

**REQUEST FOR PROPOSALS FOR
2023 Digital Accessibility Audit & Plan**

Addendum #4

October 5, 2023

1. **Can we submit our responses in any format (email, Word, etc.)?** Yes, firms can submit responses via electronic files like Word or PDF.
2. **Are the following sites the only three websites we need to estimate and provide to you – www.louisvilleco.gov, www.louisville-library.org, www.coalcreekgolf.com?** Yes, these are the only three websites that need to be included in the estimate. While third party sites and platforms are required to be in compliance, as well, the City's primary focus is on the websites it operates, though respondents are welcome to include any issues identified in the third party sites and services used by the City.
3. **Are there developers for the repairs in the govAccess CMS and the City is only requesting an audit?** No, the City is requesting a cost to complete the audit and a cost to complete remediation.
4. **Are PDFs/videos part of scope as well?** Yes, PDFs and videos should be included in the scope of work.
5. **Is the pre-contact certification the same as the Disclosure Statement on the last page?** Yes, the pre-contract certification is the same as the Disclosure Statement.
6. **How many websites/software/portals/mobile apps are included in this scope of work? In other words, can we get a list of the assets?** See response to Q1.
7. **Will the City provide login credentials to review and scope to provide accurate pricing information?** No, the City will not provide login credentials. If there is specific information a firm is seeking that can be exported from the CMS, the City can provide it upon request.
8. **Requirement 1B of the RFP asks for firms to 'review UserWay audit'. What does this entail?** The City currently subscribes to the UserWay platform, which corrects some digital accessibility issues on the website and provides an audit of some issues identified.
9. **Requirement 1D of the RFP asks firms to 'conduct baseline assessment of overall compliance with standards'. What does the scope entail to provide this?** See response to Q1.
10. **Is the City interested in being independently verified for WCAG compliance or is it interested in ongoing compliance management?** The City is interested in assistance to become compliant and a plan to maintain compliance internally.
11. **Requirement 2.B.V of the RFP asks firms to 'develop a staff training and education program'. Can the City elaborate on what it is expecting?** The City is seeking a recommendation from firms on an appropriate staff training and education program. The goal is to educate staff on the requirements, achieve compliance and maintain compliance over time.
12. **Requirement 2.B.VII of the RFP asks firms for 'remediation of non-compliance documents and platforms'. Can the City elaborate on what it is expecting?** The City is seeking a recommendation from the firms on the best path forward to achieve compliance. This might entail removing outdated content, turning PDFs into web content or both. The City is seeking a consistent approach to manage all documents and platforms and establish standards for staff.

- 13. What web platform(s) are the City's assets built on?** The City contracts with Granicus for the City and Library sites (on the Vision/govAccess platform) and 121 Marketing for the golf site.
- 14. How many PDF documents need to be remediated?** The City is not sure how many PDF documents need to be remediated. This would be identified through the audit.
- 15. What is the pre-contract certification?** See response to Q5.
- 16. Is the City interested in full code-level compliance, which requires human-led auditing and testing, or are you interested in partial compliance, which can be achieved through automated scan-style testing?** The City is interested in seeing cost estimates for both approaches.
- 17. What matters most to the City for this effort?** The City is seeking a comprehensive understanding of its current documents and platforms and a plan moving forward that can be implemented to achieve compliance and that compliance is maintained over time.
- 18. When was the last accessibility audit conducted for the City's websites?** The City has not conducted an accessibility audit previously. The City can download a compliance audit via UserWay but there needs to be a more in-depth analysis.
- 19. Is there an incumbent bidding?** No, the City has not contracted for digital accessibility services previously.
- 20. How many participants are there in the RFP?** It is unknown how many firms will respond to the RFP. It was posted on the City's website and on Rocky Mountain E-Purchasing.
- 21. Will the City provide access to the findings of the UserWay audit?** Yes, the City can provide this information to the selected firm.
- 22. Is the City looking to build inclusive websites that do not require overlays like UserWay?** The City is seeking recommendations from the consultant on how to achieve compliance and maintain it.
- 23. Does Granicus and 121 Marketing commit to accessibility compliance inbuilt in their platforms?** Granicus does commit to accessibility compliance in their platform. The City may have to request specific changes in order to bring the platform into compliance.
- 24. Who is the target audience for the staff training and education program?** The target audience is City staff.
- 25. Post remediation, is there any support team or ongoing development team for testing applications and documents?** The City is seeking recommendations from the consultant on how to achieve compliance and maintain it.
- 26. Are reusable testing artifacts available?** This is unknown. Additional information is needed to answer this question.
- 27. What technology is used for developing web pages?** See response to Q13.
- 28. Is it acceptable to provide a per issue (with complexity) fix estimation?** Yes, it is acceptable to provide a per issue fix estimation. However, the City is interested in obtaining a ballpark cost for the various components of the scope of work.
- 29. Does the City have a preferred approach for building out pricing models for the RFP?** See response to Q28. The City is interested in a la carte pricing for the accessibility audit, plan and remediation. There is not a preferred format.
- 30. Will the UserWay overlay remain on the website in the future?** See response to Q22.
- 31. What companies, if any, have worked with the City to complete the activities listed in the scope of work?** See response to Q19.

- 32. Will the City provide auditors secure remote access to digital platforms and web content for purposes of automated accessibility scanning or will security constraints require audit staff to be on-site to conduct this work? Likewise, will the City be able to provide auditors with remote electronic access to documents subject to the audit?** Staff believes that remote access can be provided to the selected firm.
- 33. Is the accessibility audit and plan limited to web-based content or is the scope broader?** See response to Q2.
- 34. Is the accessibility plan intended to include timelines and describe how items will be addressed or will the plan need to include these items?** The plan should include timelines and the development of these items.
- 35. Is there any information to share on the funding source and/or constraints for this work?** Not at this time.
- 36. Is a proposed permitted to work with a subcontractor?** Yes, a proposer may work with a subcontractor. Qualifications and similar experience should be included in the proposal.
- 37. Will source code access for the City websites be provided as part of the remediation effort and if not will remediation be limited to defect reporting, retesting and third party development coordination?** Source code access will not be provided for Granicus (it is unknown for 121 Marketing at this time). As such, remediation is limited to defect reporting, retesting and third party development coordination for fixes.
- 38. Is the City looking for examples of similar solutions/implementations performed by the vendor or actual point of contact details as references?** The City is interested in both similar solutions/implementations and point of contact details as references.