



**Word Wizards**® inc.

508 compliance  
transcription  
graphic design

*Response to*

## **Alliance for Innovation (AFI)**

**RFP AFI-2025-117**

**ADA Digital Accessibility**

**WCAG 2.1 AA / 2.2 AA Compliance Services**

Workstreams 4, 6, and 7

*Training, Document Remediation, and Multimedia Accessibility*

### **Tab 2: Products and Services Pricing**

*Submitted by*

**Word Wizards Inc.**

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## Tab 2: Products and Services Pricing

### EVALUATION SECTION 1: SOLUTION OFFERING AND PRICING STRUCTURE

#### Section 1.1 Solution Offering & Coverage

Word Wizards, Inc. is pleased to submit this proposal in response to AFI RFP 2025-117 for ADA Digital Accessibility, WCAG 2.1 AA / 2.2 AA Compliance Services. We are proposing services for Workstream 4 (Training, Education & Capacity Building), Workstream 6 (Document & PDF Remediation), and Workstream 7 (Video, Audio & Multimedia Accessibility), where our decades of specialized expertise position us to deliver exceptional value to AFI and Participating Public Agencies (PPAs) across the nation.

As public entities face the Department of Justice's landmark compliance deadlines, April 24, 2026 for entities serving 50,000 or more people, and April 26, 2027 for smaller jurisdictions, the urgency for reliable, scalable, and expert-driven document accessibility solutions has never been greater. Word Wizards brings a proven track record of federal agency compliance work, a dual-track service model designed to meet agencies where they are, and a commitment to true remediation that addresses accessibility barriers at their source.

#### Strategic Approach: Support Agency Accessibility Compliance Goals

**The RFP objectives articulate a clear vision:** achieve and maintain conformance with WCAG 2.1 AA and WCAG 2.2 AA, meet DOJ compliance deadlines, identify and remediate accessibility barriers, and establish sustainable governance that enables agencies to maintain accessibility over time. Word Wizards has designed our solution offering around these objectives, recognizing that PPAs vary significantly in their technical maturity, internal capacity, document volumes, and budgetary constraints.

Our approach acknowledges a fundamental reality: some agencies need comprehensive, white-glove service where experts handle everything from assessment through remediation to final compliance certification. Others possess large volumes of backlogged content requiring efficient, cost-effective processing at scale. Still others aspire to build internal capacity over time, ultimately managing their own accessibility operations. Word Wizards addresses all three scenarios through a multi-track service model for training, document / forms remediation, and video content compliance.

#### Workstream 4: Training, Education & Capacity Building

Word Wizards delivers comprehensive training and education services that empower stakeholders at every level to understand regulatory requirements, implement accessibility best practices, and develop the technical skills necessary for long-term compliance success.

Our training programs draw on the same deep expertise that powers our remediation services, over two decades of hands-on experience making federal documents accessible, combined with current knowledge of evolving standards and technologies. We translate this expertise into practical, actionable education that enables agency staff to contribute meaningfully to their organization's accessibility mission.

#### Training Delivery Formats

Word Wizards delivers training through multiple formats designed to accommodate diverse learning preferences, scheduling constraints, and organizational needs:

- **Live Webinars:** Interactive sessions delivered via video conference, enabling real-time Q&A, demonstrations, and collaborative exercises. Webinars can be scheduled as single sessions or extended multi-session programs covering comprehensive curriculum.
- **Pre-Recorded Video Modules:** Self-paced video content that staff can access on their own schedules. Individual modules can be organized into learning paths tailored to specific roles or competency levels, allowing agencies to build internal training libraries.
- **Reference Materials and Tip Sheets:** Concise, practical guides that staff can reference during day-to-day work. PDF reference sheets, quick-start guides, and checklists reinforce training content and provide ongoing support for accessibility tasks.
- **Slide Presentations:** Presentation materials suitable for agency-led internal training sessions, enabling organizations to cascade knowledge throughout their workforce using Word Wizards-developed content.

### Target Audiences and Curriculum Focus

Word Wizards tailors training content to the specific needs of different audience segments within public agencies:

- **Leadership and Decision Makers:** Executive-level education on regulatory requirements, compliance obligations, legal risks, and strategic planning for digital accessibility.
- **Content Producers:** Practical training for staff who create documents, forms, videos, and digital content.
- **Technical Staff and Remediators:** In-depth technical training on accessibility remediation technologies, strategies, and best practices.

### Custom Curriculum Development

Word Wizards works with each agency to identify specific subject matter needs and develop curriculum that addresses their unique requirements. Our approach emphasizes straightforward educational content focused on required technical information and practical strategies for success. Whether an agency needs a single focused module on a specific topic or a comprehensive multi-session training program, we design and deliver content that builds genuine competency and supports lasting organizational change.

Training deliverables can be provided in multiple formats for flexible distribution, including accessible slide presentations, PDF reference materials, video recordings, and multi-channel versions suitable for agency learning management systems or internal distribution platforms.

### Workstream 6: Document & PDF Remediation

Document and PDF accessibility represents the core of Word Wizards' expertise. For over two decades, our team has remediated millions of pages for federal agencies, state governments, municipalities, educational institutions, and nonprofit organizations. We understand that electronic documents, PDFs, Microsoft Office files, forms, and digital publications, are not merely static content but critical pathways through which citizens interact with government services, access public information, and exercise their rights.

The DOJ's final rule makes clear that PDFs posted online are considered "web content" and must comply with WCAG standards. Yet industry data suggests that over 95% of PDFs on government websites would require some level of remediation to achieve compliance. The

challenge is immense, but Word Wizards has built our service model specifically to address it through two complementary tracks.

### **Track 1: Full-Service Expert Remediation**

Track 1 represents Word Wizards' comprehensive manual remediation services for document and forms. This track delivers a complete solution for agencies that need expert handling of their highest-priority publications, mission critical content, and assets facing the highest potential legal risk due to high visibility or public impact.

Remediation specialists apply our proven methodology to ensure conformance with all regulatory criteria for accessibility compliance. Every document undergoes rigorous quality assurance, including testing with industry-standard screen readers such as JAWS and NVDA, to confirm not merely technical compliance but actual usability for end users with disabilities.

**Track 1 is ideal for:** public-facing policy documents, legal and regulatory filings, executive reports, annual publications, complex technical manuals, documents under active litigation or settlement agreements, high-priority content requiring guaranteed 100% compliance, and agencies seeking complete peace of mind through full-service delivery.

