

**REQUEST FOR QUOTATION FOR SERVICES – RFQ/S**

**Ref.: [MGIEP/2026/RFQ/003 Request for quotations for Individual Consultant OR an Agency for WCAG Accessibility Compliance of the Learning Experience Platform]**  
 (Please, quote this UNESCO reference in all correspondence)

You are invited to submit your quotation offering your best prices and delivery conditions to UNESCO for the provision of services described below:

**Individual Consultant OR an Agency for WCAG Accessibility Compliance of the Learning Experience Platform**

Your quotation must consist of two separate files: (i) Technical Proposal and (ii) Financial Proposal no later than **11 May 2026 at 11:59 PM Indian Standard Time:**

The vendor shall bear all costs associated with the preparation and submission of the Proposal and UNESCO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.”

**1. Technical proposal:**

*Instruction to vendors: Please use the template, supplementing your statements with evidence (e.g. links to portfolios or CVs) when suitable.*

Nº	Item	Vendor’s input
1	Expertise of the Consultant or Agency	<i>Describe, Confirm and provide the proofs of compliance with the requirements and expertise required in the Terms of Reference (TOR).</i>
2	Approach, methodology and implementation plan	<i>Describe your approach to the provision of the requested service, specific methodologies or equipment used (if applicable) and outline the implementation plan with the proposed timeline.</i>
3	Personnel / General Qualifications	<i>List of the key personnel involved in the service delivery, with a short description of their role and qualifications.</i>

**2. Financial Proposal:**

Item	Fee per unit of deliverable, [INR]	Total fee per item [INR]
<b>I. Professional services</b>		<i>Insert the sum of sub-items below.</i>
<b>Deliverable 1: Inception report</b> (An inception report detailing the finalized scope, WCAG standard and conformance level, audit methodology, tools, and work plan)		
<b>Deliverable 2: Accessibility Audit Report</b> (A comprehensive report presenting the findings of the WCAG-based accessibility assessment of the Learning Experience Platform)		
<b>Deliverable 3: WCAG Gap Analysis</b> (A prioritized gap analysis mapping identified accessibility issues to relevant WCAG standard and compliance level success criteria and outlining their impact on users with disabilities)		
<b>Deliverable 4: WCAG Compliance Roadmap</b> (A practical and time-bound action plan outlining recommended remediation measures, task prioritization, and indicative timelines to achieve WCAG compliance)		

<b>Deliverable 5: Final Summary and Advisory Note</b> (A consolidated summary of findings and recommendations, including an advisory or validation note where applicable)		
<b>II. Other related costs</b>		<i>The sum of fees for items absent from the template.</i>
<b>TOTAL SUM OF QUOTATION</b>		

---

WE ARE LOOKING FORWARD TO RECEIVING YOUR QUOTATION comprising of a technical proposal and a financial proposal, in two separates files and emails

AT

[procurement.mgiep@unesco.org](mailto:procurement.mgiep@unesco.org)

**Subject: Ref. [MGIEP/2026/RFQ/003 Request for quotations for Individual Consultant OR an Agency for WCAG Accessibility Compliance of the Learning Experience Platform]**

**(To be noted that all files together not to exceed 10 MB)**

**Quotes shall be in written English only**

<b>FOR UNESCO</b>	
NAME	
FUNCTIONAL TITLE	
SIGNATURE	
DATE	

---

## ANNEX I – General Terms and Conditions for Professional Services

### 1. LEGAL STATUS

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis UNESCO. The Contractor's personnel and sub-contractors shall not be considered in any respect as being the employees or agents of UNESCO.

### 2. SOURCE OF INSTRUCTIONS

The Contractor shall neither seek nor accept instructions from any authority external to UNESCO in connection with the performance of its services under this Contract. The Contractor shall refrain from any action, which may adversely affect UNESCO or the United Nations and shall fulfill its commitments with the fullest regard to the interests of UNESCO.

### 3. CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct.

### 4. ASSIGNMENT

The Contractor shall not assign, transfer, pledge or make other disposition of this Contract or any part thereof, or any of the Contractor's rights, claims or obligations under this Contract except with the prior written consent of UNESCO.

### 5. SUB-CONTRACTING

In the event the Contractor requires the services of sub-contractors, the Contractor shall obtain the prior written approval and clearance of UNESCO for all sub-contractors. The approval of UNESCO of a sub-contractor shall not relieve the Contractor of any of its obligations under this Contract. The terms of any sub-contract shall be subject to and conform with the provisions of this Contract.

### 6. OFFICIALS NOT TO BENEFIT

The Contractor warrants that no official of UNESCO has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

### 7. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless, and defend, at its own expense, UNESCO, its officials, agents, and employees from and against all suits, claims, demands, and liability of any nature or kind, including their costs and expenses, arising out of acts or omissions of the Contractor, or the Contractor's employees, officers, agents or sub-contractors, in the performance of this Contract. This provision shall extend, inter-alia, to claims and liability in the nature of workmen's compensation, products liability and liability arising out of the use of patented inventions or devices, copyrighted material or other intellectual property by the Contractor, its employees, officers, agents, servants or sub-contractors. The obligations under this Article do not lapse upon termination of this Contract.

