



## 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

Key Contact:

**AFI – Samantha Perez**

*All questions and communications regarding this RFP must be submitted via the Bonfire portal as described in the “Questions and Communications” section. Direct email or phone contact will not be accepted as an official communication channel.*

# Calendar of Process

*Please note that all dates are subject to change*

<u>Activity:</u>	<u>Date:</u>
Issue RFP:	December 15, 2025
Notice of Intent to bid (optional):	December 22, 2025
Pre-proposal Conference (optional and virtual):	January 8, 2026, 1:00 p.m. CT
Video call link:	<a href="https://meet.google.com/hge-gdcw-wgh">https://meet.google.com/hge-gdcw-wgh</a>
Or dial:	(US) +1 408-831-0471 PIN: 624 335 049#
Deadline for written questions (via Bonfire):	January 14, 2026, 5:00 p.m. CT
Target response to written questions:	January 19, 2026, by 5:00 p.m. CT
Proposal due date:	January 30, 2026, by 5:00 p.m. CT
Evaluation:	February 2 – February 20, 2026
Award:	No later than February 27, 2026

## TO OFFERORS

### 1. Key Definitions:

**Contract:** The legal agreement executed between AFI and the awarded Offeror.

**Offeror(s):** Any firm or organization submitting a proposal in response to this RFP.

**Days:** Calendar days

**Awarded Offeror:** Any provider or seller of goods or services who, as a result of the competitive solicitation process, is awarded a Contract by AFI.

**PPAs:** Participating Public Agency Public - entities such as cities, towns, counties, school districts, public departments, and similar agencies eligible to use the Master Agreement

### Questions:

Questions regarding this solicitation must be submitted in writing via this RFP project in <https://indigo.bonfirehub.com> no later than January 7, 2026, 5:00 p.m. CT. All questions and answers will be posted publicly. Offerors are responsible for reviewing the website for all questions and answers before submitting proposals. Oral communication concerning this RFP shall not be binding and shall not excuse an Offeror from the obligations set forth in this proposal.

### 2. Communications with AFI

From the issuance of this RFP until the selection of an awarded Offeror, Offerors shall restrict all contact with AFI regarding this RFP to communications submitted via the Bonfire portal to the Key Contact identified in the Calendar of Process. Direct email or phone contact with AFI personnel regarding this RFP is prohibited.

3. Offerors must not contact members of the Board of Directors, employees of AFI, or its agents or administrators. Contact with these individuals during the selection period may result in disqualification.

The communication prohibition terminates when the Contract is recommended, considered at a public meeting, and awarded. If reconsidered by the Board of Directors, the prohibition continues. During the period between Contract award and execution, prohibited communications include direct contact, discussions, or promotion of any Offeror's response with Board members or employees except as outlined in the RFP. This ensures a level playing field and protects the integrity of the process.

Prohibited communications include:

- Contact between an Offeror, lobbyist, or consultant and any Board member
- Contact between a Board member and any selection/evaluation committee member
- Contact between a Board member and any administrator or employee

Exceptions include:

- Communications with designated purchasing staff or legal counsel
- Current Offeror in normal course of business
- Presentations at duly noticed public meetings

Public comments are allowed at noticed Board meetings in accordance with Board policies, provided they do not pertain to this RFP unless requested by AFI's representatives.

#### 4. **Current Products**

Proposals must be for currently supported products, platforms, and professional services that are in active production and available to the public sector at the time of submission.

#### 5. **Proposal Format**

Sealed responses are required to be submitted electronically via <https://indigo.bonfirehub.com>. Physical paper, faxed, or emailed responses will not be accepted. **The following format should be used when uploading the proposal response.**

- **Tab 1:** Draft Contract and Offer and Contract Signature Form (Appendix A)
  - Terms and Conditions Acceptance Form (Appendix B)
- **Tab 2:** Products & Services Pricing
- **Tab 3:** Performance Capability
- **Tab 4:** Qualifications and Experience; References
- **Tab 5:** Value-Added Services
- **Tab 6:** Federal Disclosures – **Must be signed with submission** (Appendix C)
- **Tab 7:** Example Supplier Agreement to a National Program (Appendix D)
- **Tab 8:** Confidential Information per the Texas Public Information Act (Standard Terms and Conditions Public Information)
- **Tab 9:** NJ Disclosures – **Must be signed with submission** (Appendix G)

#### 6. **Additional Agreements**

If an Offeror requires additional agreements, copies must be included with the proposal.

