



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 4: Qualifications and Experience; References

Submitted by

Word Wizards Inc.

UEI: N5FGWMP1ZW89

SBA Certified Woman-Owned Small Business (WOSB)

WBENC Certified | GSA Contract: GS-07F-0641X

8609 Second Avenue, Suite 406-B

Silver Spring, MD 20910

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Section 3: Offeror Qualifications & Experience

3.1 Company Information

Authorized Agent

Ilana Gordon, Chief Executive Officer

Word Wizards Inc.
8609 Second Avenue, Suite 406-B
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Phone: 301.986.0808
Email: ilana@wordwizardsinc.com

Company Profile

Legal Name: Word Wizards Inc.

Corporate Structure: S-Corporation incorporated in the State of Maryland

Year Established: 1989 (44 years in continuous operation)

Corporate Headquarters: Silver Spring, Maryland (Washington, D.C. metropolitan area)

UEI: N5FGWMP1ZW89

GSA Schedule Contract: GS-07F-0641X (Active)

Primary Office Location: All services under this contract will be delivered from our Silver Spring, Maryland headquarters. Our location in the Washington, D.C. metropolitan area provides proximity to federal agency partners while our remote-capable infrastructure enables seamless service delivery to agencies nationwide.

Client Scope

Word Wizards serves a diverse portfolio of public and private sector and regulated industry clients, with particular depth in federal agencies and growing experience with state, local, and educational institutions.

Federal Government: Word Wizards has served federal agencies for over 35+ years, establishing long-term relationships with major departments including the U.S. Department of Health and Human Services (HHS), the U.S. Small Business Administration (SBA), and the U.S. Office of Personnel Management (OPM). Our federal work spans multiple sub-agencies within HHS, including the Food and Drug Administration (FDA), Health Resources and Services Administration (HRSA), National Institutes of Health (NIH), and the Program Support Center (PSC). This multi-agency federal experience has developed our capacity to coordinate with diverse stakeholders, navigate complex organizational structures, and deliver consistent quality across varied requirements.

State and Local Government: Word Wizards is expanding our state and local government portfolio, recognizing the urgent compliance needs created by DOJ's Title II web accessibility requirements. We were recently awarded a contract with the City of Palm Coast, Florida, demonstrating our capability to serve municipal governments with the same quality and responsiveness we provide to federal clients. We are actively pursuing additional state and local opportunities as public entities face the April 2026 and April 2027 compliance deadlines.

Higher Education: Word Wizards holds a contract with University of California Berkely, Harvard University, Coastal Carolina University and most recently the University of Missouri for document remediation services, providing accessibility support to the university community. Our higher education experience includes understanding the unique challenges faced by academic institutions in making diverse content, course materials, administrative documents, research publications, and public communications, accessible to students, faculty, and the public.

Healthcare and Regulated Industries: Through our extensive work with HHS component agencies, Word Wizards has developed deep expertise in healthcare-related accessibility requirements. We regularly handle sensitive health information, medical research documents, and regulatory materials that require both accessibility compliance and careful attention to accuracy and confidentiality. Our experience with FDA, NIH, and HRSA has equipped us to serve healthcare organizations, research institutions, and entities operating in highly regulated environments.

3.2 Accessibility & Government Experience

Digital Accessibility Expertise

Word Wizards has specialized in digital accessibility services for over 25+ years, making us one of the longest-tenured accessibility service providers in the United States. Our expertise spans the full range of accessibility standards and requirements relevant to public sector entities:

- **WCAG Expertise:** Comprehensive experience with WCAG 2.0, 2.1, and 2.2. Our team actively monitors W3C working groups and prepares for emerging standards including WCAG 3.0 readiness.
- **Section 508:** Deep expertise in Section 508 of the Rehabilitation Act, developed through two decades of federal agency service. We contributed to the development of HRSA's accessibility checklist, an extension of the HHS 508-compliance PDF checklist covering graphic design, media, and video products.
- **PDF/UA:** Expert implementation of ISO 14289 (PDF/UA) standards, ensuring documents meet international accessibility specifications for PDF content.
- **ADA Title II and Title III:** Current expertise in Americans with Disabilities Act requirements for state and local governments (Title II) and places of public accommodation (Title III), including the DOJ's April 2024 final rule establishing WCAG 2.1 AA as the standard for public entity web content.