### 8. INSURANCE AND LIABILITIES TO THIRD PARTIES

The Contractor shall provide and thereafter maintain insurance against all risks in respect of its property and any equipment used for the execution of this Contract. The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract. The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death or bodily injury, or loss of or damage to property, arising from or in connection with the provision of services under this Contract or the operation of any vehicles. The Contractor shall provide and thereafter maintain all appropriate workmen's compensation insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with this Contract or the operation of any vehicles, boats, airplanes or other equipment owned or leased by the Contractor or its agents, servants, employees or sub-contractors performing work or services in connection with this Contract. Except for the workmen's compensation insurance, the insurance policies under this Article shall:

8.1 Name UNESCO as additional insured;

8.2 Include a waiver of subrogation of the Contractor's rights to the insurance carrier against UNESCO;

8.3 Provide that UNESCO shall receive thirty (30) days written notice from the insurers prior to any cancellation or change of coverage

8.4 The Contractor shall, upon request, provide UNESCO with satisfactory evidence of the insurance required under this Article.

### 9. ENCUMBRANCES/LIENS

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file or to remain on file in any public office or on file with UNESCO against any monies due or to become due for any work done or materials furnished under this Contract, or by reason of any other claim or demand against the Contractor.

### 10. TITLE TO EQUIPMENT

Title to any equipment and supplies that may be furnished by UNESCO shall rest with UNESCO and any such equipment shall be returned to UNESCO at the conclusion of this Contract or when no longer needed by the Contractor. Such equipment, when returned to UNESCO, shall be in the same condition as when delivered to the Contractor, subject to normal wear and tear. The Contractor shall be liable to compensate UNESCO for equipment determined to be damaged or degraded beyond normal wear and tear.

### 11. COPYRIGHT, PATENTS AND OTHER PROPRIETARY RIGHTS

UNESCO shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to products, or documents and other materials which bear a direct relation to or are produced or prepared or collected in consequence of or in the course of the execution

of this Contract. At UNESCO's request, the Contractor shall take all necessary steps, execute all necessary documents and generally assist in securing such proprietary rights and transferring them to UNESCO in compliance with the requirements of the applicable law

### 12. USE OF NAME, EMBLEM OR OFFICIAL SEAL OF UNESCO OR THE UN

The Contractor shall not advertise or otherwise make public the fact that it is a Contractor with UNESCO, nor shall the Contractor, in any manner whatsoever use the name, emblem or official seal of UNESCO, or any abbreviation of the name of UNESCO in connection with its business or otherwise.

### 13. CONFIDENTIAL NATURE OF DOCUMENTS AND INFORMATION

Information and data that is considered proprietary by either Party or that is delivered or disclosed by one Party ("Discloser") to the other Party ("Recipient") during the course of performance of the Contract, and that is designated as confidential ("Information"), shall be held in confidence by that Party.

Drawings, photographs, plans, reports, recommendations, estimates, documents and all other data compiled by or received by the Contractor under this Contract shall be the property of UNESCO, shall be treated as confidential and shall be delivered only to UNESCO authorized officials on completion of work under this Contract. The Contractor may not communicate at any time to any other person, Government or authority external to UNESCO, any information known to it by reason of its association with UNESCO, which has not been made public except with the authorization of UNESCO; nor shall the Contractor at any time use such information to private advantage. These obligations do not lapse upon termination of this Contract.

UNESCO may disclose information to the extent required pursuant to resolutions or regulations of the General Conference or rules promulgated thereunder and to the UNESCO Access to Information policy. The Contractor acknowledges that UNESCO's Information, including any information relating to an identified or identifiable individual ("Personal Data"), is subject to privileges and immunities accorded to UNESCO and that as a result any such Information is inviolable and cannot be disclosed, provided or otherwise made available to, or searched, confiscated or otherwise be interfered with by any person, unless such immunity is expressly waived in writing by UNESCO. To ensure compliance with the privileges and immunities of UNESCO, the Contractor shall segregate information provided by UNESCO or generated by the Contractor under this Contract to the fullest extent possible.

