

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

Addendum #1

September 26, 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.