Experience with Formal Remediation Requirements

Word Wizards has supported clients operating under formal accessibility remediation obligations. This experience has given us insight into the structured remediation planning, progress reporting, and documentation requirements that accompany formal compliance mandates. We understand the heightened accountability and timeline pressures that agencies face when operating under settlement agreements, consent decrees, or regulatory enforcement actions, and we structure our services to support clients in meeting these obligations.

Multi-Agency and Cooperative Experience

Demonstrated Experience—Document Design and Remediation: Word Wizards' most extensive multi-agency experience comes from our 35-year relationship with the U.S. Department of Health and Human Services through the Program Support Center (PSC). This engagement involves direct coordination with multiple HHS sub-agencies, including FDA, HRSA, NIH, and PSC divisions, each with distinct requirements, stakeholders, and workflows.

Scope and Scale: This work required us to coordinate with diverse agency contacts and decision-makers simultaneously while maintaining consistent quality standards across varied requirements and content types. We developed the capacity to scale our operations to meet fluctuating demand across multiple agency portfolios, ensuring timely delivery regardless of volume. Success in this environment demanded effective communication with both technical staff and executive stakeholders, as well as the flexibility to adapt our processes to accommodate different agency preferences and systems.

Demonstrated Experience—Development and remediation of Fillable Forms: Another example of how our team brings substantial experience delivering accessibility and document compliance services across large-scale, multi-jurisdictional programs is our work with the **Administrative Office of the U.S. Courts (AOUSC)**, where we provided comprehensive Section 508 compliance services spanning the entire federal judiciary system.

Scope and Scale: Under this engagement, we were responsible for converting court forms from jurisdictions across all 94 federal judicial districts, 12 courts of appeals, and specialized courts nationwide to Section 508-compliant, fillable PDF formats. This work required coordinating with multiple stakeholders across diverse geographic regions while maintaining consistent quality standards and compliance with federal accessibility requirements.

Standardization Across Agencies: Beyond form remediation, we led efforts to standardize all letterheads for administrative judges throughout the federal court system. This initiative required developing uniform templates that met both accessibility standards and the unique branding requirements of the judiciary, ensuring consistency across hundreds of judicial offices while accommodating regional variations where necessary.

Key Capabilities Demonstrated:

- Successfully managed high-volume document remediation across a decentralized, multi-jurisdictional organization
- Developed scalable workflows capable of processing documents from numerous source agencies simultaneously
- Maintained strict compliance with Section 508 requirements while meeting diverse stakeholder needs
- Delivered standardized solutions that balanced consistency with flexibility for local requirements

Financial Stability

Word Wizards brings exceptional financial stability to this contract, built on 44 years of continuous operation and prudent business management:

- **Operational longevity:** Founded in 1981 and incorporated in 1989, Word Wizards has successfully navigated multiple economic cycles, technology transitions, and market changes while maintaining continuous operations and client service.
- **Credit and banking relationships:** Word Wizards maintains an exceptional credit rating and positive banking history, reflecting our consistent financial management and reliable business practices.
- **Vendor and contractor relationships:** We maintain solid relationships with vendors and contractors, ensuring operational continuity and cash flow stability between periods of service delivery and payment receipt. These relationships enable us to scale capacity as needed without financial strain.

- **Federal contract performance:** Our multi-year federal contracts, including ongoing agreements with HHS, SBA, and OPM-OIG, demonstrate our capacity to sustain performance over extended contract periods and our reliability as a government contractor.

Word Wizards has the financial foundation to support a multi-year, national cooperative contract, with the stability to invest in service delivery, maintain staffing levels, and honor commitments throughout the contract term.

Training and Education Experience

Word Wizards brings substantial experience developing and delivering accessibility training for government and institutional clients. Our training expertise complements our remediation services by helping agencies build sustainable internal capacity for accessible content creation.

Our training programs draw on the same deep expertise that powers our remediation services, decades of hands-on experience making federal documents, forms, and video 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.

Our training delivery capabilities span multiple formats and audiences. We developed and delivered an extended webinar series for the University of Nevada, Reno covering accessible design principles and accessible video production techniques. For private sector clients, we have conducted live webinar sessions educating content producers on creating accessible documents and multimedia from the outset. Most recently, Word Wizards began producing modular videos for the HUD Exchange to create a series exploring specific accessibility topics for broad educational distribution. These engagements demonstrate our ability to tailor training content and delivery methods to diverse organizational needs, from higher education institutions to federal agencies to private enterprise.

