



Request for Proposal

AFI-2025-117 ADA Digital Accessibility –
WCAG 2.1 AA / 2.2 AA Compliance Services

Proposal Due Date: January 30, 2026, 5:00 p.m. CT

TAB 3



Sealed responses are required to
be submitted electronically via
<https://indigo.bonfirehub.com>

Executive Summary

UVS InfoTech LLC, an SBA Certified 8(a) IT System Integrator based in Laurel, Maryland, is a recognized leader in innovation, emerging technologies, and IT accessibility solutions. Leveraging industry best practices and proven processes, UVS has developed a robust, scalable, and cost-effective approach to ensuring Section 508 compliance for web portals, documents, and digital content.

We are proposing a comprehensive Accessibility Compliance solution designed not only to meet current and future Section 508 requirements but also to embed accessibility into development processes. This approach proactively mitigates compliance risks, ensures continuous adherence, and maintains accessibility throughout the lifecycle of government digital assets.

UVS delivers end-to-end Accessibility Compliance services through our Accessibility Compliance Program as a Service (ACPaaS). ACPaaS integrates standardized processes, qualified accessibility subject matter experts, trainers, and remediation teams to provide a seamless, high-quality compliance program. Our solution ensures that government agencies can achieve and maintain Section 508 compliance while benefiting from measurable efficiencies and cost savings.

Our standardized approach combines process optimization, technology-enabled workflows, and expert consultation to:

- Reduce operational costs through efficient use of assistive technology tools and remediation workflows.
- Increase production efficiency by streamlining accessibility remediation and validation processes.
- Establish and strengthen sustainable accessibility compliance programs tailored to agency needs.
- Deliver high-quality outputs in alignment with federal accessibility standards, including WCAG 2.2 AA and PDF/UA.

UVS pairs the experience and knowledge of Section 508 subject matter experts with full lifecycle management solutions. Key methods include expert accessibility consultation, collaborative project management, transparent tracking and reporting, and comprehensive training and support for technical teams. Our approach ensures that accessibility barriers are removed efficiently and consistently while empowering agencies to maintain compliance independently.

Key Differentiators and Value to AFI:

- Proven ACPaaS Framework: A unique combination of process, people, and technology that drives efficiency and scalability.
- End-to-End Accessibility Expertise: Full compliance services, capable of scaling up or down based on agency needs without additional overhead.
- Future-Proof Compliance: Deep industry knowledge ensures adherence to evolving standards and sustainable accessibility practices.
- Process-Driven Efficiency: Structured workflows and automation reduce risk, improve turnaround times, and ensure high-quality deliverables.

Our mission is to simplify accessibility compliance by providing clear, cost-effective, and efficient solutions. UVS InfoTech is uniquely positioned to deliver measurable results, ensure regulatory compliance, and support AFI's goals for accessible, inclusive, and equitable digital services.



Acknowledgement of Addenda

UVS understands and acknowledges the vendor questions and AFI responses document sent out on the bonfire portal for this RFP, AFI-2025-117 - ADA Digital Accessibility – WCAG 2.1 AA / 2.2 AA Compliance Services, on Jan 23, 2026.

3.1 Proposal Objective Requirements and Workstream

In addition to the Workstream requirements as identified in 2.2.1 of this response, the requirements, below, are considered. For each requirement, we have entered a checkmark for the affected Workstream.