#### 7. **Disclosures**

By signing the Offer and Contract Signature Form, Offeror affirms:

- a) No economic opportunity, gift, loan, gratuity, or favor has been or will be given to a public servant regarding this proposal.
- b) The proposal was developed independently, without collusion, favoritism, or unfair advantage.
- c) Offeror is not delinquent in franchise tax payments.
- d) The signer is authorized to bind the Offeror to the Contract.

#### 8. **Waiver**

By submitting a proposal, Offeror waives claims against AFI, its directors, officers, trustees, or agents arising from:

1. Evaluation, recommendation, or administration of any proposal.
2. Solicitation, proposal requirements, or related documents.
3. Rejection of any proposal or part thereof.
4. Award of a Contract.

AFI is not liable for any costs incurred in responding to the RFP, oral presentations, preparing and submitting proposals, or contract negotiations. Offerors bear all such costs without reimbursement.

## 9. Conditions of Submitting Proposal

Submission confers no award or Contract rights. AFI reserves the right to reject any or all proposals, accept partial proposals, or select the most advantageous option. This RFP does not obligate AFI to award, negotiate, or execute a Contract. Amendments, extensions, or withdrawals may occur at AFI's convenience.

## SCOPE OF WORK

The Alliance for Innovation (AFI) is committed to supporting local governments and nonprofit organizations across the United States by facilitating access to innovative, cost-effective solutions that enhance public sector performance and ensure equitable access to digital services. As the Lead Contracting Agency, AFI—working in concert with the Michigan Municipal Services Authority (MMSA) as the Lead Participating Entity—invites proposals from qualified Offerors to provide comprehensive web accessibility solutions and related services that support compliance with the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and applicable Web Content Accessibility Guidelines (WCAG).

This solicitation is focused on end-to-end accessibility support for public-facing and internal digital properties, including—but not limited to—websites, web applications, mobile applications, online portals, digital documents and forms, video and multimedia content, and associated third-party integrations. Offerors are encouraged to propose their full product and service portfolios, including accessibility audits and testing, remediation services, continuous monitoring, training and education, policy and governance support, assistive technology compatibility testing, and tools that help maintain ongoing compliance and inclusive user experiences.

AFI seeks to establish a streamlined, cooperative procurement vehicle that enables PPAS to efficiently access modern, standards-based, and independently validated web accessibility solutions, while promoting cost savings through aggregated demand. This national contract will simplify access to best-in-class accessibility services and technologies for agencies of all sizes, with flexible options to support diverse technical environments, legacy systems, and evolving regulatory requirements.

AFI strongly encourages participation from Offerors of all sizes, including those that specialize in particular platforms, content management systems, accessibility tools, or domain-specific consulting (e.g., PDF remediation, video captioning and audio description, mobile app accessibility, or policy and governance frameworks). Offerors may respond to the full spectrum of web accessibility and ADA compliance services or submit proposals for specialized components (e.g., automated and manual audits, remediation-only services, training and capacity building, accessibility monitoring platforms).

## Workstreams and Service Categories

For purposes of this RFP, AFI has organized the requested products and services into the following Workstreams (each, a “Workstream,” and collectively, the “Workstreams”). Offerors may propose on any one or more Workstreams and may be awarded a Contract for some or all of the Workstreams for which they demonstrate sufficient capability, capacity, and value. AFI anticipates making multiple awards to ensure broad coverage across these Workstreams.

## **Workstream 1 – Accessibility Assessments & Audits**

This Workstream covers comprehensive testing and evaluation of digital properties, including but not limited to websites, web applications, mobile applications, online portals, digital documents and forms, and multimedia content.

Representative activities may include:

- Baseline and recurring accessibility audits (automated, manual, and assistive technology–based testing).
- Gap analyses against WCAG 2.1 AA and 2.2 AA, ADA, Section 508, and other applicable standards.
- Prioritized findings and risk categorization (e.g., critical, high, medium, low) with recommended remediation steps.
- Verification and regression testing to confirm that issues have been correctly remediated.

Deliverables may include written audit reports, issue logs, remediation recommendations, and executive summaries suitable for internal and external stakeholders.

## **Workstream 2 – Ongoing Monitoring, Scanning & Analytics Platform**

This Workstream covers continuous or periodic automated monitoring, scanning, and analytics to help PPAS detect, track, and manage accessibility issues over time.

Representative activities may include:

- Automated and scheduled scans of covered digital properties.
- Dashboards, analytics, and trend reporting at site, application, and portfolio levels.
- Issue tracking and workflow tools to support triage, assignment, and resolution.
- Alerts, notifications, and scheduled reports to stakeholders.