### 14. FORCE MAJEURE; OTHER CHANGES IN CONDITIONS

Force majeure, as used in this Article, means acts of God, war (whether declared or not), invasion, revolution, insurrection, or other acts of a similar nature or force, which are beyond the control of the Parties. In the event of and as soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to UNESCO, of such occurrence or change if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under this Contract. The Contractor shall also notify UNESCO of any other changes in conditions or the occurrence of any event, which interferes or threatens to interfere with its performance of this Contract. The notice shall include steps proposed by the Contractor to be taken including any reasonable alternative means for performance that is not prevented by force majeure. On receipt of the notice required under this Article, UNESCO shall take such action as, in its sole discretion, it considers to be appropriate or necessary in the circumstances, including the granting to the Contractor of a reasonable extension of time in which to perform its obligations under this Contract. If the Contractor is rendered permanently unable, wholly, or in part, by reason of force majeure to perform its obligations and meet its responsibilities under this Contract, UNESCO shall have the right to suspend or terminate this Contract on the same terms and conditions as are provided for in Article 15, "Termination", except that the period of notice shall be seen (7) days instead of thirty (30) days.

### 15. TERMINATION

Either party may terminate this Contract for cause, in whole or in part, upon thirty days notice, in writing, to the other party. The initiation of arbitral proceedings in accordance with Article 16 "Settlement of Disputes" below shall not be deemed a termination of this Contract. UNESCO reserves the right to terminate without cause this Contract at any time upon 15 days prior written notice to the Contractor, in which case UNESCO shall reimburse the Contractor for all reasonable costs incurred by the Contractor prior to receipt of the notice of termination. In the event of any termination by UNESCO under this Article, no payment shall be due from UNESCO to the Contractor except for work and services satisfactorily performed in conformity with the express terms of this Contract. The Contractor shall take immediate steps to terminate the work and services in a prompt and orderly manner and to minimize losses and further expenditures. Should the Contractor be adjudged bankrupt, or be liquidated or become insolvent, or should the Contractor make an assignment for the benefit of its creditors, or should a Receiver be appointed on account of the insolvency of the Contractor, UNESCO may, without prejudice to any other right or remedy it may have, terminate this Contract forthwith. The Contractor shall immediately inform UNESCO of the occurrence of any of the above events.

### 16. SETTLEMENT OF DISPUTES

#### 16.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Contract or the breach, termination or invalidity thereof. Where the parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the parties.

#### 16.2 Arbitration

Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Contract or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Article within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

### 17. PRIVILEGES AND IMMUNITIES

Nothing in or relating to this Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of UNESCO.

#### **18. TAX EXEMPTION**

18.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, *inter-alia*, that UNESCO, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize the UNESCO exemption from such taxes, duties or charges, the Contractor shall immediately consult with UNESCO to determine a mutually acceptable procedure.

18.2 Accordingly, the Contractor authorizes UNESCO to deduct from the Contractor's invoice any amount representing such taxes, duties or charges, unless the Contractor has consulted with UNESCO before the payment thereof and UNESCO has, in each instance, specifically authorized the Contractor to pay such taxes, duties or charges under protest. In that event, the Contractor shall provide UNESCO with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

#### **19. CHILD LABOUR**

19.1 The Contractor represents and warrants that neither it, nor any of its suppliers is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, *inter-alia*, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.

19.2 Any breach of this representation and warranty shall entitle UNESCO to terminate this Contract immediately upon notice to the Contractor, at no cost to UNESCO.

#### **20. MINES**

20.1 The Contractor represents and warrants that neither it nor any of its suppliers is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

20.2 Any breach of this representation and warranty shall entitle UNESCO to terminate this Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind of UNESCO.

#### **21. OBSERVANCE OF THE LAW**

The Contractor shall comply with all laws, ordinances, rules, and regulations bearing upon the performance of its obligations under the terms of this Contract.

#### **22. AUTHORITY TO MODIFY**

No modification or change in this Contract, no waiver of any of its provisions or any additional contractual relationship of any kind with the Contractor shall be valid and enforceable against UNESCO unless provided by an amendment to this Contract signed by the authorized official of UNESCO.

#### **23. SECURITY**

The responsibility for the safety and security of the Contractor and its personnel and property, and of UNESCO property in the Contractor's custody, rests with the Contractor.

The Contractor shall:

- (a) put in place an appropriate security plan and maintain the security plan, taking into account the security situation in the country where the services are being provided;
- (b) assume all risks and liabilities related to the Contractor's security, and the full implementation of the security plan.

UNESCO reserves the right to verify whether such a plan is in place, and to suggest modifications to the plan when necessary. Failure to maintain and implement an appropriate security plan as required hereunder shall be deemed a breach of this contract. Notwithstanding the foregoing, the Contractor shall remain solely responsible for the security of its personnel and for UNESCO property in its custody.

#### **24. ANTI-TERRORISM**

The Contractor agrees to undertake all reasonable efforts to ensure that none of the UNESCO funds received under this Contract are used to provide support to individuals or entities associated with terrorism and that the recipients of any amounts provided by UNESCO hereunder do not appear on the list maintained by the Security Council Committee established pursuant to resolution 1267 (1999). The list can be accessed via:

<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>.

This provision must be included in all sub-contracts or sub-agreements entered into under the Contract.