### **Track 2: Automation-Enhanced High-Volume Processing**

Track 2 addresses high-volume document remediation requirements at scale. Many PPAs face backlogs of thousands or even tens of thousands of legacy documents, meeting minutes, historical reports, archived forms, routine correspondence, that must be brought into compliance. Traditional manual remediation of such volumes would be prohibitively expensive and time-consuming.

Through our partnership with archSCAN and their Accessibility On-Demand (AoD) platform, Word Wizards offers an automation-enhanced pathway that dramatically reduces cost and accelerates timelines while maintaining high compliance standards. The AoD platform leverages advanced AI and machine learning to automate foundational remediation tasks: optical character recognition for scanned documents, auto-tagging of document structure, logical reading order establishment, metadata and language tagging, bookmark generation, and contextual alt-text generation for images.

Critically, Track 2 relies on automation technology success combined with human expert validation to ensure ongoing compliance. Word Wizards' remediation specialists review statistically significant random samples of automated outputs, verifying that the platform has correctly processed each batch. This human oversight ensures that even high-volume automated processing maintains the quality standards our clients expect. Under the right circumstances, the AoD platform regularly achieves 95% or higher compliance through automation.

**Track 2 is ideal for:** large-volume projects, consistently formatted legacy content (meeting minutes, historical reports, routine forms), content with limited visual complexity or functional elements, agencies facing tight DOJ deadlines with substantial document backlogs, and organizations seeking to maximize compliance coverage within constrained budgets.

### **Evolution Pathway: Building Agency Self-Sufficiency**

A key differentiator of our Track 2 offering is its evolution pathway. For agencies that wish to develop internal capacity over time, Track 2 can serve as a springboard toward eventual self-sufficiency. As the AoD platform matures and agencies gain experience through our managed service, Word Wizards can work with interested PPAs to explore advanced platform development, custom integrations with agency systems, and ultimately potential licensing

arrangements that allow agencies to operate the platform independently on their own secure premises.

This pathway aligns directly with the RFP’s objective of establishing sustainable governance and enabling PPAs to maintain accessibility over time. Rather than creating permanent dependency on external vendors, Word Wizards envisions a partnership model where agencies can grow from fully managed services through hybrid arrangements to eventual self-operation, with our ongoing support and training ensuring success at each stage.

**True Source-Level Remediation, No Overlays:** Word Wizards’ track 1 and 2 remediation approaches focus exclusively on genuine remediation at the content level, never overlay-based “quick fixes” that mask accessibility issues without resolving them. Our methodology addresses accessibility barriers at their root, ensuring documents and content are inherently accessible. Every document we deliver has been structurally remediated to meet WCAG and PDF/UA standards, verified through automated tools and manual testing with assistive technologies.

## Workstream 7: Video, Audio & Multimedia Accessibility

Multimedia content presents unique accessibility challenges that require specialized expertise and thoughtful human-technology integration. Pre-recorded video and audio materials must include accurate captions, transcripts, and, for video content that conveys essential visual information, audio descriptions. Word Wizards provides comprehensive multimedia accessibility services for pre-recorded content, delivering a range of caption and audio description formats tailored to agency needs through human-hybrid workflows that combine AI-assisted efficiency with irreplaceable human expertise.

### Captioning Services

Word Wizards delivers professional captioning services for pre-recorded video content, ensuring compliance with WCAG standards for accuracy, synchronization, and readability. Our captioning approach exemplifies the human-hybrid workflow philosophy that defines our service model: we leverage AI capabilities where they add genuine value while maintaining human oversight where it remains essential.

### The Human-Hybrid Captioning Workflow

While AI transcription technology has advanced significantly, a critical compliance gap remains; there is currently no reliable automated method for speaker identification in most fully automated captioning scenarios. WCAG requirements mandate that captions identify speakers when multiple people are present, and automated systems cannot consistently distinguish between speakers, identify speakers by name or role, or determine when speaker changes occur in complex audio environments. Captions generated purely through automation may appear accurate but fail compliance requirements due to missing or incorrect speaker identification.

Word Wizards’ AI-assisted captioning workflow addresses this limitation through strategic human-machine collaboration:

- **Human generated transcripts for accuracy:** We utilize expert typists to ensure transcription is accurate and compliant with accessibility standards.
- **AI generated transcripts with human validation:** Process large volumes of content at lower costs. Human validation and correction provided for compliance.

- **AI-powered timing synchronization:** Once human specialists have validated the text and speaker identification, AI performs the technically demanding work of timing each individual caption to the audio track.
- **Quality assurance review:** Final captions undergo review to verify that text accuracy, speaker identification, and timing synchronization meet WCAG standards before delivery.

This workflow delivers the best of both capabilities: human judgment where it is essential for compliance (speaker identification, contextual accuracy, technical terminology) and AI efficiency where it adds value without compromising quality (precise timing synchronization).

### **Caption Deliverable Formats**

Word Wizards provides caption files in multiple formats to meet diverse agency needs and platform requirements:

- SRT (SubRip Subtitle) files for broad platform compatibility
- VTT (WebVTT) files for HTML5 video players and modern web platforms
- SCC (Scenarist Closed Caption) files for broadcast and legacy systems
- Embedded captions (encoded) for single-file distribution when required
- Open captions (burned-in) for guaranteed playback under all conditions
- Subtitles for non-English content or source language translation.
- Transcript documents (Word, PDF) for text-based accessibility and archival purposes

We work with agencies to determine the appropriate format(s) based on their video hosting platforms, distribution channels, and end-user needs.

### **Audio Description Services**

Audio description provides narrated descriptions of essential visual content for viewers who are blind or have low vision, enabling them to access visual information that is not conveyed through dialogue or existing audio. Word Wizards offers audio description services for pre-recorded video content at multiple complexity levels, featuring our proprietary SAIV (Synthetic AI Voice) technology that dramatically improves cost-effectiveness and turnaround time.

### **Our Audio Description Approach**

Every audio description project begins with human expertise. Our specialists analyze video content to identify visual elements essential to understanding and write an initial script. We then generate speech content using our AI powered synthetic voice tool. We then edit this audio into the content for playback by the user to convey the visual information in audio form.

Word Wizards developed SAIV (Synthetic AI Voice), a proprietary audio description platform built on enterprise-licensed synthetic speech technology. Traditional audio description requires voice talent and post-production complexity making it cost-prohibitive for many agencies. SAIV delivers high-quality narration generated by AI, reducing costs while enabling rapid, consistent production.