Deliverables may include access to a SaaS platform or on-premise tools, configuration and onboarding services, and standard and custom reporting.

## **Workstream 3 – Source-Level Remediation Support & Consulting**

This Workstream focuses on **true remediation** of accessibility issues at the source code, template, or content level (not overlay-only approaches).

Representative activities may include:

- Code-level consulting and implementation support for development teams.
- Review and remediation of HTML, CSS, JavaScript, templates, design systems, and components.

- Collaboration with IT, product, and Offeror teams to remediate issues in COTS systems and third-party integrations.
- Targeted remediation sprints and backlog reduction initiatives.

Deliverables may include corrected code samples, pull requests, remediation plans, and documentation that demonstrate before/after improvements and verified conformance.

#### **Workstream 4 – Training, Education & Capacity Building**

This Workstream addresses the training and enablement needs of AFI and PPAs to build internal capacity to sustain accessibility over time.

Representative activities may include:

- Role-based training for developers, designers, content authors, product owners, procurement staff, and leadership.
- Live and on-demand training sessions, workshops, and office hours.
- Certification or structured learning paths where available.
- Training materials, job aids, and reference guides.

Deliverables may include training curricula, slide decks, recordings, reference materials, and participation tracking reports.

#### **Workstream 5 – Policy, Governance & Program Management**

This Workstream supports the establishment and ongoing operation of sustainable accessibility governance and management practices.

Representative activities may include:

- Development and/or refinement of accessibility policies, standards, guidelines, and checklists.
- Governance frameworks (roles and responsibilities, decision rights, escalation paths).
- Program roadmaps and maturity assessments.
- Support for cross-functional steering committees and governance bodies.

Deliverables may include written policy and governance documents, program roadmaps, maturity assessments, and ongoing advisory services.

#### **Workstream 6 – Document & PDF Remediation**

This Workstream focuses on accessibility of electronic documents, including PDFs and other common file formats used for public-facing and internal content.

Representative activities may include:

- Accessibility remediation of existing documents and templates.
- Establishing accessible document templates and style guides.
- High-volume document remediation services (e.g., legacy archives, forms libraries).
- Training for staff who create and maintain accessible documents.

Deliverables may include remediated documents, accessible templates, remediation logs, and documentation of methods and tools used.

### **Workstream 7 – Video, Audio & Multimedia Accessibility**

This Workstream addresses accessibility of video, audio, and other multimedia content.

Representative activities may include:

- Captioning, transcripts, audio descriptions, and sign language interpretation services.
- Consulting on accessible media production workflows and standards.
- Remediation of existing media libraries to meet accessibility requirements.
- Tools and integrations that support accessible streaming, players, and media platforms.

Deliverables may include accessible media files, transcripts and caption files, configuration guides, and workflow documentation.

### **ABOUT MMSA (Lead Participating Entity)**

The Michigan Municipal Services Authority (“MMSA” or the “Authority”) is a Michigan public body corporate created by an interlocal agreement (the “Interlocal Agreement”) between the City of Grand Rapids and the City of Livonia under the Urban Cooperation Act of 1967, 1967 (Ex Sess) PA 7, as amended, MCL 124.501 to 124.512 (the “Cooperation Act”). The Interlocal Agreement empowers the Authority to exercise the common powers, privileges, and authorities of each Public Agency that is party to the Interlocal Agreement to engage in cooperative activities with other Public Agencies consistent with the Interlocal Agreement.

The Authority may do all of the following:

1. perform, or perform within another person or entity, any power, privilege, or authority relating to intergovernmental cooperation that the parties to the Interlocal Agreement share in common and that each may exercise separately to the fullest extent permitted by the Cooperation Act;
2. exercise other powers of a public body corporate created under the Cooperation Act permitted by section 5 of the Act, including determining the manner in which purchases will be made and contracts entered into by the Authority;
3. exercise other powers of a public body corporate created under the Cooperation Act permitted by section 7 of the Act, including making and entering into contracts;

4. enter into contracts with other Public Agencies; and
5. enter into contracts with other persons or entities.

This Request for Proposals is issued by the Alliance for Innovation (“AFI”), in collaboration with the Michigan Municipal Services Authority (“MMSA”), which will serve as the Lead Participating Entity for this solicitation, and with Edge Public, to establish a cooperative procurement vehicle for eligible entities. As used herein, “Public Agency” means that term as defined in section 2(e) of the Cooperation Act, MCL 124.502(e).