#### **25. AUDITS AND INVESTIGATIONS:**

Each invoice paid by UNESCO shall be subject to a post-payment audit by auditors, whether internal or external, of UNESCO or by other authorized and qualified agents of UNESCO at any time during the term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract.

UNESCO may conduct investigations relating to any aspect of the Contract or the award thereof, the obligations performed under the Contract, and the operations of the Contractor generally relating to performance of the Contract at any time during the

term of the Contract and for a period of three (3) years following the expiration or prior termination of the Contract.

The Contractor shall provide its full and timely cooperation with any such post payment audits or investigations. Such cooperation shall include, but shall not be limited to, the Contractor's obligation to make available its personnel and any relevant documentation for such purposes at reasonable times and on reasonable conditions and to grant to UNESCO access to the Contractor's premises at reasonable times and on reasonable conditions in connection with such access to the Contractor's personnel and relevant documentation. The Contractor shall require its agents, including, but not limited to, the Contractor's attorneys, accountants or other advisers, to reasonably cooperate with any post-payment audits or investigations carried out by UNESCO hereunder.

UNESCO shall be entitled to a refund from the Contractor for any amounts shown by audits or investigations to have been paid by UNESCO other than in accordance with the terms and conditions of the Contract.

#### **26. PROTECTION FROM SEXUAL EXPLOITATION AND SEXUAL ABUSE**

Definitions. For purposes of the Contract, "sexual exploitation" means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another; "sexual abuse" means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. Sexual exploitation and abuse are strictly prohibited. The Contractor, its employees, agents or any other persons engaged by the Contractor to perform any services under the Contract, shall not engage in any sexual exploitation and abuse. The Contractor acknowledges and agrees that UNESCO will apply a policy of "zero tolerance" with regard to sexual exploitation and abuse of anyone by the Contractor, its employees, agents or any other persons engaged by the Contractor to perform any services under the Contract.

Without prejudice to the generality of the foregoing:

(a) Sexual activity with a child (any person less than eighteen years of age), regardless of any laws relating to the age of majority or to consent, shall constitute the sexual exploitation and abuse of such person. Mistaken belief in the age of a child shall not constitute a defense under the Agreement.

(b) The exchange or promise of exchange of any money, employment, goods, services, or other thing of value, for sex, including sexual favors or sexual activities, shall constitute sexual exploitation and abuse.

(c) The Contractor acknowledges and agrees that sexual relationships between the Contractor's employees, agents or other persons engaged by the Contractor and beneficiaries of assistance, since they are based on inherently unequal power dynamics, undermine the credibility and integrity of the work of UNESCO and are strongly discouraged.

**Reporting of allegations to UNESCO.** The Contractor shall report allegations of sexual exploitation and abuse, of which the Contractor has been informed or has otherwise become aware, promptly to UNESCO, in line with its established reporting mechanism. To the extent legally possible, the Contractor will require its employees, agents or any other persons engaged by the Contractor to perform any services under the Contract, to report allegations of sexual exploitation and abuse arising in relation to the Contract directly to UNESCO.

This provision must be included in all sub-contracts or sub-agreements entered into under the Contract.

#### **27. UNITED NATIONS SUPPLIER CODE OF CONDUCT**

The Contractor acknowledges that the UN Supplier Code of Conduct (available from <https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct>) provides the minimum standards expected of the UN Suppliers.

#### **28. PERSONAL DATA PROTECTION AND PRIVACY**

Both UNESCO and the Contractor shall ensure an appropriate protection of Personal Data in accordance with UNESCO's Principles on Personal Data Protection and Privacy (<https://www.unesco.org/en/privacy-policy>) and their applicable regulations and rules. Personal Data shall be processed solely for the purpose of undertaking this Contract.

The Contractor warrants and represents that it shall establish and maintain appropriate technical and organizational measures against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access to Personal Data in compliance with best industry standards.

The Contractor shall promptly notify UNESCO of any actual [or suspected or threatened] incident of accidental or unlawful destruction or accidental loss, alteration, unauthorized or accidental disclosure or access to Personal Data, or a breach of this article. The Parties shall consult with a view to addressing, reacting to, and resolving the situation.

The Contractor shall notify UNESCO within five working days of any complaint by an individual in respect of his/her Personal Data. The Parties shall consult with each other before taking any action as a result of or in reaction to such complaint.

The obligations and restrictions in this Article shall be effective during the term of this Contract, including any extension thereof, and shall remain effective following any termination of this Contract, unless otherwise agreed between the Parties in writing.

Unless otherwise agreed between the Parties in writing, after termination of this Contract the Contractor shall return all Personal Data collected for the performance of this Contract to UNESCO in a structured, commonly used and machine-readable format, and shall then delete and procure the deletion of all copies of that Personal Data. The Contractor shall provide written certification to UNESCO that it has fully complied with this paragraph after termination of this Contract.