3.3 Capacity & Reach

National Service Capacity

Word Wizards confirms our capacity to provide the full scope of proposed services, including document remediation (Track 1 and Track 2), forms remediation and development, video captioning, audio description, and consultation services, to agencies throughout the United States. Our service delivery model is location-independent: all work is performed by U.S.-based staff from our Silver Spring, Maryland headquarters, with secure file transfer infrastructure enabling seamless service to agencies regardless of geographic location.

Our capacity model combines three elements that enable us to scale efficiently:

- **Core professional team:** Full-time accessibility specialists with years of federal agency experience, providing consistent quality and institutional knowledge.
- **Trained subcontractor network:** Vetted accessibility professionals who meet our quality standards and can be engaged for surge capacity or specialized requirements.

- **Automation-enhanced processing:** Through our partnership with archSCAN, LLC, we offer Track 2 services utilizing the Accessibility On-Demand (AoD) platform. archSCAN serves as our technology partner and reseller for AoD, handling platform implementation, deployment, training.

U.S. Territory Coverage

Word Wizards can serve Participating Public Agencies in U.S. territories including Guam, U.S. Virgin Islands, Puerto Rico, American Samoa, and the Northern Mariana Islands. Our remote service delivery model, based on secure file transfer and electronic communication, operates identically regardless of agency location. No special conditions or limitations apply to territory-based agencies; they receive the same services, pricing, SLAs, and support as agencies in the continental United States. Our support model includes live telephone assistance during standard business hours, supplemented by after-hours email support to address urgent issues outside normal operating times.

Addressing Challenges Across Agency Sizes and Capabilities

Word Wizards anticipates and proactively addresses the challenges inherent in serving agencies of varying sizes and technical capabilities:

Small agencies with limited resources: Many small municipalities, special districts, and nonprofit organizations lack dedicated IT or accessibility staff. We address this through full-service support that minimizes agency burden, simple submission methods, plain-language communication, ready-to-use deliverables, and dedicated Project Manager attention regardless of project size. Our no-minimum-order policy and affordable per-page pricing ensure that small agencies can access professional services within their budgets.

Agencies with legacy content backlogs: Many agencies face large volumes of legacy documents requiring remediation before compliance deadlines. Track 2 automation-enhanced processing addresses this challenge by enabling cost-effective batch processing of archival content, while Track 1 expert remediation handles priority and complex materials.

Agencies with diverse content types: Public agencies publish widely varied content, from simple meeting minutes to complex technical reports, interactive forms, and multimedia. Our comprehensive service offering covers this full spectrum, and our tiered complexity pricing ensures agencies pay appropriately for actual content difficulty.

Agencies with varying technical maturity: We tailor our engagement approach to each agency's capabilities, providing full-service support for agencies with limited technical resources while offering deeper technical collaboration, API integration, and self-service platform options for agencies with advanced IT teams.

3.4 Key Personnel

Word Wizards assigns experienced leadership to every engagement, ensuring that participating agencies receive senior-level attention and expertise. The following key personnel will lead implementation and ongoing management of this contract:

Program/Engagement Lead

Ilana Gordon, Chief Executive Officer

Ilana Gordon brings over 45 years of experience in project management, business development, and accessibility services. As CEO and company founder, she oversees all aspects of Word Wizards' operations and serves as the ultimate point of accountability for contract performance. Ms. Gordon founded Word Wizards in the nation's capital as one of the first professional service providers for desktop publishing, operating initially from her home before building the company into a trusted federal contractor serving agencies across the government.

A true pioneer in digital services, Ms. Gordon recognized early the transformative potential of desktop publishing technology and built a business model that combined technical innovation with personalized service. That same pioneering spirit has guided Word Wizards through decades of technological evolution, from early desktop publishing through the digital revolution to today's accessibility compliance landscape. Under her leadership, Word Wizards has maintained its founding commitment to quality and client relationships while continuously adapting to serve emerging needs in the federal marketplace.