**ABOUT AFI:** AFI is a nonprofit association of governments dedicated to fostering innovation and excellence in local government. AFI is acting as a procurement cooperative to assist large and small communities in their purchasing efforts to enhance efficiencies and reduce costs. In addition, it is AFI’s goal to ensure that, wherever possible, local companies have the opportunity to participate in the solicitation process. AFI assists local governments in implementing innovative solutions to enhance efficiency, service delivery, and community impact. The organization emphasizes strategic thinking, emerging technologies, and best practices to equip PPAS with the knowledge and support to address evolving challenges.

AFI offers various programs, including innovation academies, workshops, and a comprehensive knowledge network that allows local governments to share success stories and lessons learned. It hosts annual conferences and webinars that unite municipal leaders, industry experts, and academic researchers to explore trends in governance, sustainability, civic engagement, and operational improvements. By promoting a culture of innovation, AFI empowers local governments to be more adaptive, resilient, and responsive to the needs of their communities, ultimately enhancing the quality of life for citizens nationwide.

**ABOUT CIVIC MARKETPLACE:** Civic Marketplace is a next-generation digital procurement platform built in collaboration with local governments to simplify and modernize public purchasing. It offers a centralized, AI-powered hub where agencies can discover, compare, and procure from pre-vetted cooperative contracts—dramatically reducing time-to-implementation while ensuring full compliance with state and local bid laws. More than just a transactional tool, Civic Marketplace is designed to drive innovation, increase transparency, and support faster, smarter procurement across the public sector.

For Offerors, Civic Marketplace provides a streamlined path to market and direct access to a growing network of PPAS . Offerors benefit from increased visibility, reduced administrative burden, and the ability to participate in compliant cooperative purchasing programs—without responding to duplicative solicitations. The platform is committed to lowering barriers for small and emerging businesses while enabling meaningful engagement with government buyers focused on delivering results for their communities.

**ABOUT EDGE PUBLIC** Edge Public is a group purchasing organization dedicated to enhancing value and resources for state and local governments, higher education institutions, K-12 educational organizations, and non-profit entities. Edge Public delivers shared services and supply chain optimization solutions. This support aids procurement operations across public and private sectors. Through corporate pricing structures and Offeror sales commitments, Edge Public extends marketing, sales and administrative support to promote Offeror products and services to non-profit entities on a national scale. This targeted engagement allows PPAS

to access competitive pricing driven by collective spending power and the convenience of pre-competited, publicly advertised contracts

Offerors benefit from this arrangement by entering into a contract that permits entities to procure goods and services directly without the need for additional competitive solicitations. Participating Offerors must comply with all obligations as specified in Edge Public's contractual documents.

Edge Public is a wholly owned subsidiary of Buyers Edge Platform (BEP) portfolio of companies. BEP is the largest and most experienced procurement and data organization in the private sector globally. Leveraging BEP's expansive economies of scale, Edge Public provides participants with access to competitively solicited and publicly awarded cooperative agreements. This program is grounded in the lead agency contracting model, ensuring a transparent, efficient, and publicly vetted procurement process that meets most all regulatory requirements nationally.

**NATIONAL CONTRACT:** AFI, serving as the Lead Contracting Agency has partnered with Edge Public to offer the resulting contract, hereinafter referred to as the "Master Agreement," to Municipal agencies and nonprofits nationwide (Piggybacking) through Edge Public's group purchasing organization's program.

AFI projects the value of the contract to be in excess of \$20 million. While no minimum purchase volume is guaranteed, the estimated annual procurement volume for offerings and related services through Edge Public's Public Sector program is expected to exceed that volume. This estimate is based on the current annual purchasing patterns of AFI locations, combined with a targeted marketing strategy focused on local government entities and other participating entities operating across 45 states nationwide.

**CONTRACT OBJECTIVES:**

***AFI's objective is to establish a comprehensive contract that supports the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act, and applicable Web Content Accessibility Guidelines (WCAG). We encourage and welcome participation from local Offerors, distributors, and small businesses who can provide quality products and responsive service to meet the diverse needs of Participating Agencies.***

***Our primary mission is to ease the procurement burden on local governments by offering a streamlined, competitively awarded contract. By leveraging this cooperative agreement, agencies can access a broad range of products without the need for repetitive solicitations, saving valuable time and resources.***

***Participants are encouraged to offer both national reach and local support to ensure agencies receive timely service, product availability, and the opportunity to strengthen their local economies through government spending.***

***We recognize the vital role that local Offerors play in the community and seek to create opportunities that foster growth, build partnerships, and deliver value to public sector organizations of all sizes.***

**EXCLUSIVITY:** AFI anticipates considerable activity resulting from this RFP award, however no commitment of any kind is made concerning actual quantities to be acquired. AFI does not guarantee usage as usage depends

on the actual needs of the end users and other participating agencies. Success is based on the marketing efforts of all parties.