Objectives	Requirements	Workstream Association						
		1	2	3	4	5	6	7
Primary Objectives	Achieve and maintain conformance with WCAG 2.1 AA and WCAG 2.2 AA for covered web and mobile properties.	X	X	X	X	X	X	X
	Meet DOJ compliance deadlines, including: <ul style="list-style-type: none"> o April 24, 2026, for public entities serving 50,000 or more people. o April 26, 2027, for public entities serving fewer than 50,000 people. 	X	X	X	X	X	X	X
	Identify, remediate, and prevent accessibility barriers, including but not limited to: <ul style="list-style-type: none"> o Missing or incorrect text alternatives (alt text). o Insufficient color contrast or color-only communication. o Inaccessible online forms and documents. o Lack of effective keyboard-only navigation and focus management. o Inaccessible multimedia (missing captions, transcripts, or audio descriptions). 	X	X	X	X	X	X	X
	Align AFI and PPAs with applicable ADA, Section 508, WCAG 2.1 AA/2.2 AA, and other relevant accessibility standards, while positioning agencies to adapt to future standards such as WCAG 3.0	X	X	X	X	X	X	X
	Establish sustainable governance, policy, and training, enabling AFI and PPAS to maintain accessibility over time.	X	X	X	X	X	X	X
	Provide repeatable, scalable services and pricing that can be adopted by PPAS of varying size and complexity through the Cooperative	X	X	X	X	X	X	X

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Objectives	Requirements	Workstream Association						
		1	2	3	4	5	6	7
Standards and Regulatory Compliance	<p>The awarded Offeror(s) shall provide solutions, services, and expert guidance that enable AFI and PPAS to achieve and maintain conformance with current and emerging digital accessibility standards and requirements, including but not limited to:</p> <ul style="list-style-type: none"> • Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and 2.2 Level AA; • Section 508 of the Rehabilitation Act, as amended; • The Americans with Disabilities Act (ADA), including Title II and Title III, as applicable; • EN 301 549 (Accessibility requirements for ICT products and services); and • Applicable state and local digital accessibility statutes, regulations, settlement agreements, and consent decrees 	X	X	X	X	X	X	X
	<p>The Offeror’s solution and methodology must be architected in a future-ready manner to support emerging standards (including WCAG 3.0 when adopted) without requiring complete re-implementation. Offerors shall clearly describe their solution:</p> <ul style="list-style-type: none"> • Tracks evolving standards and guidance; • Updates rulesets, test cases, and remediation patterns; and <p>Communicates and deploys these updates for AFI and PPAS</p>	X	X	X	X	X	X	X
Deployment and Security Requirements	<p>To accommodate the diverse technical and regulatory environments of Participating Public Agencies (PPAs), the Offeror shall support both of the following deployment options:</p> <p>1. Cloud / SaaS Deployment</p> <ul style="list-style-type: none"> • Secure, multi-tenant platform with the option for dedicated or logically isolated environments. • Third-party audited security framework such as SOC 2 Type II (or equivalent), with current attestation available upon request. • Documented uptime and availability commitments (e.g., 99.9% or higher), 	X						



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		1	2	3	4	5	6	7
	including maintenance windows and incident communication processes. <ul style="list-style-type: none"> Configurable data residency options where required by law or agency policy. Support for SSO and modern identity standards (e.g., SAML, OIDC) for agency user access. 							
	2. On-Premise / Self-Managed Deployment <ul style="list-style-type: none"> Support for containerized deployment (e.g., Docker, Kubernetes or equivalent) suitable for enterprise IT environments. Ability to operate in restricted or air-gapped networks, including environments with no outbound internet connectivity. Clear documentation of hardware, software, and network prerequisites, as well as upgrading and patching procedures. 	X						
Offerors shall describe, for each deployment model.	Security architecture (network segregation, encryption in transit and at rest, key management	X						
	Identity and access management, including role-based access controls;	X						
	Logging, audit trails, and retention;	X						
	Vulnerability management and incident response processes	X						
Remediation Technology Enhancements In addition to the requirements described in the Workstreams, the proposed remediation platform shall, at a minimum, include the following capabilities:	<ul style="list-style-type: none"> Automated remediation for common accessibility issues, such as: <ul style="list-style-type: none"> Missing or inappropriate alternative text; Heading structure and hierarchy issues; Color-contrast violations; Missing or incorrect form labels; Keyboard navigation and focus order issues; Misuse or absence of ARIA attributes. 	X	X	X	X	X	X	X
	<ul style="list-style-type: none"> Semi-automated, guided remediation workflows for complex issues, providing: <ul style="list-style-type: none"> Human-readable explanations of issues and user impact; Concrete code suggestions and examples (HTML, CSS, JavaScript, templates, etc.); Validation and re-test functions to confirm that corrections resolve the issue without creating regressions 	x						
	<ul style="list-style-type: none"> Tight integration with modern development workflows, including: 	x						