### **Terms of reference**

<i>Scope of work for TOR</i>	<p>UNESCO MGIEP seeks to hire an Individual Consultant or an Agency to collaborate with its Digital Learning and AI team. The consultant's or agency's role will be to support UNESCO MGIEP in making its Learning Experience Platform compliant with WCAG standards.</p> <p>In particular, under the authority of the Director, UNESCO MGIEP, and direct supervision of an Associate Project Officer (User Experience Researcher), the consultant or agency will be responsible for:</p> <p><b>Specific objectives include:</b></p> <ol style="list-style-type: none"> <li>1. Assess the current accessibility status of the platform against WCAG standards.</li> <li>2. Identify accessibility gaps, risks, and barriers and provide a detailed and prioritized gap analysis mapped to relevant WCAG success criteria.</li> <li>3. Develop a practical remediation roadmap with tasks, timelines, and priorities.</li> <li>4. Strengthen internal understanding of accessibility requirements to support sustainable compliance.</li> </ol> <p style="background-color: yellow;">The scope will cover key areas of the learning experience platform, <i>FramerSpace</i>, including but not limited to core interfaces such as the login screen, course listing pages, course pages, as well as internal course flows, embedded tools, and integrations, wherever applicable. You may refer to the platform (<a href="http://framerspace.com">framerspace.com</a>) for an indicative understanding.</p> <p><b>Scope of Work and Key Tasks</b></p> <ol style="list-style-type: none"> <li>1. Inception and Planning <ul style="list-style-type: none"> <li>• Conduct an inception meeting with key stakeholders to confirm scope and expectations.</li> <li>• Define and confirm the WCAG version and target conformance level (minimum WCAG 2.1/2.2 Level AA).</li> <li>• Finalize the audit methodology. This include aspects like the testing approach, tools to be used, and representative user journeys to be assessed.</li> <li>• Prepare and submit an inception note outlining the approach, scope, deliverables, and timeline.</li> </ul> </li> <li>2. Accessibility Audit (Current State Assessment) <ul style="list-style-type: none"> <li>• Conduct a comprehensive accessibility audit of the Learning Experience Platform, including but not limited to: <ul style="list-style-type: none"> <li>○ Platform structure, navigation, and user flows</li> <li>○ Course content and learning materials (text, images, multimedia)</li> <li>○ Downloadable learning materials such as PDFs and documents</li> <li>○ Interactive components, forms, quizzes, and assessments</li> <li>○ Accessibility of interface elements, visual presentation, and overall usability for assistive technology users</li> </ul> </li> <li>• Conduct accessibility testing using a combination of automated tools and manual evaluation, including but not limited to keyboard navigation testing, screen reader testing, color contrast verification, zoom testing, responsive testing across devices, and testing of dynamic or interactive components.</li> <li>• Test representative user journeys and critical functionalities of the platform across multiple devices and screen resolutions, including desktop environments, tablet devices, and mobile devices.</li> <li>• Test accessibility across major browsers and relevant assistive technologies. Accessibility testing should include the use of commonly used assistive technologies, such as screen readers and keyboard-only navigation. Where feasible, testing should include widely used screen readers including NVDA, JAWS, and VoiceOver, to assess how platform content and functionality are interpreted by assistive technology users.</li> </ul> </li> </ol>
------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	<ul style="list-style-type: none"> <li>• Prepare comprehensive audit report presenting the findings of the WCAG-based accessibility assessment of the Learning Experience Platform.</li> </ul> <p>3. WCAG Gap Analysis</p> <ul style="list-style-type: none"> <li>• Map identified accessibility issues against relevant WCAG success criteria.</li> <li>• Categorize issues by severity and priority (e.g., critical, high, medium, low).</li> <li>• Provide clear, actionable recommendations for remediation, written in a manner accessible to technical and non-technical stakeholders.</li> <li>• Prepare a detailed gap analysis report mapping identified accessibility issues to relevant success criteria and outlining their impact on varied users.</li> </ul> <p>4. WCAG Compliance Roadmap and Action Plan</p> <ul style="list-style-type: none"> <li>• Develop a structured remediation roadmap to address identified accessibility gaps, including: <ul style="list-style-type: none"> <li>○ Recommended technical, design, and content-related fixes</li> <li>○ Task-level breakdown of actions required</li> <li>○ Suggested timelines and sequencing of tasks</li> </ul> </li> <li>• Identification of quick wins versus longer-term structural changes</li> <li>• Align recommendations with the organization’s technical capacity and workflows where possible.</li> <li>• Prepare a practical and time-bound action plan outlining recommended remediation measures, task prioritization, and indicative timelines to achieve WCAG compliance.</li> </ul> <p>5. Advisory Support and Knowledge Transfer</p> <ul style="list-style-type: none"> <li>• Provide advisory support to internal teams (design, development, content, or product teams) as required.</li> <li>• Clarify audit findings and recommendations through review meetings or presentations.</li> <li>• Share accessibility best practices, checklists, or guidance notes to support future compliance.</li> <li>• Support internal understanding of accessibility-by-design principles.</li> <li>• Prepare an advisory report outlining a sustainability plan for maintaining accessibility compliance based on audit findings and consultations.</li> </ul>
<p><i>Background information on the project</i></p>	<p>The UNESCO Mahatma Gandhi Institute of Education for Peace and Sustainable Development (MGIEP) is UNESCO’s category 1 Research Institute that focuses on Sustainable Development Goal (SDG) 4.7 towards education for building peaceful and sustainable societies across the world. In line with its commitment to inclusion and the principles of universal design, the organization seeks to ensure that its digital platform called FramerSpace is accessible to all users, providing high-quality learning experiences to them.</p> <p>The Web Content Accessibility Guidelines (WCAG), developed by the World Wide Web Consortium (W3C), are the internationally recognized standards for digital accessibility. Compliance with WCAG supports the principles of perceivability, operability, understandability, and robustness of digital content. In this context, the organization seeks to engage a qualified individual consultant to assess the current accessibility status of the FramerSpace platform (<a href="https://www.framerspace.com/">https://www.framerspace.com/</a>) and to develop a structured roadmap to achieve WCAG compliance.</p>
<p><i>Scope of work, consistent with the budget</i></p>	<p>The Consultant or Agency will be compensated with payments linked to the satisfactory completion and submission of deliverables as specified in the next section “<b>Deliverables with timeline (i.e., output) that must be submitted for approval</b>”. Payment will be made as per the deliverable’s timelines, submission of invoice and approval from the responsible officer of UNESCO MGIEP as per below breakup:</p> <p><b>Deliverable 1:</b> After completing deliverables 1 - 10% of Contracted Value will be paid</p> <p><b>Deliverable 2 and 3:</b> After completing deliverables 2 and 3 - 30% of Contracted Value will be paid</p> <p><b>Deliverable 4:</b></p>