Any contract resulting from this solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of the purchaser. The agencies reserve the right to obtain similar goods and services from another source.

**CONTRACT TERM:** Awarded contract(s) will be for five (5) years with the option to renew for 2 additional years. Initial contract term will commence upon execution of the contract.

**CONTRACT RENEWAL:** With mutual agreement of the successful Offeror, AFI reserves the right to renew the prices and terms of the contract resulting from this procurement without additional competitive bidding for successive two-year renewals. Such changes would allow for the continuation of services and/or the extension of products and services to other locations or programs. Such renewals may be made so that AFI and the successful Offeror(s) agree to the renewal.

**ANTICIPATED AWARD:** To cover the different product categories that are used by municipalities, it is anticipated that AFI may have to make multiple awards to different Offerors to achieve the product mix that is needed.

#### **MARKETING, SALES, AND ADMINISTRATIVE SUPPORT:**

During the term of the Master Agreement, Edge Public will provide marketing, sales, partnership development, and administrative support to promote the Offeror's products and services to Participating Lead Contracting Agency and participating agencies. These efforts will be conducted through various national marketing channels.

#### **DEDICATED SUPPORT:**

Edge Public will assign a marketing professional as the Offeror's main point of contact, responsible for managing the relationship and developing a strategy to promote the Master Agreement. This director will facilitate connections with key Edge Public teams, including Sales, Marketing, Contracting, Training, and Operations & Support.

#### **MARKETING INITIATIVES:**

Edge Public's marketing team will collaborate with the Offeror to promote the Master Agreement through (not all inclusive):

- Marketing materials (print, electronic, email, presentations)
- Website promotions
- Trade shows, conferences, and meetings
- Advertising campaigns
- Social media outreach

## **SALES SUPPORT:**

The Edge Public sales team will work with the Offeror to drive engagement with existing and prospective PPAS through:

- Individual and joint sales calls
- Customer service and communication initiatives
- Training sessions for PPAS and Offeror teams

## **CONTRACTING AND COMPLIANCE SUPPORT:**

The contracting team will assist the Offeror by:

- Providing expertise in joint powers authority and cooperative purchasing regulations
- Conducting training sessions for PPAS and Offeror teams
- Performing regular business reviews to track program success
- Managing general contract administration

## **ADMINISTRATIVE FEE:**

The "Administrative Fee" is a payment owed by the Offeror to Edge Public, calculated as **three percent (3%)** of the total purchase amount paid to the Offeror, excluding taxes, refunds and returns. This fee applies to all sales of products and/or services made to the Lead Contracting Agency and Participating Public/Non-Profit Agencies under the **Master Agreement** (including any amendments or renewals). The parties may agree in writing to a lower Administrative Fee for a specific Participating Lead Public Agency's Contract Sales.

At their discretion, Offerors may opt to pay additional fees (e.g., technology fees) to Edge Public or a third party for enhanced support or access to Edge Public's technology platform

## **CONTRACT SALES REPORTING:**

The Offeror must submit an electronic accounting report each month, summarizing all Contract Sales. Reports must be formatted as prescribed by Edge Public and follow the Contract Sales Report template provided in Exhibit H, which is incorporated into this agreement.

- Reports for each calendar month are due by the 10th day of the following month.
- Failure to submit a report on time and in the required format is considered a material breach of this agreement.
- If the breach is not remedied within 30 days of written notice, AFI reserves the right to terminate this agreement at their sole discretion.

## **ADMINISTRATIVE FEE PAYMENT:**

Offerors must make Administrative Fee payments:

- In accordance with Offeror Agreement
- Via Automated Clearing House (ACH) to Edge Public's designated financial institution (as specified in Exhibit D)

Failure to pay the Administrative Fee on time is considered a material breach of this agreement. Late payments will incur interest at the lesser of 1.5% per month or the maximum legal rate until fully paid.