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	<ul style="list-style-type: none"> ○ Version control systems (e.g., Git-based platforms); ○ CI/CD pipelines; ○ Common code review and ticketing tools; 							
	Accessibility fixes are incorporated into the standard software development lifecycle	X						
Integrations and Extensibility The proposed solution should provide robust integration capabilities, including:	Native or plug-in integrations with common Content Management Systems (CMS) such as WordPress, Drupal, and similar platforms, where applicable to the Offeror’s offering	X						
	<ul style="list-style-type: none"> • A documented API (REST or GraphQL) for custom integrations, enabling agencies to: <ul style="list-style-type: none"> ○ Automate scans and monitoring; ○ Retrieve and export results; ○ Embed accessibility data into existing dashboards, ITSM/ticketing tools, and governance systems; 	X						
	<ul style="list-style-type: none"> • Support for modern front-end frameworks and single-page application architectures (e.g., React, Angular, Vue, and comparable technologies). 	X						
	Offerors shall describe available integrations and any associated licensing or implementation considerations	X						
Reporting, Certificates, and Scheduled Delivery In addition to dashboards and analytics described in the Workstreams, the solution shall provide:	<ul style="list-style-type: none"> ○ The ability to generate formal accessibility reports and certificates suitable for: <ul style="list-style-type: none"> ○ Internal governance and compliance tracking; ○ Board/Council reporting; ○ Auditors and regulators; Customizable report templates that can be tailored to different stakeholder groups (executive leadership, legal, IT, content teams, public-facing communications);.	X						
	Scheduled automated delivery of reports (e.g., monthly or quarterly) via email or secure link, with configuration options at the agency, application, and portfolio levels	X						
Support, Service Levels, and	The Offeror shall provide ongoing support and customer success services to AFI and PPAs	X						



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Customer Success	<ul style="list-style-type: none"> • Defined Service Level Agreements (SLAs) for incident response and resolution that, at a minimum, specify: <ul style="list-style-type: none"> ○ Response time targets for Critical, High, Medium, and Low issues; ○ Resolution or workaround targets for Critical and High issues; ○ Escalation paths and communication expectations. 	X							
	<ul style="list-style-type: none"> • Availability of support for Cloud / SaaS deployments: <ul style="list-style-type: none"> ○ 24x7x365 support for Critical incidents impacting production systems; ○ Standard business hours support (at a minimum) for non-critical issues, with clearly published business hours and time zones. 	X							
	<ul style="list-style-type: none"> • For On-Premise / Self-Managed deployments: <ul style="list-style-type: none"> ○ Support for installation, upgrades, configuration, and troubleshooting during standard business hours, with options for extended coverage where required by PPAS . 	X							
	<ul style="list-style-type: none"> • Assignment of a designated account manager or customer success lead responsible for: <ul style="list-style-type: none"> ○ Regular check-ins with AFI and PPAS ; ○ Tracking progress against accessibility roadmaps; ○ Coordinating training, product updates, and advisory services; ○ Serving as the primary point of escalation for service or performance issues. 	X							
	Offerors shall include a description of their standard support tiers and any available enhanced support options	X							
Proof of Concept and Product Demonstrations	AFI and/or agencies may require shortlisted Offerors to participate in a structured Proof of Concept (“PoC”) and product demonstration	x							