	After completing deliverables under 4 - 30% of Contracted Value will be paid <b>Deliverable 5:</b> After completing deliverables under 5 - 30% of Contracted Value will be paid		
<i>Deliverables with timeline (i.e., output) that must be submitted for approval</i>	The Individual Consultant or Agency is required to submit the following deliverables as per the specified timelines to the responsible officer of UNESCO MGIEP:		
	<b>Deliverable</b>	<b>Key Tasks</b>	<b>Time Duration as per the start date of the contract</b>
	<i>Deliverable 1: Inception Report:</i> An inception report detailing the finalized scope, approach, WCAG standard and conformance level, audit methodology, tools, and work plan	<ul style="list-style-type: none"> <li>• Conduct an inception meeting with key stakeholders to confirm scope and expectations.</li> <li>• Define the WCAG version and conformance level (minimum WCAG 2.1/2.2 Level AA)</li> <li>• Finalize the audit methodology</li> <li>• Prepare and submit an inception note outlining the approach, scope, deliverables, and timeline.</li> </ul>	2 weeks
	<i>Deliverable 2: Accessibility Audit Report:</i> A comprehensive report presenting the findings of the WCAG-based accessibility assessment of the Learning Experience Platform.	<ul style="list-style-type: none"> <li>• Conduct a comprehensive accessibility audit of the Learning Experience Platform, including but not limited to:             <ul style="list-style-type: none"> <li>○ Platform structure, navigation, and user flows</li> <li>○ Course content and learning materials (text, images, multimedia)</li> <li>○ Interactive components, forms, quizzes, and assessments</li> <li>○ Keyboard navigation and focus management</li> <li>○ Color contrast, visual presentation, and responsiveness</li> <li>○ Compatibility with screen readers and other assistive technologies</li> </ul> </li> <li>• Use a combination of</li> </ul>	7 weeks

			<p>automated accessibility testing tools and manual expert testing.</p> <ul style="list-style-type: none"> <li>• Test representative user journeys and critical functionalities of the platform across multiple devices and screen resolutions, including desktop environments, tablet devices, and mobile devices.</li> <li>• Test accessibility across major browsers and relevant assistive technologies.</li> <li>• Prepare a detailed audit report.</li> </ul>		
		<p><b>Deliverable 3:</b> <i>WCAG Gap Analysis:</i> A prioritized gap analysis mapping identified accessibility issues to relevant WCAG 2.1/2.2 success criteria and outlining their impact on users with disabilities.</p>	<ul style="list-style-type: none"> <li>• Map identified accessibility issues against relevant WCAG success criteria.</li> <li>• Categorize issues by severity and priority (e.g., critical, high, medium, low).</li> <li>• Provide clear, actionable recommendations for remediation, written in a manner accessible to technical and non-technical stakeholders.</li> <li>• Submit a detailed gap analysis report.</li> </ul>	3 weeks	
		<p><b>Deliverable 4:</b> <i>WCAG Compliance Roadmap:</i> A practical and time-bound action plan outlining recommended remediation measures, task prioritization, and indicative timelines to achieve WCAG compliance.</p>	<ul style="list-style-type: none"> <li>• Develop a structured remediation roadmap to address identified accessibility gaps, including: <ul style="list-style-type: none"> <li>○ Recommended technical, design, and content-related fixes</li> <li>○ Task-level breakdown of actions required</li> <li>○ Suggested timelines and sequencing of tasks</li> </ul> </li> <li>• Identification of quick wins versus longer-term structural changes</li> <li>• Align recommendations with the organization's technical capacity and</li> </ul>	4 weeks	