## **AUDIT AND COMPLIANCE**

The Offeror must maintain accurate records of all purchases made by PPAS under the Master Agreement. Edge Public reserves the right to:

- Verify records by comparing Participating Public/Non-Profit Agency sales data with the Offeror's Contract Sales Reports for up to four (4) years after the contract award expiration date
- Conduct independent audits using a third-party auditor

If an audit reveals underreported Contract Sales and a corresponding underpayment of Administrative Fees, Edge Public will provide written notice to the Offeror. The Offeror must:

- Resolve discrepancies within 30 days of notification
- Pay any outstanding Administrative Fees, including any applicable interest and penalties
- Reimburse Edge Public for audit-related costs and expenses

## **RFP PROCESS:**

**QUESTIONS:** Questions regarding this RFP shall be submitted IN WRITING via <https://indigo.bonfirehub.com> no later than the date and time specified in the RFP. Only, answers issued in writing by the AFI will be considered official and valid. AFI will answer all questions judged to be germane to the procurement and will provide answers to all potential respondents. AFI reserves the right not to answer any questions considered inappropriate or submitted after the deadline. Response to questions will be publicly posted in the RFP Files section on <https://indigo.bonfirehub.com>.

**ADDENDA:** All addenda issued by the AFI shall become a part of the specifications and will be made part of the contract. Addenda will be posted in the RFP Files section on <https://indigo.bonfirehub.com>. No addenda will be issued later than five (5) days prior to the date and time for receipt of RFPs, except an addendum withdrawing the request for RFPs or one that includes postponement of the date of receipt of RFPs. Each Offeror shall ascertain prior to submitting an RFP that it has received all addenda issued, and the Offeror shall acknowledge their receipt in its RFP.

**OFFEROR COMMITMENT:** A proposal submitted in response to the RFP shall constitute a legal commitment to the AFI. Your proposal must remain firm for the purpose stated herein, and all pricing and commitments must

be honored if selected for award. If your proposal is selected by the AFI, you will be sent a letter of award. All Offerors that submit a proposal will be notified of the award decision via <https://indigo.bonfirehub.com>.

The person signing the proposal must be authorized to bind the proposing organization. All requirements stated herein, and your proposal shall be incorporated by reference into the contract resulting from this RFP.

**REVIEW AND AWARD PROCESS:** In order to allow AFI the opportunity to evaluate each proposal thoroughly, AFI requires that any response to this solicitation be valid and irrevocable for sixty (60) days after the official opening date and time.

AFI may choose to use any available resource to review and evaluate proposals, including but not limited to reference checks, review of industry data, Offeror presentations or any other appropriate method to review and evaluate the proposals and Offerors.

AFI reserves the right to ask for presentations from any Offeror regarding its proposal. Presentations will be made at the AFI office at the full expense of the Offeror. AFI is not liable for any expense relating to the preparation of proposals or Offeror's presentation. Presentations shall be made within five (5) business days of request.

AFI reserves the right to discuss, clarify or update any proposal with any Offeror that is determined to be reasonably susceptible of being selected for an award. AFI reserves all rights to reject any proposal, to allow Offerors to repair errors in its proposal, or to request additional information or prices from one of more Offerors in its review.

AFI reserves the right to shortlist proposals under consideration at any time during the evaluation process. AFI reserves the right to award this contract without discussion with any responding Offeror.

AFI reserves the right to accept any or all proposals in whole or in part, and to waive any irregularities in any proposal, or to allow Offerors to update or repair any errors or update prices in any proposal.

AFI reserves the right to reject the proposal of any respondent who has previously failed to perform similar contracts satisfactorily.

All evaluation determinations will be made solely by the AFI evaluation team and will be final and conclusive.

***AFI reserves the right to reject any or all proposals for any reason, and to select the BEST Offeror meeting program requirements.***

**USE OF SUBMITTED DOCUMENTS:** All proposals and the basis for the selection of a successful respondent will be made available as part of the public record upon award (approval by the Governing Board). Note, you must agree that your proposal becomes property of the AFI and will be made part of the permanent, public record. Requests for confidentiality that do not comply with Texas Public Information Act (TPIA), TEX. GOV'T CODE ANN. § 552 will not be considered.

