contracts Officer, the Program Director and the Director of Advocacy and Communications, providing updates on deliverables, timelines, challenges, and next steps, while weekly progress meetings will also be convened with the same officers to ensure timely feedback loops, address emerging issues, and maintain alignment with project objectives.

9. Post Project Continual Website Maintenance and Improvement

ADF recognizes that accessibility is an ongoing process rather than a one-time deliverable. Assistive technologies continue to evolve, and new tools and innovations are regularly developed to improve digital accessibility. Furthermore, the needs of persons with disabilities vary significantly, making continuous evaluation, user feedback, and improvement essential to maintaining an inclusive digital experience.

The successful bidder shall provide post-project website maintenance and technical support for a period of twelve (12) months following the completion of the website revamp. During this period, the consultant shall ensure that the revamped website remains secure, accessible,



functional, and aligned with evolving user needs, technological developments, and organizational requirements.

The maintenance framework shall include, but not be limited to:

1. Ongoing accessibility audits and reviews to maintain compliance with WCAG 2.1 Level AA standards.
2. Periodic testing using evolving assistive technologies in response to changing user requirements.
3. Multilingual content governance to ensure consistency, accuracy, and accessibility across all supported languages.
4. Software, security, and platform updates.
5. Website performance monitoring, including optimization for users accessing the website through low-bandwidth internet connections.
6. User feedback mechanisms to identify and address accessibility barriers and inform continuous improvement.
7. Integration of planned ADF projects, platforms, and approved digital tools into the revamped website during the maintenance period.
8. Routine technical support, troubleshooting, and timely resolution of issues affecting website performance, functionality, or accessibility.

The successful bidder shall document the proposed maintenance approach and provide guidance to support ADF's long-term management of the website, including accessibility, security, performance, content governance, and future enhancements beyond the maintenance period.

The consultant shall submit quarterly maintenance reports outlining activities undertaken, updates implemented, issues identified and resolved, accessibility and performance review findings, user feedback received, integration of new features or platforms, and recommendations for ongoing improvements.

Payment for the one-year post-project maintenance period shall be made in four (4) equal quarterly installments. Each payment shall be processed upon submission and approval of the corresponding quarterly maintenance report together with a valid invoice.

10. Payment Terms

1. A 10% initial disbursement of the total project budget will be released to initiate the project. An additional 50% will be paid upon completion of development and deployment, and the final 40% will be issued upon completion of the project.



2. All content development and information required to complete the work in accordance with any agreed specification will be the responsibility of the client (ADF). This may include, but not limited to, photographs, written copy, logos, and other printed material, scanned documents, video footage, etc.

11. Safeguarding & Compliance

The consultant shall adhere to ADF's Policy on Safeguarding and Management of Malpractice and Misconduct and comply with data protection rules and confidentiality agreements.