- **Public sector experience:** Direct oversight of federal agency relationships including HHS/PSC, SBA, and OPM-OIG contracts spanning multiple years and millions of dollars in cumulative value. Built and sustained client relationships that have endured for over two decades, a testament to the trust agencies place in Word Wizards' reliability and quality.
- **Accessibility expertise:** Serves as 508 Compliance Consultant and Specialist, with hands-on involvement in establishing quality standards and remediation methodologies. Contributed to the development of HRSA's accessibility checklist, extending the HHS 508-compliance PDF checklist to cover graphic design, media, and video products.
- **Multi-entity program management:** Manages the HHS relationship involving coordination across multiple sub-agencies (FDA, HRSA, NIH, PSC) with diverse stakeholders and requirements. This complex, multi-stakeholder engagement demonstrates the organizational and communication capabilities that will support Word Wizards' service to diverse Participating Public Agencies under this cooperative contract.
- **Entrepreneurial leadership:** Built Word Wizards from a home-based startup into an established federal contractor with 44 years of continuous operation. Navigated multiple industry disruptions, technological shifts, market pressures, economic cycles, while maintaining profitability, client relationships, and the company's commitment to U.S.-based, human-centered service delivery.

Technical Accessibility Lead

Andrew LaGow, Vice President, 508 Operations

Andrew LaGow brings over 45 years of experience in graphic design, accessible document production, and project management. He provides direct management of Word Wizards' remediation staff and oversees technical quality across all deliverables. Mr. LaGow has been a driving force behind the evolution of Word Wizards' accessibility services division, implementing new technologies and management methodologies that have enabled the company to scale operations while maintaining the quality standards that federal clients require.

Under Mr. LaGow's technical leadership, Word Wizards has successfully transitioned its staff through multiple technology evolutions, building a team capable of handling higher-volume projects while serving an increasingly diverse set of clients with varied compliance goals and technical requirements. His ability to identify, evaluate, and implement new accessibility tools, while training staff to use them effectively, has been essential to Word Wizards' growth from a boutique service provider to a scalable accessibility partner capable of supporting enterprise-level remediation programs.

- **Public sector experience:** Technical lead for federal agency projects requiring complex document remediation, including materials with sophisticated visual elements, technical graphics, and multi-format deliverables. Oversees production for agencies with exacting standards and rapid turnaround requirements, including same-day delivery capabilities for priority content.
- **Accessibility expertise:** Expert in Adobe Creative Cloud accessibility features and accessible design principles. Oversees quality assurance processes and staff training on evolving standards, ensuring that the entire remediation team maintains current knowledge of WCAG updates, PDF/UA requirements, and assistive technology compatibility. His design background enables Word Wizards to remediate visually complex documents while preserving their intended appearance and communication effectiveness.
- **Large-scale implementation:** Manages production workflows for high-volume remediation projects, ensuring consistent quality and on-time delivery across large document portfolios. Developed the operational processes that enable Word Wizards to scale from individual document remediation to batch processing of thousands of pages while maintaining quality metrics.
- **Technology transformation:** Led the implementation of new accessibility technologies across the remediation team, including CommonLook PDF, axesPDF, and screen reader testing protocols. Established training programs that bring new staff to production readiness efficiently while ensuring existing team members stay current with evolving tools and standards. His technology leadership positions Word Wizards to integrate emerging solutions, including Track 2 automation, into established quality workflows.

Customer Success/Relationship Manager

Benjamin Gordon, President

Benjamin Gordon brings over 15 years of experience in 508 compliance and media accessibility. As President, he focuses on client relationships, service innovation, and ensuring customer success across Word Wizards' engagements. Mr. Gordon has been instrumental in guiding Word Wizards through multiple industry transitions, adapting the company's service offerings to evolving market demands and technological landscapes while preserving the commitment to quality and human expertise that defines Word Wizards' reputation.

Throughout his tenure, Mr. Gordon has pioneered new technologies and cultivated relationships with enterprise-level accessibility service partners to create innovative solutions addressing emerging compliance challenges. His vision for combining proven human expertise with strategic technology partnerships has positioned Word Wizards to meet the unprecedented demand created by the DOJ's Title II web accessibility requirements, offering agencies scalable solutions without sacrificing the quality standards that federal clients have trusted for two decades.