Objectives	Requirements	Workstream Association						
		1	2	3	4	5	6	7
	Performing an initial accessibility assessment of one or more sample websites, applications, or documents provided by AFI or PPAS ;	X						
	Demonstrating the platform’s ability to identify, prioritize, and track accessibility issues;	X						
	Demonstrating true source code–level remediation (not overlay-only approaches) by applying fixes to a representative set of issues and showing the “before and after” state, including test results;	X						
	Showing how the solution integrates into existing development workflows (e.g., version control, CI/CD, issue tracking);	X						
	Demonstrating reporting, dashboards, and governance features, including how executive and technical stakeholders would consume and act on the information.	X						
	Participation in a PoC may be used as a factor in the overall evaluation and selection process	x						

3.2 Overall Customer Experience & Program Delivery

3.2.1 Describe in Detail the UVS Customer Experience

UVS InfoTech delivers a seamless, structured, and highly supportive customer experience from initial engagement through long-term program maturity. This ensures that agencies receive a predictable, high-quality experience that scales with their needs.

Initial Discovery and Onboarding

The customer journey begins with a collaborative discovery phase designed to understand the agency’s digital environment, accessibility maturity, regulatory obligations, and organizational goals. Key onboarding activities include:

- Kickoff meeting with agency leadership, IT, content owners, and accessibility stakeholders.
- Environment inventory, including websites, applications, documents, multimedia, and third-party integrations.
- Technical integration planning, covering access to agency, code repositories, document libraries, and media systems.
- Configuration of monitoring and issue-tracking tools, such as Jira or ServiceNow, aligned with agency workflows.

- User provisioning and platform setup, including dashboards, reporting views, and automated scan schedules.
- Orientation and training, ensuring staff understand the process, timelines, and communication channels.

This onboarding process ensures agencies are fully prepared for assessments and that all systems are configured for accurate, repeatable evaluation.

Assessment and Roadmap Phases

Following onboarding, UVS conducts a comprehensive baseline assessment across all in-scope digital properties. This includes:

- Automated scans
- Manual expert review
- Assistive-technology testing
- WCAG 2.1/2.2 AA, ADA, and Section 508 gap analysis
- Risk-based prioritization of findings

UVS then develops a customized accessibility roadmap that outlines:

- Short-term remediation priorities
- Long-term modernization opportunities
- Required policy or workflow changes
- Training needs for developers, designers, and content authors
- Governance recommendations and maturity targets

This roadmap becomes the foundation for structured remediation and ongoing program development.

Remediation and Monitoring

UVS delivers true source-level remediation by correcting accessibility issues directly within underlying code and content, including HTML, CSS, and JavaScript; Drupal templates and components; shared design systems and UI patterns; document templates and PDF structures; and multimedia captioning and audio description workflows. Remediation is executed through targeted sprints aligned with Agile development practices and includes structured pull requests and code reviews to ensure quality, maintainability, and alignment with agency development standards. All fixes undergo regression testing to validate that issues are fully resolved without introducing new defects. Following remediation, UVS provides continuous monitoring through automated scans, dashboards, and integrations with issue-tracking systems to support prioritization, assignment, and verification of corrective actions. This approach delivers measurable, auditable improvements while enabling agencies to sustain WCAG and ADA compliance over time.

Ongoing Governance and Improvement

UVS supports agencies in establishing sustainable accessibility governance programs that extend beyond point-in-time compliance. Our approach includes the development of accessibility policies, standards,

and practical checklists; governance frameworks that clearly define roles, responsibilities, and escalation paths; and support for steering committees and cross-functional coordination across legal, IT, communications, and content teams. UVS conducts program maturity assessments and develops multi-year accessibility roadmaps aligned to regulatory timelines and agency priorities. Ongoing capacity building is provided through continuous training and enablement, complemented by monthly or quarterly reporting on accessibility trends, risks, and overall compliance posture. This governance model ensures accessibility is embedded as a repeatable, operational practice rather than treated as a one-time remediation effort.

