

Expression of Interest (EOI)

For

**the Empanelment of Agencies/Organizations/ NGOs/Trusts/
Individuals etc. as Accessibility Auditors of Digital and Web
Accessibility.**

**Ministry of Social Justice and Empowerment
Department of Empowerment of Persons with Disability
Pt. Deendayal Antyodaya Bhawan, CGO Complex
New Delhi**

**Government of India
Ministry of Social Justice & Empowerment
Department of Empowerment of Persons with Disabilities (Divyangjan)
Pandit Deendayal Antyodaya Bhawan, 5th Floor, CGO Complex, New Delhi**

INVITING EXPRESSION OF INTEREST FROM VARIOUS ORGANISATIONS/NGOs/REGISTERED SOCIETIES/TRUSTS/ INDIVIDUALS etc.

Department of Empowerment of Persons with Disabilities (DEPwD) re-invites sealed Expression of Interest (EOI) for the empanelment of various organisations/agencies/NGOs/registered societies/Trusts/ Individuals etc. as Accessibility Auditors in Digital and Web Accessibility.

2. As per discussion in the pre-bid meeting dated 22.11.2024 and with approval of the Competent Authority, the document of Expression of Interest has been modified/revised for re-inviting the sealed cover EOI.

3. The revised EOI document containing the Letter of invitation, details of qualification criteria, submission requirements, brief objective & scope of work and evaluation criteria etc. can be downloaded from the website www.depwd.gov.in.

3. Further details/clarifications, if any, may be obtained from O/o Under Secretary (DEPwD), Room No 11 A, 5th Floor, Pandit Deen Dayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi, 110003 during working hours (Tel: 24360316 or by email at rcmeena.79@gov.in.)

4. The important dates for the revised EOI is as follows

S.no	Key particulars	Date and time
1.	EOI publishing date	06.01.2025 and 10.30 AM
3.	Last date of submission	21.01.2025 and 05.00 PM

5. Sealed envelope marked to the captioned address, containing EOI along with the requisite documents and non-refundable fee of Rs 1000/- (One Thousand only) by way of DD/Pay Order in favour of "Pay & Account Officer, Department of Empowerment of Persons with Disabilities (Divyangjans)" payable at New Delhi may be submitted mentioning at the top of the sealed envelope **"EOI for Empanelment of Agencies/NGOs/Societies/Trust/ Individuals etc. as Accessibility Auditors in "Digital and Web Accessibility"** to:

"Shri Ram Charan Meena
Under Secretary to the Government of India
Department of Empowerment of Persons with Disability
Room No 11 A, 5th Floor, Pandit DeenDayalAntyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi, 110003"

6. **If any organization/individual has already applied under the previous criteria, there is no need to apply again.**


(Ram Charan Meena)

Under Secretary to the Government of India

Note:

- i. Applicants meeting the qualification criteria may be invited for presentation/proposal before the selection committee of DEPwD, if required.
- ii. DEPwD reserves the right to cancel the request for EOI and/ or to invite EOI afresh with or without amendments, without liability or any obligation for such request for EOI and without assigning any reasons therefor. DEPwD reserves the right to amend/add further details in the EOI.

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I. Letter of Invitation

Government of India
Ministry of Social Justice & Empowerment
Department of Empowerment of Persons with Disabilities (Divyangjan)
Pandit Deendayal Antyodaya Bhawan, 5th Floor, CGO Complex, New Delhi

No. 4-18/2020-AIC

Dated: 22nd January, 2025

Subject :- Invitation for Expression of Interest

Dear Sir/Madam,

I am directed to invite an Expression of Interest (EOI) for the fresh empanelment of various **organizations /agencies/NGOs/registered societies/Trusts/ Individuals etc.** as Accessibility Auditors in Digital and Web Accessibility.

2. The EOI Document containing the details of qualification criteria, submission requirements, brief objective & scope of work and evaluation criteria etc is enclosed. The revised EOI document is available on the website <https://depwd.gov.in>.