- **Public sector experience:** Developed and maintains relationships with federal agency clients including DOJ, DEA, IRS, USDA, HHS, SBA, and OPM-OIG, ensuring satisfaction and identifying opportunities to expand service value. Serves as the primary relationship manager for key accounts, providing executive-level accountability and direct access to senior leadership.
- **Accessibility expertise:** Expert in both document and media accessibility technologies and workflows including documents remediation and video captioning / audio description. Pioneered the development of SAIV (Synthetic AI Voice), Word Wizards' proprietary AI-generated voice technology for audio description production, advancing efficiency while maintaining broadcast-quality output. This innovation reduced audio description costs by 40-60% while enabling rapid turnaround for agencies with large video libraries.
- **Innovation leadership:** Leads Word Wizards' evaluation and adoption of emerging technologies, forging strategic partnerships that extend the company's capabilities. Established the partnership with archSCAN for Track 2 automation-enhanced document remediation services, creating a hybrid workflow model that combines automation's scale with Word Wizards' quality assurance expertise. Continuously evaluates new tools, platforms, and methodologies to ensure Word Wizards remains at the forefront of accessibility service delivery.
- **Business transformation:** Successfully guided Word Wizards through multiple market transitions, from the shift to digital file transfer, through the offshoring pressures that reshaped the transcription industry, to the current AI revolution. Under his leadership, Word Wizards has maintained its position as one of the last true American accessibility service providers with 100% U.S.-based operations, while strategically adopting technologies that enhance rather than replace human expertise.

Supporting Technical Staff

Valerie Kaplan, Senior Remediator/Team Leader / DHS Certified Trusted Tester: Valerie Kaplan brings over 15 years of specialized experience in document accessibility remediation, forms development, and Section 508 compliance. Ms. Kaplan has led remediation efforts for numerous federal agencies. Her federal portfolio includes projects for agencies subject to strict regulatory compliance timelines and audit requirements. Ms. Kaplan holds DHS Trusted Tester certification and maintains expert-level proficiency in industry-leading accessibility tools including Adobe Acrobat Pro, CommonLook PDF, and axesPDF. She is certified in assistive technology testing using JAWS and NVDA screen readers, ensuring remediated documents meet WCAG 2.1 AA, PDF/UA, and Section 508 standards through real-world user validation. She leads quality assurance protocols for complex remediation initiatives and has developed scalable workflows capable of processing thousands of documents while maintaining consistent compliance standards.

Laura Shillingburg, Senior Remediator/Assistant Manager / DHS Certified Trusted Tester: Laura Shillingburg contributes over 11 years of expertise in document accessibility remediation, interactive forms development, and advanced scripting solutions. Ms. Shillingburg has supported accessibility initiatives for federal judiciary clients, contributing to the standardization of court forms and official correspondence templates across multiple districts. Her work with government clients has required adherence to strict federal accessibility mandates and coordination with administrative stakeholders at national and regional levels. Ms. Shillingburg specializes in Microsoft Office-to-accessible PDF conversions and JavaScript programming for advanced form functionality, including field validation, calculation scripts, and conditional logic. Her technical expertise ensures that interactive forms meet both accessibility requirements and functional specifications for end users relying on assistive technologies. She has developed templated solutions and scripting frameworks that enable efficient scaling of accessible form production while maintaining compliance with WCAG, PDF/UA, and Section 508 standards across diverse document types and use cases.

Stephanie Batista, Project Manager / Forms Designer / Graphic Designer: Stephanie Batista brings a unique combination of project management, technical forms development, and creative design expertise to Word Wizards. With specialized education in design and digital art platforms, she manages complex design projects while providing hands-on visual design challenges. Ms. Batista is proficient in Adobe Creative Cloud applications including video editing and publication authoring tools, enabling her to support the full spectrum of document and multimedia accessibility needs. Her cross-functional skill set allows her to bridge the gap between technical accessibility requirements and effective visual communication, ensuring that remediated content is both compliant and professionally designed.

Catherine Lewis, Senior Remediator / DHS Certified Trusted Tester: Catherine Lewis serves as a Senior Remediator with DHS Trusted Tester certification obtained in 2020, bringing rigorous federal testing methodology to Word Wizards' quality assurance processes. With over 10 years of dedicated accessibility experience, Ms. Lewis specializes in complex documents and visual data remediation, including intricate tables, charts, graphs, and data visualizations that require expert judgment to make accessible without losing meaning. She is proficient in industry-standard accessibility tools including CommonLook PDF, axesPDF, Colour Contrast Analyser, and JAWS and NVDA screen readers. Her Trusted Tester certification ensures that Word Wizards' deliverables meet the exacting standards required by federal agencies, while her expertise in visual data accessibility addresses one of the most challenging areas of document remediation.