## **SAIV: A Word Wizards Innovation**

SAIV represents Word Wizards' commitment to developing proprietary solutions that advance accessibility services:

- **In-house development:** SAIV was developed by Word Wizards, not licensed from a third-party accessibility vendor. We pioneered this unique service and continue to innovate the product as we expand its capabilities and bring it to market.
- **Direct enterprise license:** Word Wizards holds a direct license to use enterprise-level AI-generated synthetic speech technology. This direct relationship, rather than reliance on consumer-grade or third-party voice services, gives us control over quality, consistency, and capability development.
- **Direct developer relationship:** We maintain a direct relationship with our synthetic speech technology provider, enabling us to expand our voice library, refine voice characteristics, and develop custom voice solutions as agency needs evolve.
- **Ongoing innovation:** Word Wizards continues to invest in SAIV development, expanding capabilities and refining the product based on production experience and agency feedback. Participating agencies benefit from these improvements throughout the contract term.

## **Current SAIV Capabilities and Voice Library**

SAIV currently offers:

- Multiple voice options varying in gender presentation, tone, and style
- Consistent voice quality across projects for agencies requiring ongoing production
- Flexible pacing and delivery suited to audio description timing requirements

The current SAIV capability and voice palette can be expanded and customized to provide customer-facing audio description under appropriate scenarios. We work with agencies to evaluate their specific content, audience expectations, and quality requirements to determine whether SAIV, traditional voice talent, or a hybrid approach best serves their needs.

## **Audio Description Deliverable Formats**

Word Wizards provides audio description in formats suited to agency distribution requirements:

- Separate audio description tracks for platforms supporting multiple audio streams
- Mixed audio files combining original audio with integrated description
- Extended audio description for content requiring descriptions longer than natural pauses
- Audio description scripts for agency review or alternative voice production

## **Platform Development and Future Innovation**

Word Wizards views multimedia accessibility as an area ripe for continued platform development and innovation. Our direct ownership of SAIV and our relationships with technology developers position us to deliver enhanced capabilities as underlying technologies mature.

## SAIV Development Roadmap

SAIV is currently positioned for additional development, with planned enhancements including:

- **AI-generated descriptions:** Future capability to automatically identify visual elements requiring description and generate initial description scripts, with human review and refinement ensuring quality and appropriateness.
- **Automatic timing and integration:** Planned development of automated timing synchronization that identifies natural audio gaps and positions descriptions optimally, reducing manual production time while maintaining quality.
- **Video platform integration:** Direct integration with common video hosting platforms and content management systems, enabling streamlined workflows from video upload through accessible delivery.
- **Expanded voice library:** Continued expansion of available voices, including additional vocal characteristics, languages, and specialized voices for specific content types or agency branding requirements.

## Partnership Opportunities

Similar to our document remediation approach, Word Wizards sees multimedia accessibility as an opportunity for collaborative development with interested agencies. The same principles that guide our Track 2 document services, automation where effective, human validation where essential, and potential pathways to agency self-sufficiency, apply equally to multimedia workflows. Agencies with substantial ongoing video production may benefit from integrated workflows, platform licensing, or hybrid arrangements that we are prepared to develop in partnership with interested PPAs.

Word Wizards' commitment to innovation, demonstrated through our pioneering development of SAIV and our ongoing investment in accessibility technology, positions us to deliver multimedia accessibility solutions that evolve alongside agency needs and technological capabilities. Unlike vendors who simply resell third-party tools, Word Wizards develops, owns, and continuously improves the solutions we bring to market.

## National Coverage and Geographic Scope

Word Wizards confirms our ability to serve agencies throughout the United States without geographic limitation. Our service delivery model is designed for national reach:

- All 50 states, the District of Columbia, and U.S. territories including Puerto Rico, Guam, U.S. Virgin Islands, American Samoa, and Northern Mariana Islands are fully supported.
- Document submission and delivery occur through secure electronic channels (email, secure FTP, cloud-based portals), eliminating geographic barriers.
- Our remediation team operates from our Silver Spring, Maryland headquarters with capacity to serve clients nationwide regardless of time zone.
- Virtual training, consultation, and project management support is available to all PPAs through video conferencing and collaboration platforms.

We have no limitations on geography, scope, or agency type. Word Wizards has successfully served federal agencies, state governments, county and municipal entities, institutions of higher education, special districts, and nonprofit organizations. Our experience spans agencies of all

sizes, from small municipalities with limited document volumes to large federal departments with thousands of documents requiring remediation.

### Deployment Flexibility and Security

Recognizing the diverse technical and security requirements across PPAs, if we engage the agency to develop custom integrations our platforms and products, Word Wizards could ultimately support customized deployment models for direct platform use of our automated / AI assisted remediation platforms.

**Cloud/SaaS Delivery:** Our standard service delivery utilizes secure cloud infrastructure for document transfer, processing, and return. The AoD platform operates as a managed SaaS solution with enterprise-grade security controls.

**On-Premises Deployment:** For agencies with heightened security requirements or regulatory constraints, we are actively developing on-premises deployment capabilities. Accessibility on Demand (AoD) is currently in discussions with large Federal agencies regarding pilot programs for secure on-premises content handling for sensitive materials. This capability, once fully deployed, will enable agencies to process documents within their own secure environments while leveraging the AoD platform's automation capabilities.

All service delivery includes appropriate data handling protocols, secure file transfer, and confidentiality protections aligned with public sector requirements. Word Wizards commits to ensuring that all environments, platforms, and products utilized under this contract comply with the security requirements specified in the Master Agreement, including data encryption in transit and at rest, access controls, and audit logging. Where specific security certifications or attestations are required by participating agencies, Word Wizards will work with agency security teams to document compliance or implement additional controls as needed.

### Standards Compliance and Future-Ready Architecture

Word Wizards' remediation methodology ensures conformance with current accessibility standards while positioning agencies for future requirements. Word Wizards provides ongoing guidance and subject matter expertise to agencies and stakeholders as one of our core services including with HHS, HUD, DOJ, and DEA among others. Our ongoing dedication to accessibility excellence ensures we will maintain full compliance with all of the standards and applicable laws that govern digital access for ICT including:

- **WCAG 2.1 Level AA and WCAG 2.2 Level AA:** Our remediation processes address all applicable success criteria for electronic documents.
- **Section 508 of the Rehabilitation Act:** We maintain deep expertise in federal accessibility requirements, honed through years of GSA contract work (GS-07F-0641X).
- **PDF/UA (ISO 14289):** Our PDF remediation produces fully tagged, standards-compliant documents meeting the PDF Universal Accessibility standard.
- **ADA Title II:** Our services directly support public entities' compliance with the DOJ's April 2024 final rule establishing WCAG 2.1 AA as the binding standard for state and local government digital content.
- **WCAG 3.0 Readiness:** Our methodology and platform architecture are designed to adapt as accessibility standards evolve, ensuring that work performed today positions agencies for future requirements.