			<p>workflows where possible.</p> <ul style="list-style-type: none"> <li>• Prepare a WCAG Compliance Roadmap Report</li> </ul>		
		<p><i>Deliverable 5: Final Summary and Advisory Report outlining a sustainability plan for maintaining accessibility compliance based on audit findings and consultations.</i></p>	<ul style="list-style-type: none"> <li>• Provide advisory support to internal teams (design, development, content, or product teams) as required.</li> <li>• Clarify audit findings and recommendations through review meetings or presentations.</li> <li>• Share accessibility best practices, checklists, or guidance notes to support future compliance.</li> <li>• Support internal understanding of accessibility-by-design principles.</li> <li>• Prepare an advisory report outlining the sustainability plan for maintaining accessibility compliance.</li> </ul>	4 weeks	
<p><i>Period of performance and the review/approval time required.</i></p>	<p>The duration of the contract will be five months from the start date of the contract. The Individual Consultant or Agency will work remotely.</p>				
<p><i>Selection criteria, qualifications and performance or other standards the contractor must fulfil.</i></p>	<p><b>Qualification/experience requirements</b></p> <ol style="list-style-type: none"> <li>1. The key personnel (individual consultant or designated team members from an applying agency) should hold at least a bachelor’s degree, preferably in Computer Science, Information Technology, Human–Computer Interaction (HCI), Design, Engineering, or a related field.</li> <li>2. The consultant or agency must have a minimum of three (3) years of demonstrated professional experience in web or digital accessibility–related work, including conducting WCAG-based accessibility audits and supporting compliance or remediation for digital platforms.</li> <li>3. The consultant or agency must demonstrate minimum 2 projects as an experience in conducting accessibility audits or accessibility improvement projects for digital platforms using WCAG standards.</li> <li>4. Relevant professional certifications in web accessibility (e.g., IAAP certifications such as CPACC, WAS, or CPWA) are highly desirable and will be considered an advantage.</li> <li>5. Experience working with learning management systems (LMS), learning experience platforms (LXP), or other content-rich digital education platforms is highly desirable and will be considered an additional asset.</li> </ol>				

	<p>6. Demonstrated analytical, documentation, and report-writing skills, with the ability to produce high-quality accessibility audit reports and remediation plans in clear and professional English is desired.</p> <p>7. Prior experience working with international organizations, public institutions, or large-scale digital platforms will be considered an asset.</p>
<p><b>Content of Proposal</b></p>	<p>The final proposal should comprise 2 files containing the following minimum information:</p> <p><b>TECHNICAL PROPOSAL</b></p> <p>The technical proposal will be evaluated based on its responsiveness to the requirements outlined in the Terms of Reference (TOR). The proposal should include the following:</p> <ol style="list-style-type: none"> <li>1. An up-to-date Curriculum Vitae (CV) must be provided for the key personnel, whether an individual consultant or designated team members from an applying agency. In case of an agency application, a brief organizational profile must be provided additionally.</li> <li>2. A brief statement explaining how the qualifications and professional experience of the consultant or agency align with the requirements of this assignment. The statement should clearly highlight relevant experience, including work on similar projects, and the tools, methodologies, and approaches used in conducting accessibility assessments or related work.</li> <li>3. Information on at least two (2) relevant projects that demonstrate experience in conducting accessibility audits or supporting accessibility compliance for digital platforms. Relevant links to the projects or related outputs should be shared where available.</li> <li>4. A project management plan outlining the proposed approach for carrying out the assignment. This should include key tasks and activities, assignment of responsibilities, timelines and schedules, milestone deliverables, potential risks and dependencies, and proposed communication and coordination mechanisms.</li> <li>5. At least two (2) references from previous work OR a portfolio demonstrating proven experience in conducting web accessibility audits and/or supporting WCAG compliance for digital platforms. Proposals with additional references and supporting evidence beyond the minimum requirements shall be accorded greater weight in the evaluation.</li> </ol> <p><b>FINANCIAL PROPOSAL</b></p> <ol style="list-style-type: none"> <li>1. A separate financial proposal should be submitted in PDF format (Please refer to the format given on Page 1).</li> <li>2. The amount to be charged for the assignment, which should be quoted in INR.</li> </ol> <p>Notes:</p> <ul style="list-style-type: none"> <li>• UNESCO MGIEP has the right to meet with the bidders if more clarification is required. The bidders may also request clarification or additional details prior to submission of the proposal by sending their queries to <a href="mailto:procurement.mgiep@unesco.org">procurement.mgiep@unesco.org</a> no later than <b>24 April 2026 at 11:59 PM Indian Standard Time</b>. UNESCO MGIEP also has a right to negotiate the final financial amount with the selected bidder before signing the contract.</li> <li>• Only shortlisted proposals would be contacted.</li> </ul>
<p><b>Evaluation Method</b></p>	<p>The evaluation will be done on the basis of the following group of criteria: (i) Expertise of the Consultant or Agency; (ii) Quality of the Proposed Work Plan and Approach; and (iii) Qualifications and Experience of the key Personnel; as per the points mentioned in the Technical Proposal and Selection criteria, qualifications and performance section.</p>