3. It is therefore requested to submit responses in prescribed format latest by 21.01.2025 at 05.00 PM. Further queries if any, may be referred in writing at the email id: aic-depwd@gov.in

4. The critical dates for submission of applications are as follows:

S.no	Key particulars	Date and time
1.	EOI publishing date	06.01.2025 and 10.30 AM
3.	Last date of submission	21.01.2025 and 05.00 PM

Encl: EOI Document


(Ram Charan Meena)
Under Secretary to the Govt. of India
For & on behalf of the President of India

II. Terms of Reference(ToR)

- i. DEPwD may, at its discretion, also open the window of empanelment of more access auditors by the means of floating the EOI periodically during the financial year.
- ii. The validity of the empanelment shall be applicable **upto 05 years** from the date of issue of empanelment.
- iii. The work undertaken by the empanelled access auditors based on the empanelment with Govt. of India, needs to be shared in a form of accessibility report from time to time with this Department.
- iv. For the purpose of evaluation, DEPwD at its discretion may conduct random accessibility checks based on the report submitted by the access auditors without any prior information to the empanelled access auditor.
- v. The empaneled access auditor's team must comprise persons with disabilities(*UDID card holder with 40 or more than 40% benchmark disability*) such as, visually impaired, speech and hearing impaired. Also, the empaneled access auditor's team shall also include the following for additional manual checks:- *a tech-savvy 100% blind person, a tech-savvy 40%+ LV person, a tech-savvy 100% deaf person, and a tech-savvy 40%+ Locomotor PwD*, while conducting the access audit. This is for the purpose of evaluating the existing situation of the digital and web accessibility with the PwDs point of view and their ease of access at different location of web applications. This would also help to record their deliberations including key suggestions, highlighting the key challenges and missing accessibility features (if any) which may enhance their experience while accessing the digital and web environment. **Such PwDs may not necessarily be a full-time part of the empanelled access auditors' firm/agency/NGO/Trust/Society/Individuals etc. but may be outsourced for the purpose of conducting access audit in the digital and web environment.**
- vi. The accessibility audit must be undertaken considering the latest accessibility guidelines/standards notified in the Right of Persons with Disabilities, (Amendment) Rules, 2023 and 2024 for various sectors.
- vii. The shortlisted NGOs/institution/society/trust/ individuals etc. shall be required to undertake a short course/workshop on web accessibility in digital and web environment as conducted by DEPwD from time to time.
- viii. The EOI is not an offer and is issued with no commitment, DEPwD reserves the right to withdraw this EOI any time and or vary any part thereof at any stage. DEPwD further reserves the right to disqualify any bidder, should it be so necessary at any stage

III. Brief purpose

a) Background

- i. India is signatory to the UN Convention on the Rights of Persons with Disabilities (UNCPRD). Article 9 of UNCPRD casts an obligation on all the signatory governments to take appropriate measure to ensure to persons with disabilities access, on an equal basis with others to the physical environment, to transportation, to information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas.
- ii. The Department of Empowerment of Persons with Disabilities is the Nodal Department pertaining to disability affairs, working proactively towards mainstreaming and empowering Persons with Disabilities through the development of universally accessible ecosystems including web accessibility. In view of the growing demand for an inclusive, safe, and comfortable experience for Persons with Disabilities, ensuring incorporation of accessible features in the web applications is the need of the hour and for the same, accessibility at core is essential to be imparted in the minds of implementing agencies to ensure the universal accessibility.
- iii. For this purpose, to ensure all the web applications are accessible to all, the Department of Empowerment of Persons with Disabilities, Ministry of Social Justice & Empowerment, Government of India invites “Expression of Interest” from the various agencies/NGOs/registered societies/trusts/ individuals etc. to showcase their interest for the empanelment with this Department as “Accessibility Auditors in Web Applications”. The interested entities may then send their organizational profile along with the details of qualification, relevant professional course which authorizes the agencies/NGOs/registered societies/ trusts/ individuals etc. to conduct accessibility audits in web applications

b) Scope of Work

The empaneled access auditors in the web accessibility with the Department of Empowerment of Persons with Disabilities (DEPwD) typically should have the responsibility to assess and evaluate the accessibility of web applications for persons with disabilities. The scope of work for empaneled access auditors includes:

- i. Accessibility audits of websites, including but not limited to their designing, ease of navigation, usage of visual indicators, contrast and color, availability of text alternatives for image for screen readers etc. to ensure compliance with accessibility standards and guidelines notified under Rule 15 of the RPwD Rules.
- ii. Documenting and reporting on the status of accessibility features on various web applications.
- iii. Providing detailed reports highlighting areas of non-compliance and suggesting corrective measures
- iv. Jointly with DEPwD conduct training sessions or workshops for stakeholders involved in design, construction and maintenance of web applications to raise awareness about accessibility requirements.
- v. Monitoring and evaluating the implementation of recommended measures to ensure that they are effectively incorporated and continue to meet web accessibility standards.
- vi. Staying updated on changes in web accessibility standards and regulations through continuous professional development.