## **Commitment to AFI and PPA Success**

Word Wizards understands that this cooperative contract represents more than a procurement vehicle, it is a commitment to ensuring that government services remain accessible to all citizens. The DOJ's compliance deadlines create urgency, but our goal extends beyond mere deadline compliance. We seek to help agencies build sustainable accessibility practices that persist and mature over time.

Through our dual-track approach to document remediation and our comprehensive multimedia accessibility services, Word Wizards offers PPAs the flexibility to choose service models that match their needs, budgets, and aspirations. Whether an agency requires full-service expert remediation, high-volume automated processing with human validation, or a pathway toward eventual self-sufficiency, Word Wizards stands ready to deliver.

## **Section 1.2: Pricing Structure**

Word Wizards, Inc. proposes a transparent, hourly-based pricing structure for this AFI/Edge Public cooperative contract. All pricing below includes the 5% Administrative Fee as required by Addendum No. 1. Our pricing methodology is designed to provide Participating Public Agencies (PPAs) with consistent, predictable cost estimates based on the actual content and elements contained within each document.

### **Pricing Methodology: Matrix-Based Labor Hour Estimation**

The tasks required to remediate a document for Section 508 compliance are based on the content and elements contained within a document. The time it takes to remediate a document depends on the kinds of content elements that make up the structure of a document. Some of these elements include, but are not limited to, table(s) of contents, indices, lists, footnotes, complex tables versus simple tables, photos requiring simple and/or complex alternative text in English and foreign languages, charts, graphs, color compliance, and making all text searchable using OCR. Each of these tasks require varied amounts of time to remediate.

To create a consistent and predictable cost estimate for a document, Word Wizards has developed a proprietary calculator that breaks down all elements within a PDF that must be addressed to make documents fully accessible. We use multiple checklists to achieve this goal, WCAG 2.2, PAC3, CommonLook PDF checklists, and any specific checklists provided by our clients.

Our matrix is used to estimate the amount of time each additional element of complexity adds to the base page rate estimate. This assessment is then converted into an hourly estimate of labor hours required to achieve remediation. The final estimate reflects our matrix analysis and is calculated in hours multiplied by the applicable labor rate. For each submission request, we will review the document and provide an estimate of labor hours and cost for the final version of the document.

### **Platform/Software Components Pricing**

Word Wizards operates as a professional services firm providing document remediation expertise rather than a subscription-based software platform. Our pricing model is based on flat hourly rates for remediation and professional services, rather than subscription tiers, user seats, or scan counts.

## Professional Services Pricing – Full-Service Remediation

### Core Remediation Services – Flat Hourly Rates

The following flat hourly rates apply to document and forms remediation services. Labor hours are estimated using our proprietary matrix based on document complexity and element counts:

Service	Rate
<b>Document Remediation (PDF, DOCX, PPT, XLSX):</b> Standard remediation of PDF and MS Office documents (Word, PowerPoint, Excel) to achieve WCAG 2.2 AA compliance. Includes tagging, reading order, alt text creation, table structure, and all elements required for full accessibility.	\$115.00/hour
<b>Forms Remediation:</b> Making existing PDF forms accessible, including field labeling, tab order, tooltips, and screen reader compatibility for forms with standard fields and functionality.	\$120.00/hour
<b>Forms Development / Custom Programming:</b> Advanced programming for interactive PDF forms with calculations, validation scripts, conditional logic, and database integration.	\$135.00/hour

### Automation-Enhanced High-Volume Processing

Service	Rate
Automated Remediation	\$5.00-\$12.00/page

The per-page rate varies based on document performance, content complexity, level of performance validation applies, or additional manual human remediation required to achieve agency compliance objectives.

### Document Complexity Assessment Matrix

The following matrix identifies the document elements assessed when estimating labor hours for remediation. Each element type adds complexity and time to the remediation process. Our proprietary calculator uses this matrix to provide accurate, consistent estimates:

Document Element	Unit of Measure
Text Matter	Page
Text Matter (OCR)	Page
TOC and/or Index	Page
Simple Alt Text Images	Image
Complex Alt Text Images	Image
Alt Text Simple Tables/Charts	Table/Chart
Alt Text Complex Tables/Charts	Table/Chart
Links, Functional Elements, Footnotes	Item

## Definition of Document Elements

Document Element	Description
Text Matter	Pages that contain formatted searchable text.
Text Matter (OCR)	Pages that are not searchable text that require optical character recognition.
TOC and/or Index	Table of Contents or Index that contain links that need to be hyperlinked throughout the document.
Simple Alt Text Images	Photographs and graphics that can be conveyed in a short phrase or sentence(s).
Complex Alt Text Images	Images and data that require analysis of complex images and statistical data that is not searchable text that must be described and require a two-part text alternative, short phrase plus long description required.
Alt Text Simple Tables/Charts	Tables with 1-4 columns and rows and charts that have simple data.
Alt Text Complex Tables/Charts	Tables with multiple levels of row or column headers and headers that span multiple rows or columns and charts that contain many levels of statistical data.
Links, Functional Elements, Footnotes	Elements that add additional time to the process and require specific tagging to remediate.

## Additional Professional Services – Hourly Rates

The following additional services are available at separate hourly rates when required:

Additional Professional Services – Hourly Rates Service	Rate
<b>Document Formatting / Graphic Layout / Color Compliance:</b> Provide formatting in native productive software, Adobe Creative Cloud software and MS Office. Often required to fix content issues at the source to ensure remediation is possible.	\$115.00/hour
<b>Copy Editing / Proofreading:</b> Revise copy to improve readability, accuracy, clarity, spelling, grammatical structure, and style.	\$105.00/hour

Additional Professional Services – Hourly Rates Service	Rate
<b>Subject Matter Expert Consultation:</b> Direct access to remediation and regulatory SMEs for practical task-based solutions, technical support, and advisory guidance on real world scenarios.	\$150.00 - \$250.00/hour
<b>Administrative Support:</b> Administrative tasks and managerial responsibilities supporting the contract requiring substantial labor hours and effort.	\$150.00/hour
<b>Custom Development (API, SSO, Buildouts, Integrations, etc.):</b> Custom programming services to create tailored solutions or adjustment to existing products to conform with client requirements and goals.	\$125.00 - \$350.00/ hour

**Video Compliance Services**

Video content is also required to comply with accessibility standards. While this RFP was written for document remediation, video services may be needed if PPAs encounter video content on their sites or documents contain embedded video content or links to hosted videos for end users:

Service	Rate	Minimum
Human Transcript (no captions)	\$3.25/minute	\$50.00
Captions (AI Transcript – AI Timing)	\$3.50/minute	\$100.00
Captions (Human Transcript – AI Timing)	\$4.68/minute	\$100.00
Captions (Human Transcript – Human Timing)	\$9.40/minute	\$100.00
Audio Description – Light Complexity	\$10.50/minute	\$200.00
Audio Description – Moderate Complexity	\$15.75/minute	\$300.00
Audio Description – High Complexity	\$21.00/minute	\$400.00
Audio Description – Ultra-High Complexity (Low)	\$26.25/minute	\$500.00
Audio Description – Ultra-High Complexity (High)	\$42.00/minute	\$600.00+

## Video Accessibility Surcharges and Additional Services

### Surcharges

The following surcharges apply based on content characteristics and special requirements:

Surcharge Category	Additional Cost
Audio Quality Issues - Level 1 (moderate quality issues, accented speech, background noise)	+\$0.50/minute
Audio Quality Issues - Level 2 (persistent distortion, heavily impaired speech, advanced STEM/legal content, continuous crosstalk)	+\$1.00/minute
Human Native Captioning (if audio quality or other factors cause AI timing tool to fail)	+\$5.00/minute
Audio Restoration (Removal of noise / distortion)	+\$2.00/minute
Time Code (00, offset, time of day)	+\$0.50/minute
Time Code (Analog SMTPE)	+\$1.00/minute

### Media Conversion Services

Word Wizards can accept content in various formats. The following rates apply for media that requires conversion or digitization before transcription/captioning:

Service	Rate
Analog Tape Digitization (Cassette / VHS / BETACAM)	\$40.00 per hour of tape (2-hour minimum per request)
DVD Rip or Digital Media Rip	\$25.00 per file

### Rush Delivery Fees

Word Wizards will honor the standard delivery rates for the page amounts listed above. For requests above this threshold of pages, but still requiring priority delivery, the following rush rates will apply as a percentage increase from standard hourly rates:

Rush Service Turnaround Time	Percentage Increase from Standard Rates
Same business day (under 4 hours)	+150%
Same business day (over 4 hours)	+100%
1 business day	+75%
2 business days	+50%
3-4 business days	+25%

## Training and Education Services, Custom Curriculum Development

Word Wizards provides training and education services to build agency capacity for accessibility compliance. Training services are priced based on development effort and delivery format:

Service	Rate
<b>Custom Curriculum Development:</b> Includes needs assessment, subject matter research, content outline, script/narrative development, and review cycles. Covers training on regulatory criteria (WCAG 2.x, Section 508, ADA Title II), accessible content creation techniques, and remediation technologies.	\$165.00/hour
<b>Live Webinar Delivery (per session hour):</b> Interactive instructor-led sessions via video conference. Includes preparation, facilitation, Q&A, and follow-up materials. Single sessions or multi-session extended programs available.	\$200.00/hour
<b>Pre-Recorded Video Module Production (per finished minute):</b> Professional video production including scripting, recording, editing, and accessible delivery (captioned, with transcript). Rate varies based on production complexity and visual elements required.	\$95.00 - \$200.00/minute
<b>Reference Materials:</b> Accessible PDF tip sheets, quick-reference guides, checklists, and job aids designed for practical daily use by content creators and technical staff.	\$125.00/hour

## Volume-Based and Portfolio-Based Pricing Models

Word Wizards offers the following volume-based pricing considerations for PPAs under this cooperative contract:

- **High-Volume Projects – Human/AI Hybrid:** For projects with large batches of consistently formatted content with minimal visual data, PPAs are eligible for our Human-AI Hybrid Workflow at \$5.00–\$12.00 per page.
- **Enterprise/Portfolio Engagements:** For PPAs with significant ongoing accessibility remediation needs (e.g., state agencies, large municipalities), Word Wizards is prepared to discuss customized service agreements that may include dedicated resources, priority scheduling, and volume-based rate adjustments.

## Discounts Offered Through This AFI/Edge Public Cooperative Contract

### Discounts by Service Type

- **Remediation Services:** The flat hourly rates offered through this cooperative contract represent competitive pricing established through our many years of experience.
- **High-Volume Projects:** Our Human-AI Hybrid Workflow provides significant cost savings for large batches of consistently formatted archival content with applicable low complexity. Agencies who purchase significant volumes may receive and negotiate

additional discounts depending on the results of the performance of the Automation enhanced AI assisted remediation tool.

- **Video Services:** Bulk discounts available for captioning and audio description projects depending on volume, project requirements, and delivery time.
- **Full Platform Integration / Custom Development:** Agencies who pursue the track of building out integrations with our high-volume automated remediation systems may negotiate substantial discounts of the presented rates.

### Discounts Based on Volume, Term Length, or Aggregated Cooperative Usage

- The pricing structure offered through this contract reflects cooperative-level value.
- Word Wizards is committed to working with AFI and Edge Public to explore additional discount structures as aggregated cooperative usage grows, potentially including tiered volume discounts for the cooperative as a whole.

### Most-Favored Customer Pricing Commitment

Word Wizards confirms that the pricing proposed under this AFI/Edge Public cooperative contract is equal to or better than pricing we offer to individual public entities or other cooperatives with comparable or lower volume.

## Section 1.3: Changes, Additions & Warranties

### New Products, Modules, and Services During the Contract Term

Word Wizards anticipates that our service offerings will evolve throughout the contract term as we refine our dual-track delivery model, expand automation capabilities, and respond to emerging agency needs. Our approach to incorporating new products, modules, and services ensures that PPAs continue to receive competitive, cooperative-level pricing while benefiting from ongoing innovation.

### Phased Deployment Strategy

Our engagement model with new PPAs follows a deliberate phased approach designed to maximize value while managing risk:

**Phase 1 – Full-Service Expert Remediation:** Upon contract initiation, Word Wizards will deploy our full-service remediation team (Track 1) to address an agency’s highest-priority content. This ensures that critical public-facing documents, time-sensitive compliance materials, and complex content receive immediate expert attention while we establish the working relationship and gain familiarity with the agency’s document ecosystem.

**Phase 2 – Automation Assessment and Experimentation:** Concurrently, we will begin analyzing the agency’s broader document portfolio to identify batches of high-volume content suitable for our automation-enhanced workflow (Track 2). This experimentation phase allows us to determine which document types, formats, and content categories can be immediately addressed using the hybrid human-AI approach, optimizing both cost and throughput.