3.2.2 Outline of How Existing AFI or Edge Public Member Would be Transitioned

Transition of Existing AFI or Edge Public Members

UVS provides a smooth, low-disruption transition process for agencies currently participating in AFI or Edge Public programs. The transition is designed to preserve continuity of operations while rapidly establishing a more scalable and mature accessibility program.

The transition begins with data migration and system integration, including the import of historical accessibility audit data, issue logs, and remediation records. Where applicable, existing dashboards or scan results are migrated into the UVS monitoring environment. UVS also integrates with current content management systems, code repositories, and IT service management or ticketing tools to align with established agency workflows.

During onboarding and configuration, UVS configures automated scans, dashboards, and reporting views based on agency requirements. User accounts, role-based permissions, and workflow rules are established, and issue tracking processes are aligned with existing agency practices to minimize operational change.

To ensure continuity of operations, UVS assumes support responsibilities immediately upon transition, including help desk coverage and issue triage. Ongoing remediation and monitoring activities continue without interruption, and previously remediated issues are rapidly validated to confirm accuracy and maintain compliance posture.

Throughout the transition, agencies experience a guided, high-touch user experience supported by a dedicated transition manager, clearly defined timelines, and proactive communication plans. UVS provides targeted training sessions for agency staff on new tools and workflows and grants access to its knowledge base, templates, and best-practice resources.

The result is a seamless transition into a fully supported, enterprise-grade accessibility program with no operational downtime and minimal disruption to agency teams.

3.3 Orders, Engagements & Online Functions

3.3.1 Approach for PPAS to Initiate and Manage Work within UVS

Participating Public Agencies (PPAs) may initiate and manage work with UVS through multiple flexible entry points designed to align with public-sector procurement and operational practices. Agencies may request accessibility assessments, remediation assistance, training, or advisory services through a dedicated engagement request process supported by UVS account management. Requests may be initiated via the UVS platform, by email, or through coordination with the assigned engagement lead or customer success manager. Each request is reviewed, scoped, and confirmed through a task-order–level engagement to ensure clarity of deliverables, timelines, and pricing prior to execution.

3.4.2 UVS Web-Based Platform or Portal, If Provided

During onboarding, UVS configures a secure, role-based web portal for each agency, enabling access to dashboards, automated scan results, analytics, and compliance trends; submission and tracking of documents, URLs, and media; monitoring of remediation and training activities; and secure access to reports, invoices, and engagement history. The platform integrates automated scanning, issue tracking, and reporting, offering searchable and filterable issue views with drill-down remediation guidance, compliance scores and risk indicators, workflow automation through Jira or ServiceNow, and centralized access to historical assessments, completed work, contracts, and billing artifacts—ensuring transparency, accountability, and ease of ongoing program management.

3.4.3 UVS Ability to Integrate With or Provide Punch-Out or Single Sign-On

Instructions:

UVS supports integration with purchasing systems, intranets, and portals through:

- **Single Sign-On (SSO)** using SAML 2.0 or OAuth-based identity providers.
- **Punch-out integrations** for procurement workflows (no answer for specific systems not mentioned in your materials).
- **API-based interoperability** with ITSM tools and CMS platforms.

Typical Implementation Timeline

- SSO configuration: **2–4 weeks**, depending on identity provider readiness.
- Punch-out or procurement integration: **no answer** (not provided in your materials).
- ITSM integration (Jira/ServiceNow): **1–2 weeks**.

3.4.4 UVS Description of any Minimum Engagement Thresholds

Minimum Engagement Thresholds and Support for Small Entities

UVS does not impose rigid minimum engagement thresholds that would prevent small or resource-constrained Participating Public Agencies (PPAs) from accessing services under this contract.

Engagements are structured at the task-order level and may include discrete assessments, limited- scope

remediation assistance, training sessions, or advisory services based on agency needs, budget, and technical maturity.