	<p>The Financial Proposal will be evaluated for clarity, detailed cost breakdown and overall cost- effectiveness based on the criteria mentioned in the sections of Financial Proposal. The price/financial proposal of all offerors, who have attained a minimum 70% score in the technical evaluation, will be compared for financial evaluation. The total score will be calculated by adding the points attained out of 700 in the technical evaluation and points attained out of 300 in the financial evaluation. The contract will be awarded to the offeror that receives the highest score out of a pre-determined set of weighted technical and financial criteria as specified above. Only proposals meeting the mandatory qualifications and submitted in English will be considered.</p>
<i>Provisions for monitoring and evaluation of performance</i>	<p>Evaluation will be based on the quality, completeness, and practical applicability of the submitted deliverables. These aspects will be regularly reviewed and discussed throughout the engagement, including iterative feedback, clarification of requirements, and mutual alignment during the process.</p>
<i>If applicable, a detailed list of all inputs and services that UNESCO will provide the contractor, or, where applicable, that the government counterpart will provide to perform the contract</i>	<p>UNESCO MGIEP will provide the following support for the execution of the assignment:</p> <ul style="list-style-type: none"> <li>• Secure access to the Learning Experience Platform, including relevant environments, sample courses, and test user accounts.</li> <li>• Available technical and functional documentation and resources relevant to the platform and its features.</li> <li>• A designated focal point for coordination and facilitation of meetings with relevant internal teams.</li> <li>• Timely review of deliverables and provision of consolidated feedback and necessary clarifications.</li> </ul>
<i>Eligibility requirements</i>  <i>Select the minimum required documents for the bidders eligibility</i>	<ul style="list-style-type: none"> <li>• Duly filled signed on page 1 and 2 of Request for Quotation (RFQ) form</li> <li>• Duly filled vendor form along with the proposal. <b>Kindly download the form to add the required details and share along with RFQ and proposals.</b> To download the vendor form, please click on the given link: <a href="#">Vendor form for Individual / Vendor form for company</a></li> <li>• Evidence of mastery/experience in the related field.</li> <li>• Cancelled cheque or bank letter confirming the bank account details including SWIFT CODE.</li> <li>• Two references including complete contact information.</li> </ul> <p>In case of an Agency, <b>additionally</b> include the following:</p> <ul style="list-style-type: none"> <li>• Copy of certificate of incorporation with the country of incorporation. This includes, Company Registration Certificate (CIN), Articles of Association, Memorandum of Association, Copy of PAN and Composition of Board of Directors, as applicable.</li> </ul>
<i>How to Apply</i>	<p>Interested consultant or agency is invited to submit their (Technical and Financial proposal as 2 separate PDF attachments) via email (PDF password-protected for financials) with quotes and company profile to <a href="mailto:procurement.mgiep@unesco.org">procurement.mgiep@unesco.org</a> with subject line as <b>“Ref.: MGIEP/2026/RFQ/003 Request for quotations for Individual Consultant OR an Agency for WCAG Accessibility Compliance of the Learning Experience Platform”</b> by <b>11 May 2026 11:59 PM Indian Standard Time</b>. Please share the filled vendor form along with proposal. <b>Any submission after the last date will not be considered.</b></p>

	<b>NOTE: Any clarifications or queries can be directed to the procurement email Id <a href="mailto:procurement.mgiep@unesco.org">procurement.mgiep@unesco.org</a> by 24 April 2026.</b>
<i>Tax Compliance</i>	Any liability arising out of non-compliance of tax regulations by the service provider will be borne and paid by the service provider. UNESCO MGIEP will not bear any such liability on behalf of the service provider.
<i>Awarding Contracts</i>	Consultant/Agency will be recommended under the conditions and methodology below: The minimum required to be technically qualified is 70%. The final selection will be based on highest combined (technical and financial) scored bidders.