3.5 Diversity & Inclusion

Word Wizards Inc. is proud to be a certified woman-owned business, reflecting our commitment to diversity in the federal contracting community and the broader business ecosystem.

- **SBA Certified Woman-Owned Small Business (WOSB):** Word Wizards holds current certification as a Woman-Owned Small Business through the U.S. Small Business Administration, verified through the federal certification program.
- **WBENC Certified Women’s Business Enterprise:** Word Wizards is certified by the Women’s Business Enterprise National Council (WBENC), the largest certifier of women-owned businesses in the United States.
- **State-level certifications:** Word Wizards maintains various state-level small business and women-owned business certifications as required for specific contract opportunities.
- **EEO Complaint:** Word Wizards celebrates and encourages diversity in full compliance with EEO standards.

These certifications may support Participating Public Agencies in meeting their own diversity and inclusion procurement goals when utilizing this cooperative contract.

3.6 References & Independent Reviews

Word Wizards provides the following references from public sector clients for whom we have provided digital accessibility services of similar scope and complexity. These references represent long-term relationships demonstrating our reliability, quality, and responsiveness.

Reference 1: U.S. Department of Health and Human Services / Program Support Center

Entity Name and Type:	U.S. Department of Health and Human Services, Program Support Center (Federal Agency)
Contact:	Lisa Sneed, Supervisor, Mail and Publishing Services
Phone:	301-594-0545
Email:	Lisa.Sneed2@psc.hhs.gov
Contract Period:	2006–Present (20+ years)
Annual Value:	Approximately \$350,000/year

Description: Word Wizards serves as PSC’s primary 508-compliance provider, supporting multiple HHS divisions including FDA, HRSA, NIH, and PSC. Our services encompass document remediation across multilingual projects in Microsoft Office and Adobe Creative Cloud formats, as well as translation, transcription, captioning, and audio description services. We handle daily project intake from multiple divisions with same-day turnaround capability on urgent requests. Our 25-year partnership with HHS and close collaboration with HRSA’s compliance office demonstrates our deep understanding of agency-specific accessibility requirements. We actively contributed to developing HRSA’s accessibility checklist, an extension of the HHS 508-compliance PDF checklist covering graphic design, media, and video products.

Reference 2: U.S. Office of Personnel Management, Office of Inspector General

Entity Name and Type: U.S. Office of Personnel Management, Office of Inspector General (Federal Agency)
Contact: Charles Reilly, Assistant Inspector General for Audits
Phone: 202-606-1200
Email: Charles.Reilly@opm.gov
Contract Period: 2023–2028 (Option Year 2)
Total Contract Value: \$479,175.02

Description: Word Wizards remediates sensitive documents for Section 508, WCAG 2.2, and PDF/UA compliance under demanding turnaround requirements. All staff were subject background checks and fingerprinting to fulfill the contract security requirements. Source files are submitted as MS Office documents and PDFs requiring review and remediation. When documents contain scanned or non-machine-readable text, we apply OCR technology to convert static images to accessible text. All deliverables between 1 and 100 pages are completed within 24 hours. Documents are exchanged via OPM-OIG’s secure file transfer system. Upon notification from the Contract Administrator, our project manager logs the request in our internal tracking system and assigns it to remediation technicians. Completed documents undergo quality assurance review and compliance certification by a senior remediator before delivery.

Reference 3: U.S. Small Business Administration

Entity Name and Type: U.S. Small Business Administration (Federal Agency)
Contact: Carla Thomas, Program Analyst-Audit Liaison
Phone: 202-215-8850
Email: Carla.Thomas@sba.gov
Contract Period: 2025–2029 (Option Year 5)
Total Contract Value: \$246,924.83

Description: Word Wizards provides 508 compliance remediation of documents and forms for SBA. This ongoing contract illustrates our technical depth, scalability, and commitment to quality. Our services include creating and designing accessible documents and dynamic forms with advanced functionality. Our proven ability to integrate with agency workflows, provide quick turnaround when required, adapt to changing requirements, and deliver consistently compliant products has established Word Wizards as a critical accessibility partner to SBA. Work is performed at our Silver Spring location with primary delivery via our secure File Transfer Protocol (FTP) server or via email.