It is important for empaneled access auditors to work closely with the DEPwD and other relevant stakeholders to contribute to the creation of more inclusive and accessible environment for PwDs. The scope of work may vary based on the specific needs and priorities outlined by the Department and the applicable legal framework.

c) Aims & objectives.

The core objective of empanelment of web accessibility auditor is;

- i. Ensuring to cater the growing demand for an inclusive, safe and comfortable experience for all and especially Persons with Disabilities (PwD) on all web applications.

- ii. To ensure the mandatory compliance of BIS standards on Accessibility for the ICT Products & services (Part I & II) adopted by MEITY, notified under Rule 15 of the Right of Persons with Disabilities Rules, 2017
- iii. To seek professional expertise available on this matter in the country

IV. Minimum eligibility criteria

Each shortlisted application should possess all the following eligibility criteria. Responses not meeting the minimum the eligibility criteria will be rejected and will not be evaluated further. Screening of EOIs shall be carried out as per eligibility criteria mentioned as per **table 1- list of eligibility criteria** and based on verification of documents submitted.

S.no	Eligibility criteria	Supporting document	Formats to be submitted
1	Registration Certificate of the agency/NGO/trust/registered societies etc. (Appropriate registration under Society/Trust/Companies Act). In case of individuals, IAAP and/or other credible qualifications; also having conducted the accessibility audit of at least 3 websites/apps.	Registration Certificate for Registration Certificate of the agency/NGO/trust/registered societies etc. Certificate of IAAP or some other credible qualifications, names of websites/apps whose accessibility audits have been conducted by the individuals along with proof of conducting the accessibility audit of the said websites/ apps.	Enclosure under format 2 (organisational contact details)
2	The applicant (firm or lead auditor) should be in the business of providing similar consultancy services for at least 5 years as on -----date----	Relevant work orders/experience letter by the concerned agency/certificate by company secretary of the applicant organisation	Under format 3 (Experience of the organisation)
3	The applicant's organisation should be financially operational for last 01 year from the closing date of EoI i.e. 2023-24.	Financial audited accounts/bank statements by Chartered Accountant as per the Format 5.	Format 5 (Financial strength of the organisation)
4	The applicant's organisation or lead auditor shall have experience of working with Central Government or State Government or public sector entities or well known private companies/Trusts on conducting accessibility audits.	Copy of all work orders/contract/experience letter by the concerned agency	Format 3 (Experience of the organisation)
5	The firm/ NGO should not be blacklisted by any Central Govt./State Govt/PSU/Govt Bodies	Certificate signed by the Authorized signatory.	
6	PAN No. / Service Tax Registration Certificate, if applicable	Copy of Certificate to be enclosed.	Enclosure under format 2 (Organisational contact details)

Table 1 List of eligibility criteria

In addition to the minimum eligibility criteria, following are the desirable qualifications/experience that may also be considered while screening of the proposals by DEPwD should be submitted **under format 6 (Additional Information)** supported by the relevant documentary proof;

- i. The applicants may share the industry recognition by providing evidence of any industry awards/national awards for the work undertaken, recognition or certifications received for their work in promoting web accessibility.
- ii. Highlight the agency's involvement in web accessibility related initiatives, collaborations with disability organisations etc. by supporting with relevant documentary proof.

- iii. Provide evidence of the educational qualifications, training programs or any national/international certificate course undertaken by the key personnel/lead auditor of the organisation in the field of web accessibility
- iv. Submit a list of team members who have received specialized training in web accessibility even if it's not through a formal certificate course.
- v. Include testimonials or references from previous clients who can vouch for the agency's competence in conducting web accessibility audits.

a) Criteria of qualification

- i. EOI will be evaluated for short listing inter alia based on their past technical experience of handling similar type of project and minimum eligibility criteria's as per table 1.
- ii. The shortlisted agencies may be required to make a presentation, if required, to the screening committee showcasing their proposals.
- iii. DEPwD will take up references and reserves the right to pay due heed to the Bidder's performance elsewhere and any past experience from DEPwD.
- iv. If any of the eligibility criteria is not fulfilled, DEPwD shall reject such proposals without any further evaluation.

