



TERMS OF REFERENCE (ToR) CONSULTANCY TO ENHANCE THE ACCESSIBILITY OF THE RCK WEBSITE

Ref: RCK/AM-ACCESS/2025/01v- Contingent Upon Funding

1. Project Context and Funding Area

INTRODUCTION The Refugee Consortium of Kenya (RCK) is implementing its Strategic Plan (2023-2027) to protect and promote the well-being, dignity, and voice of displaced and host populations in Kenya. The strategy is structured around five key pillars: Legal Aid and Governance, Peace and Social Justice, Women and Girls' Empowerment, Mental Health and Psychosocial Support, and Organizational Development.

RCK launched a Disability Framework and is in the process of realizing further Inclusion and Accessibility Infrastructure” which will offer digital platforms serving people with disabilities and other marginalized populations. This initiative also supports the development of digital structures that enhance accessibility for target groups including:

- People with multiple, physical, sensory, intellectual, and mental disabilities.

The consultancy contributes to RCK's structural accessibility goals and aligns with Aktion Mensch’s principles of **self-determination, participation, and universal access**.

2. Objective of the Assignment

The objective is to make RCK’s website an inclusive, fully accessible digital platform that meets international standards and national best practices in accessibility. The site is a critical tool for:

- Legal and psychosocial outpatient services.
- Information sharing on refugee rights and support services.
- Community engagement and visibility of inclusion projects.

The assignment will support structural investment and be part of RCK’s digital transformation strategy, increasing usability, interaction, and empowerment of persons with disabilities and people in difficult social situations.

3. Project Goals and Measures

a. Identify Barriers to Access and Use

- Audit the current RCK website and identify access barriers related to:
 - Visual design (contrast, font size).
 - Logical navigation and content structure.
 - Technical compatibility with assistive tools (e.g., screen readers).
 - Language and cognitive accessibility.

b. Develop and Implement Inclusive Measures

- Propose and implement improvements that comply with WCAG 2.1 (AA) or higher.
- Introduce tools or plug-ins such as:
 - High-contrast toggles, resizable text, screen reader compatibility.
 - Captioning for audio-visual content.
 - Keyboard-only navigation.
- Enable multi-language options or plain language text for complex legal terms.
- Improve accessibility across devices including mobile.

c. Structural and Investment Measures

- Technical adjustments to the CMS and source code.
- Integration of accessibility tools or third-party accessibility software.
- Provide RCK with a checklist/manual to maintain compliance.
- Conduct capacity-building workshops for staff on accessible content creation.

d. Inclusive Nature of the Project

The website will:

- Serve persons with disabilities by removing digital access barriers.
- Provide direct support to vulnerable populations via easy-to-navigate services.
- Include voices of affected groups in user-testing and design review.
- Create a long-term inclusive structure promoting participation and independence.

4. Duration and Timeline

The consultancy is expected to last 6 weeks, starting from the contract signing date. Specific milestones will be agreed upon during the inception phase.

5. Income and Other Funding

This project does not generate direct financial income. However, the improved platform may later support optional cost-recovery activities (e.g., training workshops, e-learning events), which will be kept minimal or subsidized.

6. Deliverables

- Inception report with schedule and methodology.
- Accessibility audit report with findings and improvement roadmap.
- Functional website with implemented enhancements.
- Staff training session and post-training toolkit/manual.
- Final report including before/after accessibility scores and sustainability plan.

7. Required Qualifications of Consultancy Firm

- Experience in implementing WCAG standards and digital inclusion strategies.
- Experience working with or designing for persons with disabilities.

- Strong capacity for staff training and user-focused design.
- Proven track record of accessible website development in the non-profit sector.

8. Submission Guidelines

Interested firms should submit:

- A brief technical concept including methodology and timeline.
- Budget proposal, including tool/plugin costs.
- Company profile and relevant references.
- A statement on how the consultancy aligns with RCK Diversity and Inclusion framework in terms of inclusion and accessibility.

Submit applications to careers@rckkenya.org copy refcon@rckkenya.org

Deadline for applications: **May 15, 2025**

Subject line: *“Accessibility Consultancy for RCK Website”*