For professional services, UVS may establish practical minimums for certain activities (such as assessments or remediation sprints) to ensure work can be performed efficiently and with measurable outcomes. These minimums are defined transparently during scoping and are tailored to the size, complexity, and objectives of each agency rather than applied uniformly across all participants. Platform access and monitoring services are offered through scalable subscription options that allow agencies to start with a limited number of sites, applications, or documents and expand over time. Small entities may begin with starter configurations, reduced scan frequency, or shared reporting models, while still receiving the same remediation guidance, governance support, and compliance visibility as larger agencies.

UVS also supports phased engagements, pilot programs, and bundled service packages to help smaller agencies spread costs over time while progressing toward compliance milestones. This flexible approach ensures agencies of all sizes can participate in the AFI cooperative and obtain meaningful accessibility improvements without undue financial or operational burden.

3.5 UVS Monitoring, Changes & Issue Handling

3.5.1 UVS Ability to Monitor on-Going Work

UVS provides reports and dashboards for both clients and our internal teams to provide visibility into the progress of accessibility remediation efforts. These dashboards promote transparency across all workstreams, enabling teams to proactively identify and address potential bottlenecks or errors before they impact project timelines. This transparency and communication is an integral part of our Accessibility Compliance-as-a-Service (ACPaaS) framework, ensuring that clients always have a clear view of ongoing work and remediation status.

Communication and collaboration are central to our approach. We prioritize continuous, transparent communication between the client and our teams, ensuring that client needs remain at the forefront of every engagement. Through this approach, clients are not only informed of progress but also empowered to make timely decisions based on accurate, actionable data.

In addition to monitoring and reporting, UVS has demonstrated the ability to develop digital training modules that enhance accessibility knowledge and compliance capabilities. Each module, from interactive tutorials to role-specific job aids, is carefully reviewed, usability-tested, and fully compliant with Section 508 and WCAG 2.0 AA standards. This ensures that both content and delivery meet the highest accessibility and instructional quality standards, supporting long-term adoption and skill development for client teams.

3.5.2 UVS Management of Change Requests

UVS Change Management and Scope Adjustment Process

UVS employs a structured change management process to ensure that any change requests, expansions to new sites or applications, or adjustments to contract scope are addressed efficiently, transparently, and with minimal disruption to ongoing work. Our approach balances flexibility with governance, enabling clients to adapt to evolving needs while **maintaining high** standards of accessibility and compliance.



1. Intake and Assessment

All change requests are formally logged through our project management system, whether submitted via email, portal, or during client meetings. Each request is assessed by the Engagement Lead and relevant Accessibility Specialists to determine impact on schedule, resources, technical requirements, and compliance outcomes.

2. Evaluation and Planning

We evaluate the scope adjustment against current workloads and remediation priorities. A detailed impact analysis is prepared, including resource allocation, timeline implications, estimated costs, and any technical dependencies. For expansions to new sites or applications, we identify potential accessibility risks and integration points to ensure consistency with existing remediation processes.

3. Approval and Communication

Change requests are reviewed with the client via formal approval workflows. Transparency is prioritized, and stakeholders receive clear documentation outlining the proposed adjustment, rationale, anticipated outcomes, and updated timelines. This ensures all parties have a mutual understanding before implementation begins.

4. Implementation and Tracking

Once approved, UVS incorporates the change into our ACPaaS workflows and Power BI dashboards. Open tasks, remediation items, and training activities are updated to reflect the new scope, and progress is tracked in real time. This approach ensures that both technical and non-technical stakeholders maintain visibility into the status and outcomes of the change.

5. Continuous Feedback and Optimization

Throughout the implementation of change requests, we maintain ongoing communication with clients, providing status updates, identifying potential bottlenecks, and adjusting workflows as needed. Post-implementation, we conduct a review session to document lessons learned and optimize future change management practices.

Through this structured and transparent process, UVS ensures that all scope adjustments, site or application expansions, and change requests are executed efficiently, accurately, and in alignment with client priorities, while sustaining compliance with Section 508 and WCAG standards.