V. Instructions to the applicants

- i. All information is to be submitted in one hard copy in separately sealed envelopes and one soft copy through email:-
 - a. Applicant's Expression of Interest as per Format-1.
 - b. Organizational Contact Details as per Format-2.
 - c. Experience of the organization as per Format-3.
 - d. List of experts/ consultants on payroll and other team composition as per Format-4.
 - e. Financial strength of the company as per Format-5.
 - f. Additional information as per Format-6.
 - g. Declaration as per Format-7.
 - h. Complete checklist of the submitted information as per Format 8.
- ii. Revised EOI document have been hosted on the website <https://depwd.gov.in/> and may be downloaded from the website.
- iii. The bidders are expected to examine all instructions, formats, terms of reference and other details in the revised EOI document carefully. Failure to furnish complete information with supporting documents against the minimum eligibility criteria as mentioned or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the Bidder's risk and may result in rejection of the proposal.
- iv. The applicants are strictly advised to submit lead auditor information in the prescribed format 4, if available. Failure in furnishing the information may result in rejection of the application.
- v. The applicants are mandatorily advised to attach the checklist of all the submitted information as per format 8.
- vi. The failure to provide the required information in the specified formats (format 1 to format 8) may result in the rejection of the application, notwithstanding the submission of all other details.
- vii. Application in sealed cover super scribed, as "EOI for providing services regarding web accessibility audit under DEPwD".

VI. EOI processing fees

A non-refundable processing fee for Rs. 1,000/- (One Thousand Rupees only) in the form of a Demand draft or a Pay Order drawn in favour of "PAO, Ministry of Social Justice and Empowerment" Payable at New Delhi has to be submitted along with the EOI response. Bids received without or with inadequate EOI processing fees shall be liable to get rejected.

VII. Venue & Deadline for submission of proposal

Proposal, in its complete form in all respects as specified in the EOI, must be submitted to DEPwD at the address specified herein earlier. In exceptional circumstances and at its discretion, DEPwD may extend the deadline for submission of proposals by issuing an amendment to be made available on the DEPwD website, in which case all rights and obligations of DEPwD and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

VIII. Validity of offer:

The offer for EOI as per this document shall be valid upto date of closing of EOI.

IX. Conflict of interest

- i. Where there is any indication that a conflict of interest exists or may arise, it shall be the responsibility of the Bidder to inform DEPwD, detailing the conflict in writing as an attachment to this Bid.
- ii. DEPwD will be the final arbiter in cases of potential conflicts of interest. Failure to notify DEPwD of any potential conflict of interest will invalidate any verbal or written agreement.
- iii. A Conflict of Interest is where a person who is involved in the procurement has or may be perceived to have a personal interest in ensuring that a particular applicant is successful. Actual and potential conflicts of interest must be declared by a person involved in a Bid process.

X. Formats for submission

FORMAT -1: APPLICANTS EXPRESSION OF INTEREST

To,

The Under Secretary (SIPDA)
DEPwD, Room No 11 A, 5th Floor,
Pandit DeenDayalAntyodaya Bhawan,
CGO Complex, Lodhi Road, New Delhi, 110003

Sub: Submission of Expression of Interest for the fresh empanelment of agencies/NGOs'/institutions/society/trust/individuals etc. as web accessibility auditors in ICT environment.

Sir/Madam,

In response to the revised Invitation for Expressions of Interest (EOI) published on __/__/__, we would like to express interest for the above purpose. As instructed, we attach the following documents in separately sealed envelopes and one soft copy through email which was shared on __/__/__:

- a. Organizational Contact Details as per Format-2.
- b. Experience of the organization as per Format-3.
- c. List of experts/ consultants on payroll and other team composition as per Format-4.
- d. Financial strength of the company as per Format-5.
- e. Additional information as per Format-6.
- f. Declaration as per Format-7.
- g. Complete checklist of the submitted information as per Format 8

Sincerely Yours,
Signature of the applicant
[Full name of applicant]
Stamp.....

