

REQUEST FOR PROPOSALS FOR 2023 Digital Accessibility Audit & Plan

The City of Louisville is accepting proposals from qualified contractors ("contractor") to provide digital accessibility support services. Please review the following pages for complete information on the request for proposal process.

Timeline of Activities and Proposal Format

- One (1) electronic copy of each proposal shall be submitted per the RFP via email to ehogan@louisvilleco.gov or through Rocky Mountain Bids.
- The City of Louisville will receive proposals in response to this RFP until 4:00 p.m., "our clock" on October 6, 2023.
- Interviews of applicants selected by City for interview – beginning the week of October 17.
- Anticipate final selection approximately October 24.

REQUEST FOR PROPOSALS FOR 2023 DIGITAL ACCESSIBILITY AUDIT & PLAN

Section 1. Summary of Request

Purpose – The City of Louisville is accepting proposals from qualified contractors to provide digital accessibility support services as defined in the scope of work. It is the City’s intent to partner with a qualified consultant that will be able to assist with compliance of Colorado House Bill 21-1110.

Any Colorado government agency that doesn’t meet the requirements outlined in HB21-1110 could be subject to injunctive relief, monetary damages or a fine of \$3,500 payable to the plaintiff, who must be someone from the disability community. All state agencies and local governments must be in compliance by July 1, 2024.

Digital accessibility is a priority for the City and all departments will play a critical role in achieving compliance. The City is committed to completing a digital accessibility audit by the end of 2023, developing a compliance plan and starting remediation before July 1, 2024. The City recognizes that compliance with HB21-1110 will take time, as such, the City has prioritized public-facing platforms that have the greatest risk of being subject to injunctive relief, monetary damages or fines.

Should Web Content Accessibility Guidelines (WCAG) release new rules during the scope of the project, new requirements will be negotiated, and the contract will be amended. Should the State of Colorado determine what is required in HB21-1110, or any other Colorado accessibility law, and ratify any changes to the existing law, these will apply to completion of the project.

Background – The City has already completed the following work:

- Added content to OIT Accessibility Plan template
- Developed Accessibility Statement (posted on City website)
- Developed Accessibility Reporting Procedure (posted on City website)
- Developed contract addendum for third party vendors to require compliance with standards
- Added UserWay accessibility tool to City websites (City, Library, golf sites)
- In process of developing internal/external platform inventory
- Achieved compliance in following areas:
 - New agenda management system
 - Standardized email signature

Questions regarding the proposal can be directed to:

Emily Hogan
City of Louisville
749 Main Street
Louisville CO 80027

303-335-4528
EHogan@LouisvilleCO.gov

Section 2. Scope of Work

The Scope of Work shall include but is not limited to the following:

1. Conduct Digital Accessibility Audit
 - a. Provide overview of requirements from HB21-1110 and WCAG 2.1
 - b. Review UserWay audit
 - c. Inventory of webpages/PDFs and level of compliance with standards
 - d. Baseline assessment of overall compliance with standards
 - e. Identify opportunities for process improvements and streamlining work flow
2. Develop Digital Accessibility Plan
 - a. Solicit input from staff teams, including digital accessibility planning team (City Manager's Office, Clerk's Office, Parks & Recreation, Cultural Services, Information Technology, Police, Human Resources), administrative team and retention/records personnel (Clerk's Office, Information Technology, Police, Human Resources), on needs and requirements
 - b. Based on the results of the audit and staff input, the consultant will develop a Digital Accessibility Plan that includes:
 - i. A prioritized list of documents and platforms based on the results of the audit, including public-facing and those used by staff for their key functions
 - ii. An Online Accessibility Policy, including a policy statement, internal roles and responsibilities, exclusions, grievance procedure and response timeline
 - iii. A Procurement Policy for third party vendors and platforms, including an inventory of current third party vendors/platforms and recommendations for achieving compliance
 - iv. Compliance guidelines and checklists for all applicable documents types and platforms, including websites, PDFs, social media, email communications, visual graphics, video, audio, etc.
 - v. Staff training and education program
 - vi. Testing tools and techniques (i.e. automated, manual)
 - vii. Remediation of non-compliance documents and platforms (i.e. convert PDFs under 5 pages to webpage content, consolidated & minimize content, delete outdated content, automated remediation tools)
 - viii. Cost estimates for any new resources and tools needed to maintain compliance
 - ix. Milestones for:
 1. Completion of accessibility audit
 2. Development of policies/procedures
 3. Recommendations for remediation/compliance efforts
 4. Staff training
 5. Tools, including accessibility principles, compliance guidelines/checklists for all applicable documents types and platforms, technology (i.e. Tyler Munis)
 6. Maintenance plan for compliance

- c. Budget to complete scope of work, including a la carte options to conduct accessibility audit, develop accessibility plan and implement remediation
 - d. Timeline to complete scope of work, including recommended phasing
3. Deliverables
- a. Accessibility audit
 - b. Accessibility plan
 - c. Implementation/change management plan

Section 3. Standard Terms and Conditions

When preparing a proposal for submission in response to this RFP, contractors should be aware of the following terms and conditions which have been established by the City of Louisville:

- This request for proposals is not an offer to contract. The provisions in this RFP and any purchasing policies or procedures of the City are solely for the fiscal responsibility of the City, and confer no rights, duties or entitlements to any party submitting proposals. The City of Louisville reserves the right to reject any and all proposals, to consider alternatives, to waive any informalities and irregularities, and to re-solicit proposals.
- The City of Louisville reserves the right to conduct such investigations of and discussions with those who have submitted proposals or other entities as they deem necessary or appropriate to assist in the evaluation of any proposal or to secure maximum clarification and completeness of any proposal.
- The successful proposer shall be required to sign a contract with the City in a form provided by and acceptable to the City. The contractor shall be an independent contractor of the City.
- The City of Louisville assumes no responsibility for payment of any expenses incurred by any proponent as part of the RFP process.
- The following criteria will be used to evaluate all proposals:
 - The contractor's interest in the services which are the subject of this RFP, as well as their understanding of the scope of such services and the specific requirements of the City of Louisville.
 - The reputation, experience, and efficiency of the contractor.
 - The ability of the contractor to provide quality services within time and funding constraints.
 - The general organization of the proposal: Special consideration will be given to submittals which are appropriate, address the goals; and provide in a clear and concise format the requested information.
 - Such other factors as the City determines are relevant to consideration of the best interests of the City.

Section 4. Required Submittals

- Provide the name, address, and email address of contractor. If an entity, provide the legal name of the entity and the names of the entity's principal(s) who is proposed to provide the services.
- Provide a review of your qualifications and briefly explain how you plan to complete the required tasks.
- Provide references for your work.
- Provide the completed pre-contract certification and return with your proposal.

Thank you, we look forward to reviewing your proposal.

DISCLOSURE STATEMENT

Vendor must disclose any possible conflict of interest with the City of Louisville including, but not limited to, any relationship with any City of Louisville elected official or employee. Your response must disclose if a known relationship exists between any principal of your firm and any City of Louisville elected official or employee. If, to your knowledge, no relationship exists, this should also be stated in your response. Failure to disclose such a relationship may result in cancellation of a contract as a result of your response. This form must be completed and returned in order for your proposal to be eligible for consideration.

NO KNOWN RELATIONSHIPS EXIST _____

RELATIONSHIP EXISTS (Please explain relationship)

I CERTIFY THAT:

1. I, as an officer of this organization, or per the attached letter of authorization, am duly authorized to certify the information provided herein are accurate and true as of the date; and

2. My organization shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.

Printed or Typed Name

Title

Signature