**Phase 3 – Scaled Hybrid Operations:** As automation parameters are validated, we transition appropriate content streams to Track 2 processing while maintaining Track 1 for complex and high-stakes materials. This phased approach ensures agencies realize cost savings on suitable content without compromising quality on materials requiring expert human remediation.

## Pricing for New Services and Capabilities

When Word Wizards introduces new products, modules, or service capabilities during the contract term, we commit to the following pricing principles:

- New services will be priced at or below comparable market rates, maintaining the cooperative-level value established in this contract.
- Any new automation-enhanced services leveraging the Accessibility On-Demand platform will be offered at rates reflecting the cost efficiencies of automated processing, passing savings through to PPAs.
- New service pricing will be submitted to AFI and Edge Public for review and incorporation into the contract through appropriate amendment procedures.
- Existing PPAs utilizing the contract will receive notification of new service availability and will have access to new capabilities at the same cooperative pricing as newly onboarding agencies.

This approach ensures that as Word Wizards' capabilities expand, whether through enhanced automation, new document types, additional multimedia services, or platform integrations, PPAs benefit from continued competitive pricing without renegotiation or separate procurement actions.

## Service Warranties and Guarantees

Word Wizards stands behind our work with comprehensive warranties and guarantees that reflect our confidence in our remediation quality and our commitment to PPA success.

### Remediation Quality and Rework Policy

**Track 1 (Full-Service Expert Remediation):** Word Wizards guarantees 100% compliance with applicable WCAG 2.1 AA / 2.2 AA, Section 508, and PDF/UA standards for all documents processed through our full-service track. If any document delivered under Track 1 fails to meet compliance standards upon agency review or third-party audit, Word Wizards will remediate the identified issues at no additional cost until full compliance is achieved.

**Track 2 (Automation-Enhanced Processing):** Documents processed through our automation-enhanced workflow typically achieve 95% or higher compliance through automated processing, with human validation of a random sampling to ensure performance. Any documents falling below this threshold or failing subsequent compliance review can be escalated to Track 1 processing to be made fully compliant for additional labor hours. Full third-party automated compliance reports are provided for every document processed in this model. For practical purposes, in extremely high-volume scenarios 95% compliance for hundreds of thousands of pages can be deemed an acceptable range of success considering the significant savings offered at such a scale.

**Rework Policy:** Our rework commitment extends for 90 days following document delivery. If a compliance issue attributable to our work is identified within this period on Track 1 deliverables, Word Wizards will correct the issue promptly at no cost. Deficiencies arising from source file limitations or changes made to the document after approval for remediation will be billed at the applicable rates. For Track 2 deliverables, rework requests can be made for documents that fall below the 95% threshold of compliance to be billed at the standard hourly remediation labor rates.

## Delivery Performance Commitment

Word Wizards commits to meeting agreed-upon delivery timelines for all projects. Our standard delivery schedules are published in our pricing documentation, and we maintain a proven track record of on-time delivery. Should Word Wizards fail to meet a committed delivery date, we will work with the affected agency to expedite completion and, where appropriate, apply credits or discounts to compensate for any inconvenience.

## Additional Pricing Proposals

Beyond our standard pricing structure, Word Wizards offers several additional pricing models designed to address specific PPA needs and encourage broader adoption of accessibility compliance across the cooperative.

## Pilot Pricing for New Engagements

For PPAs new to document accessibility remediation or uncertain about scope requirements, Word Wizards offers pilot engagement pricing. A pilot engagement allows an agency to submit a representative sample of documents (typically 50-100 pages across multiple document types) at our standard rates, receiving full remediation plus a detailed assessment report. This report analyzes the agency's document portfolio characteristics, identifies content categories suitable for Track 1 versus Track 2 processing, and provides a projected cost model for broader remediation efforts. Pilot engagements help agencies make informed decisions about scope and budgeting without committing to large-scale projects upfront.

## Starter Packages for Small Entities

Recognizing that smaller municipalities, special districts, and nonprofit organizations face the same DOJ compliance deadlines as larger entities but often with more constrained budgets, Word Wizards offers starter packages designed for smaller-scale engagements:

- **Small Entity Starter Package:** Remediation of up to 250 pages of mixed content at a 5% discount from standard matrix rates, including compliance certification for each document.
- **Nonprofit Partner Package:** Qualifying 501(c)(3) nonprofit organizations receive a 7% discount on all remediation services, reflecting Word Wizards' commitment to supporting mission-driven organizations in achieving digital accessibility.

## Enterprise Bundles and High-Volume Licensing

For large agencies, state-level deployments, or consortia of PPAs with substantial ongoing remediation needs, Word Wizards offers enterprise-level arrangements:

**High-Volume Processing Agreements:** Agencies committing to annual volumes exceeding 10,000 pages are eligible for volume-based rate reductions and priority scheduling.

**High-Volume Platform Licenses:** For agencies with ongoing, high-capacity remediation needs, Word Wizards can structure licensing arrangements for the Accessibility On-Demand platform. These licenses enable agencies to process documents at scale through our automation-enhanced workflow, with pricing structured around annual volume tiers rather than per-page rates. This model is particularly advantageous for agencies with continuous document production requiring ongoing accessibility processing.

## Custom Programming and Platform Integration Development

Word Wizards recognizes that some PPAs may seek deeper integration between accessibility remediation capabilities and their existing document management systems, content management platforms, or workflow tools. We offer custom development services to address these needs:

**Custom Integration Development:** Word Wizards can develop custom integrations connecting the Accessibility On-Demand platform with agency systems, enabling automated document routing, status tracking, and seamless incorporation of accessibility workflows into existing processes.

**API Development and Configuration:** For agencies seeking programmatic access to remediation services, we can configure API endpoints and develop custom connectors tailored to agency technical environments.

**On-Premises Deployment Engineering:** For agencies requiring on-premises deployment of automation capabilities, Word Wizards provides engineering services to configure, deploy, and support platform instances within agency-controlled infrastructure.

Custom development services are priced at hourly rates reflecting the specialized expertise required for these engagements. Our development team includes senior engineers and accessibility specialists whose rates align with the Expert/Strategic Consultation tier in our pricing structure. Detailed scoping and fixed-price quotes are available for defined development projects upon request.

## Interstate and National Deployment Incentives

Word Wizards is committed to supporting broad-scale accessibility adoption across the cooperative. To encourage interstate collaboration and national deployment of accessibility solutions, we offer substantial pricing incentives for agencies pursuing larger-scale implementations:

**Multi-State Consortium Pricing:** When multiple state agencies or interstate consortia coordinate procurement through this cooperative contract, Word Wizards will offer tiered volume discounts on platform licensing and custom development services, with specific discount levels determined by aggregate commitment volume.