Date:

Encl.: As above.

(Note: This is to be furnished on the letter head of the organization.)

FORMAT -2 :ORGANISATIONAL/INDIVIDUAL CONTACT DETAILS

S.no	Organizational Contact Details
1.	Name of applicant/Organization
2	Main areas of business
3.	Registration Certificate of the Agency (Appropriate registration under Society/Trust/Companies Act, if applicable)
4.	Whether the firm has been blacklisted by any Central Govt. / State Govt./PSU/ Govt. Bodies / Autonomous? If yes, details thereof
5.	Address of registered office with telephone no. & fax
6.	Address of offices
7.	Contact Person with telephone no. & e-mail ID

Enclose:-

1. Copy of certificate of incorporation
2. Copy of Article of Association in respect of 3 above
3. Undertaking in respect of 4 above.

Signature of the applicant

Full name of the applicant

Stamp & Date

FORMAT -3 :EXPERIENCE OF THE INDIVIDUAL/ORGANISATION

Experience in related fields

Overview of the past experience of the organisation in all aspects related to brand website related

S.no	Items	Number of assignments during last 10 years	Number of websites audited	Mention the name of client/ organization (<i>provide evidence of the experience</i>)
1	Experience of organisation or lead auditor working with Central Government or State Government or public sector entities or well known private companies/Trusts on conducting web accessibility audits.			

Signature of the applicant

Full name of applicant

Stamp & Date

FORMAT 4: INDIVIDUAL/ORGANISATION TECHNICAL CAPACITY

S.no	Name	Designation	Qualification	Relevant Experience
Details of technical resources/experts				
1.		Lead auditor		
2.				
3.				
4.				

FORMAT -5: FINANCIAL STRENGTH OF THE INDIVIDUAL/ORGANISATION

Financial strength of the organization					
S.no	Financial year	Whether profitable Yes/No	Annual net profit (in crores of Rs.)	Overall annual turnover (in Crores of Rs.)	Annual turnover from only consultancy service rendered in India (in crores of rs.)
1	2023-24				
2					

Note: Please enclose audited bank statements by Chartered Accountant

Signature of the applicant
Full name of applicant
Stamp & Date

FORMAT 6: ADDITIONAL INFORMATION

S.no	Description	Type of document submitted

Note: Please enclose the copy of all the relevant documents submitted to support the claim

Signature of the applicant
Full name of applicant
Stamp & Date

FORMAT-7: DECLARATION

<p>Declaration</p> <p>We hereby confirm that we are interested in competing for the empanelment as web accessibility auditors in the web applications and the task related to conducting accessibility audit.</p> <p>All the information provided herewith is genuine and accurate.</p> <p>Authorized Person's Signature.</p> <p>Name and Designation:</p> <p>Date of Signature:</p>
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Note: The declaration is to be furnished on the letter head of the organization.

FORMAT-8: CHECKLIST

S.no	Particulars	Supporting document	Compliance (yes/No)	Copy of the document placed at Page no.
1.	Has the organisation /NGO/registered societies/trust/individual etc. submitted the processing fee in the format of DD?	DD no:		
2.	Has the organisation submitted the Registration Certificate of the agency/NGO/trust/registered societies etc. with appropriate registration under Society/Trust/Companies Act enclosed with format 2, if applicable. In the individual case, qualification and work experience certificate may be mentioned.	Type of document: Registration no:		
3.	Has the organisation submitted the operational audited bank statements by CA of the one year i.e 2023-24 in the prescribed format 5?	Type of document:		
4.	Has the organisation/individual submitted the proof of experience of being in the business for 5 years and worked with Central Govt/State govt/ or Public sector entities or well known companies/Trust as per format 3?	Type of document:		
5.	Has the organisation submitted the certificate/undertaking of blacklisting?	Type of document:		
6.	Has the organisation submitted the copy of PAN No. /Service Tax Registration Certificate	Type of document:		
7.	Has the organisation submitted the additional information as per format 6 with supporting documents?	List of documents:		
8.	Has the organisation submitted all the information in the prescribed formats? (format 1-8)			