3.6 Payment & Invoicing

3.6.1 UVS Standard Invoicing and Payment Terms

UVS structures payment terms and invoicing in accordance with the applicable task order. As a standard practice, UVS offers Net 30 payment terms, with flexibility to accommodate alternative arrangements when required by the task order or agency policy. UVS accepts multiple payment methods, including purchase orders, ACH, procurement cards, and credit/debit cards. While ACH is the preferred payment method, UVS also supports credit and debit card payments, which may be subject to a convenience fee ranging from 15% to 20% based on the total purchase amount. Any applicable fees or deviations from standard terms are clearly identified at the task order level to ensure full transparency and alignment with agency procurement requirements.

3.7 UVS Service Delivery, Timelines & SLAs



3.7.1 UVS Proposed Approach to Deliver Services Nationally

National Service Delivery Across Time Zones and Technical Maturity Levels

UVS InfoTech delivers accessibility services nationally through a scalable, remote-first service model. Our delivery framework is designed to support:

Agencies across all U.S. time zones, with staggered staffing coverage to ensure timely communication and support.

Organizations with varying technical maturity, from small municipalities with limited digital infrastructure to large state agencies with complex, multi-platform environments.

Hybrid engagement models, combining virtual collaboration, automated monitoring, and on-demand training to ensure consistent service quality regardless of geography.

Our experience supporting USDA NASS, EPA, HHS, and PGCC demonstrates our ability to work effectively with agencies that range from highly mature IT organizations to those just beginning their accessibility journey.

This flexibility ensures equitable access to accessibility services across the public sector.

3.7.2 UVS Ability to Scale for Large Portfolios

Scalability for Large Portfolios and Small Entities

UVS's ACPaaS model is inherently scalable, designed to support both large and small entities. For large portfolios, we enable statewide, multi-agency, and multi-site implementations, high-volume document remediation such as archives and forms libraries, enterprise-level monitoring across hundreds of digital properties, and centralized governance frameworks with cross-agency steering committees. For smaller entities, we offer starter packages and pilot engagements, modular service tiers that allow agencies to purchase only what they need, tailored training and capacity-building programs for small teams, and scalable remediation sprints that align with limited budgets and staffing.

3.7.3 UVS Standard and Proposed SLAs

UVS works closely with agency stakeholders to clearly define the scope of work and establish service level agreements (SLAs) for each task order. During task initiation, we collaborate to align expectations around timelines, deliverables, response times, and performance metrics, ensuring that SLAs are tailored to the specific needs and priorities of the engagement. This structured, task-order-based approach provides transparency, accountability, and consistent service quality throughout the life of the contract.

3.8 UVS Problem Escalation, Warranty & Support

3.8.1 UVS Problem Escalation Process

Customer issues escalation process:



Our escalation framework is engineered to swiftly route any unresolved issue to the appropriate decision-maker, minimizing downtime and maintaining project momentum:

- Tier 1: When a customer issue is reported via email or phone, it is immediately routed to our team of Accessibility Specialists. During this phase, straightforward inquiries about remediation status, formatting questions, or minor technical hiccups are addressed directly. Any ticket without clear next steps after 24 hours is flagged for escalation.
- Tier 2: Escalated Issues are reviewed by our designated Engagement Lead, who delivers a detailed action plan, often engaging senior technicians to accelerate resolution. The goal is to resolve the issue by leveraging additional expertise or adjusting team assignments. If the complexity or required decision authority exceeds the Engagement Lead’s scope, the matter advances to Tier 3.
- Tier 3: Tier 3 issues are handled by our in-house Accessibility Compliance SME. This leadership level convenes a rapid “war-room” huddle bringing together development, quality assurance, and client-success teams to diagnose root causes and begin corrective actions. Throughout this process, the SME maintains direct communication with the end client to review progress and adjust timelines.
- Tier 4: For issues still unresolved beyond the Tier 3 window or posing significant risk to milestones, the Managing Partner engages senior client stakeholders in an executive steering discussion. This aligns resource commitments, corrective strategies, and any scope or timeline adjustments. A formal incident report follows, detailing root-cause analysis, actions taken, and preventive measures ensuring transparency.