## **PROPOSAL EVALUATION**

The AFI evaluation committee will consist of vetted current and former city officials with extensive experience in public procurement. The committee will review and evaluate all proposals and make a recommendation to the Board of Directors for award of contracts. Proposals will be evaluated by the following selection criteria:

<b>CRITERIA</b>	<b>EVALUATION WEIGHT</b>
Agreement to Meet Minimum Requirements	Pass/Fail
Proposal Forms Completed	Pass/Fail
Technical Solution & DOJ/WCAG 2.1 AA Alignment	30
True Remediation Approach (No Overlays) & Remediation Workflow	15
Implementation, Ongoing Support, & Training	15
Deployment Flexibility (Cloud/SaaS & On-Premise) & Security	10
Reporting, Analytics, Governance & Documentation	10
Offeror Qualifications, Experience with Governments & References	10
Price & Overall Value to AFI and Cooperative PPAs	10
<b>TOTAL</b>	<b>100</b>

Please note that the workbook should be completed by Offerors as part of their proposal. Information from the “Price Worksheet” tab will be used to compare prices and discounts from Offerors, but Offerors will be expected to offer their full line of products to participating entities if awarded a contract from this RFP.

## Objectives

The primary objectives of this engagement are to:

- Achieve and maintain conformance with WCAG 2.1 AA and WCAG 2.2 AA for covered web and mobile properties.
- Meet DOJ compliance deadlines, including:
  - April 24, 2026, for public entities serving 50,000 or more people.
  - April 26, 2027, for public entities serving fewer than 50,000 people.
- Identify, remediate, and prevent accessibility barriers, including but not limited to:
  - Missing or incorrect text alternatives (alt text).

- Insufficient color contrast or color-only communication.
- Inaccessible online forms and documents.
- Lack of effective keyboard-only navigation and focus management.
- Inaccessible multimedia (missing captions, transcripts, or audio descriptions).
- 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.
- Establish sustainable governance, policy, and training, enabling AFI and PPAS to maintain accessibility over time.
- Provide repeatable, scalable services and pricing that can be adopted by PPAS of varying size and complexity through the Cooperative.

## Standards and Regulatory Compliance

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:

- 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.

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:

- Tracks evolving standards and guidance;
- Updates rulesets, test cases, and remediation patterns; and
- Communicates and deploys these updates for AFI and PPAS .

## Deployment and Security Requirements

To accommodate the diverse technical and regulatory environments of Participating Public Agencies (PPAs), the Offeror shall support both of the following deployment options:

1. Cloud / SaaS Deployment
  - 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), including maintenance windows and incident communication processes.
  - 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

- 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.

Offerors shall describe, for each deployment model:

- Security architecture (network segregation, encryption in transit and at rest, key management);
- Identity and access management, including role-based access controls;
- Logging, audit trails, and retention;
- Vulnerability management and incident response processes.

### Remediation Technology Enhancements

In addition to the requirements described in the Workstreams, the proposed remediation platform shall, at a minimum, include the following capabilities:

- Automated remediation for common accessibility issues, such as:
  - 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.
- Semi-automated, guided remediation workflows for complex issues, providing:
  - 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.
- Tight integration with modern development workflows, including:
  - Version control systems (e.g., Git-based platforms);
  - CI/CD pipelines;
  - Common code review and ticketing tools;

so that accessibility fixes are incorporated into the standard software development lifecycle.

### 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;
- A documented API (REST or GraphQL) for custom integrations, enabling agencies to:
  - Automate scans and monitoring;

- Retrieve and export results;
- Embed accessibility data into existing dashboards, ITSM/ticketing tools, and governance systems;
- Support for modern front-end frameworks and single-page application architectures (e.g., React, Angular, Vue, and comparable technologies).

Offerors shall describe available integrations and any associated licensing or implementation considerations.

### Reporting, Certificates, and Scheduled Delivery

In addition to dashboards and analytics described in the Workstreams, the solution shall provide:

- The ability to generate formal accessibility reports and certificates suitable for:
  - 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);
- 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.

### Support, Service Levels, and Customer Success

The Offeror shall provide ongoing support and customer success services to AFI and PPAs, including:

- Defined Service Level Agreements (SLAs) for incident response and resolution that, at a minimum, specify:
  - Response time targets for Critical, High, Medium, and Low issues;
  - Resolution or workaround targets for Critical and High issues;
  - Escalation paths and communication expectations.
- Availability of support for Cloud / SaaS deployments:
  - 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.
- For On-Premise / Self-Managed deployments:
  - Support for installation, upgrades, configuration, and troubleshooting during standard business hours, with options for extended coverage where required by PPAS .
- Assignment of a designated account manager or customer success lead responsible for:
  - 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.

Offerors shall include a description of their standard support tiers and any available enhanced support options.