**National Deployment Partnerships:** For agencies or associations seeking to deploy accessibility solutions at national scale, such as statewide implementations intended as models for other states, or national nonprofit networks seeking standardized accessibility compliance, Word Wizards is prepared to negotiate partnership pricing that reflects the strategic value of broad adoption. These arrangements may include reduced licensing fees, shared development costs, and preferential rates for ongoing support and enhancement.

Our goal is to make accessibility compliance achievable at every scale, from individual small municipalities to coordinated national initiatives. The cooperative contract structure provides an ideal vehicle for aggregating demand, and Word Wizards is committed to passing through economies of scale as adoption grows.

## Section 1.4: Cooperative & Administrative Fee

### Understanding and Agreement of Administrative Fee Structure

Word Wizards confirms our complete understanding and agreement with the administrative fee structure outlined in RFP AFI-2025-117 and as amended by Addendum No. 1.

We understand that the Administrative Fee is a payment owed by the awarded Offeror to Edge Public, calculated as five percent (5%) of the total purchase amount paid to the Offeror, excluding taxes, refunds, and returns. This fee applies to all sales of products and services made to the Lead Contracting Agency (AFI) and Participating Public Agencies (PPAs) under the Master Agreement, including any amendments or renewals throughout the contract term.

Word Wizards acknowledges and agrees to the following administrative fee requirements:

- The 5% Administrative Fee will be calculated on all Contract Sales and remitted to Edge Public in accordance with the Offeror Agreement.
- Payment will be made via Automated Clearing House (ACH) to Edge Public's designated financial institution as specified in Exhibit D.
- Word Wizards will submit electronic accounting reports each month summarizing all Contract Sales, formatted as prescribed by Edge Public and following the Contract Sales Report template provided in Exhibit H.
- Monthly reports will be submitted by the 10th day of the month following the reporting period.
- Word Wizards will maintain accurate records of all purchases made by PPAs under the Master Agreement and make such records available for audit and compliance verification for up to four (4) years after the contract award expiration date.
- We understand that failure to submit timely reports or remit Administrative Fee payments constitutes a material breach of the agreement.

Word Wizards fully accepts these terms and commits to complete compliance with all administrative fee reporting and payment requirements throughout the contract term.

### **Accounting for the Administrative Fee in Pricing**

Word Wizards has incorporated the 5% Administrative Fee directly into our pricing structure to ensure complete transparency for PPAs.

### **Ensuring Competitive Net Pricing to Agencies**

Word Wizards is committed to ensuring that net pricing to PPAs remains competitive despite the inclusion of the Administrative Fee.

## **Section: 1.5 Additional Information**

### **The Word Wizards Advantage: Expert Humans Powered by Intelligent Automation**

Word Wizards Inc. offers Participating Public Agencies a distinctive value proposition that combines the irreplaceable judgment of expert human remediators with the efficiency and scalability of advanced automation tools. This hybrid approach delivers the best of both worlds: the speed and cost-effectiveness that agencies need to meet aggressive DOJ compliance deadlines, paired with the quality assurance that only experienced accessibility professionals can provide.

As public entities face the April 2026 and April 2027 compliance deadlines established by the Department of Justice's final rule on web accessibility, the pressure to remediate large volumes of legacy documents has never been greater. Word Wizards' dual-track service model is specifically designed to address this challenge, offering agencies flexibility to match their content priorities, budget constraints, and long-term accessibility goals.

## Meeting DOJ Compliance Deadlines: A Strategic Partnership Approach

Word Wizards and our network of partners are committed to helping agencies achieve compliance with DOJ deadlines through a coordinated, scalable approach that leverages both human expertise and automation capacity.

**For Large Entities (April 24, 2026 Deadline):** Agencies serving populations of 50,000 or more face the earliest compliance deadline. Word Wizards recommends an aggressive phased strategy: immediate deployment of Track 1 expert remediation for priority public-facing content (policies, forms, essential services) while simultaneously onboarding high-volume archival content to Track 2 automation-enhanced processing. Our capacity to process up to 10,000 pages per batch through Track 2 enables large agencies to address substantial backlogs within the compressed timeline. We will work with agencies to develop prioritized remediation roadmaps that ensure critical content is compliant before the deadline.

**For Smaller Entities (April 26, 2027 Deadline):** Smaller municipalities, special districts, and entities serving populations under 50,000 have an additional year to achieve compliance. Word Wizards will help these agencies leverage this timeline strategically, beginning with document inventories and prioritization assessments, then systematically addressing content through the most cost-effective combination of Track 1 and Track 2 services. Our starter packages and nonprofit discounts ensure that budget constraints do not prevent smaller agencies from achieving compliance.

### Scaling Through Partnership

#### Additional Experts On-Demand

In addition to our in-house team and individual direct subcontractors who support our accessibility remediation services, we rely on our teaming partner Appligent as a subcontractor for access to additional remediation technicians for immediate deployment. This company shares our dedication to accessibility services excellence and end user focused experiences, and they have significant past-performance in the industry. Our teams work together as partners to support overflow during high volume remediation scenarios when additional resources are required. We maintain relationships with several such partners and have a long history of utilizing our expert industry peers to accomplish great feats of remediation.

#### Tech Partners

Word Wizards' partnership with archSCAN and the Accessibility On-Demand platform provides the scalability necessary to serve multiple agencies simultaneously as deadlines approach. Further, this platform is undergoing continuous improvement and soon will be capable of API integrations and client facing portals for direct use of the platform.

Word Wizards also maintains strategic partnership with AI developer Command Labs, who maintains and services the SAIV AI generated audio description platform. Our direct relationship with this world class developer gives us a strategic advantage when it comes to the development costs with our SAIV tool.

### A Dual-Track Model for Every Agency Need

Word Wizards recognizes that PPAs vary dramatically in their document volumes, content complexity, technical maturity, and budgetary resources. A one-size-fits-all approach cannot adequately serve a small rural municipality with a few hundred legacy documents and a large state agency with tens of thousands. Our dual-track service model provides the flexibility agencies need:

## Track 1: Full-Service Expert Remediation

For agencies seeking comprehensive, turnkey accessibility compliance, Track 1 delivers our complete service experience. This track combines our human-AI hybrid workflow with full human validation and manual correction of complex issues, guaranteeing 100% WCAG 2.1 AA / 2.2 AA compliance for every document.

Track 1 is ideal for high-priority public-facing content, documents under legal scrutiny or settlement agreements, complex technical materials, and agencies that prefer to entrust accessibility compliance entirely to proven experts. Word Wizards handles everything from intake through final delivery, with rigorous quality assurance including screen reader testing with JAWS and NVDA.