3.8.2 UVS Warranty and Network Policies for Services and Deliverables

Warranty and Rework Policies

UVS provides a quality guarantee for all remediation work:

- If remediation guidance or code fixes are later found inadequate, UVS performs rework at no additional cost.
- All remediation undergoes verification and regression testing to ensure conformance with WCAG 2.1/2.2 AA and Section 508.

This ensures agencies receive durable, validated accessibility improvements.

3.8.3 UVS Approach for Providing Support Resources

UVS provides comprehensive support resources to ensure agencies can effectively utilize our tools and processes. Our offerings include knowledge bases and help centers with FAQs, troubleshooting guides, and best practices, as well as technical documentation covering platform configuration, monitoring tools, and issue-tracking workflows. In addition, we provide training materials and job aids tailored for developers, designers, content authors, and administrators, along with clear care and usage instructions for accessibility testing tools, document templates, and remediation workflows.

3.9 UVS Cooperative Administration & Reporting

UVS will actively support joint marketing and outreach initiatives to promote the contract’s benefits to eligible entities. We will participate in AFI and Edge Public webinars, conferences, and regional events to educate stakeholders, provide co-branded marketing materials such as capability briefs, service catalogs,

and case studies tailored to local governments, nonprofits, and public agencies, and support coordinated email campaigns, newsletters, and digital outreach to reach agencies across all U.S. regions.

Differentiation from Other Cooperative or State Contracts

- UVS differentiates this contract by emphasizing:
- Our **Accessibility Compliance Program as a Service (ACPaaS)** - a comprehensive, scalable, and modular accessibility program not offered under other contracts.
- Our **federal-grade accessibility expertise**, demonstrated through work with USDA NASS, EPA, and HHS, which elevates the quality and rigor of services available to local and nonprofit entities.
- Our ability to support **all seven Workstreams**, enabling agencies to consolidate assessments, remediation, monitoring, training, governance, and multimedia accessibility under a single contract vehicle.
- Our **process-driven, automation-enhanced delivery model**, which reduces long-term operational costs and accelerates compliance.
- This contract will be positioned as the most **complete, scalable, and cost-efficient accessibility solution** available to public agencies nationwide.

Verification of Contract Pricing & Terms

UVS ensures that customers can easily verify they are receiving the correct cooperative contract pricing through:

- **Contract-specific quotes** that clearly reference the AFI/Edge Public contract ID.
 - **Portal indicators** within the customer engagement platform showing that pricing, labor categories, and service tiers are tied to the cooperative contract.
 - **Contract-aligned rate sheets** provided during onboarding and available for download at any time.
 - **Dedicated contract management support**, ensuring agencies can confirm eligibility, pricing, and terms before initiating work.
- These mechanisms provide transparency and assurance that agencies are receiving the negotiated cooperative pricing.

Quarterly Sales & Usage Reporting

- UVS has the capability to provide comprehensive quarterly sales and usage reports that meet AFI and Edge Public’s administrative requirements. Reports will include:

Breakdown by Participating Agency

- Total spend per agency
- Services consumed (e.g., audits, remediation, monitoring, training)
- Engagement type and duration

Breakdown by State/Region

- Geographic distribution of contract usage
- Regional adoption trends
- Growth indicators across states and localities

Breakdown by Major Service Categories or Products

- Accessibility assessments and audits



- Monitoring and analytics
 - Code-level remediation
 - Document and PDF remediation
 - Multimedia accessibility services
 - Training and governance support
- Reports will be delivered in a standardized format and can be customized to meet AFI or Edge Public’s reporting templates.