## Track 2: Automation-Enhanced High-Volume Processing

For agencies facing large backlogs of legacy content, meeting minutes, historical reports, archived forms, routine correspondence, Track 2 offers a cost-effective pathway to compliance at scale. Through our partnership with archSCAN and the Accessibility On-Demand (AoD) platform, we leverage advanced automation to process high volumes efficiently while our expert team validates results to ensure ongoing compliance.

Track 2 achieves 95% or higher compliance through automation, with human oversight ensuring quality standards are maintained. This approach delivers potential cost savings of 50-65% compared to traditional manual remediation, making compliance achievable even for agencies with substantial document backlogs and constrained budgets.

## Evolution Pathway: From Managed Service to Agency Self-Sufficiency

A key differentiator of our offering is the evolution pathway available to agencies through Track 2. As agencies gain experience and the platform matures, Word Wizards can work with interested PPAs to develop custom integrations, configure on-premises deployments, and ultimately structure high-volume licensing arrangements that enable agencies to operate accessibility remediation capabilities independently within their own secure environments.

This pathway directly supports the RFP's objective of establishing sustainable governance that enables agencies to maintain accessibility over time, not through permanent vendor dependency, but through progressive capability building that positions agencies for long-term self-sufficiency.

## Phased Engagement: Starting Smart, Scaling Strategically

Word Wizards approaches new agency engagements with a deliberate phased strategy designed to maximize value while managing risk:

**Phase 1:** We deploy our full-service remediation team to address the agency's highest-priority content immediately, ensuring critical documents achieve compliance while we establish the working relationship.

**Phase 2:** Concurrently, we analyze the agency's broader document portfolio, experimenting with our automation tools to identify which batches of high-volume content can be effectively addressed through the hybrid automation-enhanced workflow.

**Phase 3:** As automation parameters are validated, we transition appropriate content streams to Track 2 processing, optimizing cost and throughput while maintaining Track 1 for complex materials requiring expert human remediation.

This phased approach ensures agencies realize immediate compliance progress on priority content while building toward optimized, cost-effective processing of their complete document inventory.

### **Our Hybrid Human-AI Workflow**

Unlike fully automated solutions that sacrifice quality for speed, or purely manual approaches that cannot scale to meet urgent deadlines, Word Wizards has developed a proprietary workflow that strategically deploys automation where it excels, processing large batches, identifying common accessibility issues, handling repetitive tagging tasks, performing OCR on scanned documents, while reserving human expertise for the decisions that matter most: contextual alt-text creation, complex table structure analysis, reading order optimization, and final quality validation.

Every document that leaves our facility has been touched by trained human hands. Our automation tools accelerate the process; our expert team perfects the result. This approach enables us to process high-volume projects at competitive rates while maintaining the compliance guarantees that agencies require.

### **Pioneering AI-Generated Audio Description**

Word Wizards has emerged as an industry pioneer in applying AI voice generation technology to audio description production. Our proprietary platform produces broadcast-quality narration that is virtually indistinguishable from traditional voice talent, enabling us to deliver audio description services at 40-60% lower cost than conventional methods.

This innovation makes multimedia accessibility achievable for agencies that previously considered it cost-prohibitive. Combined with our human-generated transcription and AI assisted compliant captioning services, Word Wizards provides comprehensive Workstream 7 coverage that addresses the full spectrum of multimedia accessibility requirements.

### **Proudly American: A Certified Woman-Owned Small Business**

Word Wizards Inc. is a certified Woman-Owned Small Business (WOSB) through the U.S. Small Business Administration, as well as a WBENC-certified Women's Business Enterprise. We are headquartered in Bethesda, Maryland, and have proudly served federal, state, and local government clients since 1989, over 35 years of continuous operation.

All work performed under this contract will be completed exclusively by U.S.-based employees and contractors. Every document remediated, every caption produced, and every quality review conducted is performed by highly skilled American workers. When agencies partner with Word Wizards, they support domestic jobs while receiving the quality and responsiveness that comes from working with professionals who share their time zone, language, and commitment to public service.

### **Exceptional Customer Service**

At Word Wizards, we believe that exceptional accessibility services begin with exceptional relationships. Our customer service philosophy is built on three foundational principles:

**Direct Access to Experts.** When you call Word Wizards, you speak directly with knowledgeable accessibility professionals, not offshore call centers, not AI chatbots, not voicemail trees. Our clients have direct phone and email access to their assigned Project Manager and our senior technical staff. Questions get answered. Problems get solved. Relationships get built.

**Collaborative Partnership.** We don't simply process documents; we partner with our clients to understand their mission, their audience, and their accessibility goals. We take time to learn each agency's unique workflows, branding requirements, and compliance priorities. This collaborative approach ensures that our deliverables don't just meet technical standards, they serve the agency's broader mission of inclusive public service.

**Hands-On Production Workflow.** Every project receives personal attention from intake to delivery. Our Project Managers conduct thorough document assessments, provide realistic timelines, and maintain proactive communication throughout the production process. Clients receive status updates, have opportunities to review work in progress, and can request adjustments without bureaucratic delays. We treat every 10-page report with the same care and professionalism as every 1,000-page archive.

## Value for Agencies of All Sizes

Word Wizards' pricing structure and service model are designed to deliver value across the full spectrum of PPA sizes and complexity levels:

### Small Municipalities and Special Districts

Smaller agencies benefit from our starter packages, nonprofit partner pricing, and pilot engagement options that allow agencies to test our services with representative document samples before committing to larger projects. Our per-page and per-element pricing means small agencies pay only for services actually rendered, with no minimum volume requirements or subscription commitments.

### Mid-Size Cities and Counties

Mid-size agencies often face the challenge of meeting compliance deadlines with moderate document volumes but limited internal accessibility expertise. Our phased engagement model allows these agencies to address priority content immediately through Track 1 while we assess their broader portfolio for Track 2 optimization. The result is a customized approach that balances compliance urgency with budget realities.

### Large Agencies and State-Level Deployments

Large agencies with substantial document inventories benefit most dramatically from our dual-track model. Track 2's automation-enhanced processing can address tens of thousands of legacy documents at significantly reduced per-page costs, while Track 1 handles complex, high-stakes content requiring guaranteed 100% compliance. For agencies committing to annual volumes exceeding 10,000 pages, we offer volume-based rate reductions, dedicated account management, and priority scheduling.

For state agencies or multi-agency consortia seeking enterprise-scale solutions, Word Wizards offers high-volume platform licensing, custom integration development, and substantial discounts for interstate and national deployment initiatives.