## 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. The PoC may include, but is not limited to:

- Performing an initial accessibility assessment of one or more sample websites, applications, or documents provided by AFI or PPAS ;
- Demonstrating the platform’s ability to identify, prioritize, and track accessibility issues;
- 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;
- Showing how the solution integrates into existing development workflows (e.g., version control, CI/CD, issue tracking);
- Demonstrating reporting, dashboards, and governance features, including how executive and technical stakeholders would consume and act on the information.

Participation in a PoC may be used as a factor in the overall evaluation and selection process.

## EVALUATION SECTION 1: SOLUTION OFFERING & PRICING STRUCTURE

*(Binder Tab 2)*

Please complete your response to the following questions. Responses in this section will be used primarily to evaluate: Technical Solution & DOJ/WCAG Alignment, True Remediation Approach, Deployment Flexibility, and Price & Overall Value.

### 1.1 Solution Offering & Coverage

- Clearly describe the **solution(s) and services** you are proposing under this RFP, including which of the following are included:
  - Accessibility assessments and audits (web, mobile, documents, multimedia).
  - Ongoing monitoring and scanning.
  - Code-level remediation support and consulting.
  - Platform/software tools for issue management, reporting, and governance.
  - Training, policy development, and program governance support.
- Indicate the Workstreams (as defined in this RFP) your firm is able to support (e.g., assessment, remediation, training, monitoring, governance, etc.).
- Confirm your ability to support agencies nationally, and describe any limitations on geography or scope (e.g., U.S. only, limited support for territories, etc.).

### 1.2 Pricing Structure

- Describe in detail your pricing structure for this cooperative contract, including:

- How you price platform/software components (e.g., subscription tiers, user seats, page/URL counts, application counts, scans).
- How do you price professional services (e.g., hourly rates, fixed-fee packages, implementation/onboarding, training, remediation services).
- Any volume-based or portfolio-based pricing models (e.g., agency portfolios, multi-year commitments, enterprise licenses).
- Describe any discounts you are offering through this AFI/Edge Public cooperative contract, including:
  - Discounts by service type (e.g., assessments, remediation, training, platform subscriptions).
  - Discounts based on volume, term length, or aggregated cooperative usage.
- Identify any services or modules that are not eligible for discounts, if applicable, and explain why.
- Explain whether your proposed pricing under this contract is equal to or better than pricing you offer to individual public entities or other cooperatives with comparable or lower volume, and describe how you will ensure most-favored customer pricing is maintained.

### **1.3 Changes, Additions & Warranties**

- Describe how new products, modules, or services introduced during the term will be priced and incorporated into the contract to ensure continued competitive, cooperative-level pricing.
- Describe any service warranties or guarantees you provide, including:
  - Performance or uptime commitments (if separate from SLAs).
  - Remediation quality or rework policies.
  - Satisfaction or opt-out guarantees, if applicable.
- Describe any additional pricing proposals you wish to offer (e.g., pilot pricing, starter packages for small entities, enterprise bundles).

### **1.4 Cooperative & Administrative Fee**

- Confirm your understanding and agreement of the administrative fee structure outlined in this RFP.
- Explain how the administrative fee is accounted for in your pricing and how you will ensure that net pricing to agencies remains competitive.

### **1.5 Additional Information**

- Provide any additional information relevant to your solution offering and pricing structure that will help AFI and Edge Public evaluate the overall value of your proposal to agencies of varying sizes and complexity.

## **EVALUATION SECTION 2: PERFORMANCE CAPABILITIES & SERVICE DELIVERY**

*(Binder Tab 3)*

Please complete your response to the following questions. Responses in this section will be used primarily to evaluate: Technical Solution, Remediation Workflow, Implementation & Support, Deployment & Security, and Reporting & Governance.

### **2.1 Overall Customer Experience & Program Delivery**

- Describe in detail the customer experience from start to finish for a typical agency utilizing this contract, including:
  - Initial discovery and onboarding.
  - Assessment and roadmap phases.
  - Remediation and monitoring.
  - Ongoing governance and improvement.
- Outline how an existing AFI or Edge Public member would be transitioned into your program under this cooperative contract. Describe the expected user experience during transition, including any data migration, onboarding, or platform configuration activities.

## 2.2 Orders, Engagements & Online Functions

- Describe the ways in which PPAS can initiate and manage work with your company, including but not limited to:
  - Requesting assessments, remediation assistance, training, or advisory services.
  - Configuring and accessing your platform/portal.
- If your company provides a web-based platform or portal, describe its key features and ease of use, including:
  - Accessibility issue search, filtering, and drill-down capabilities.
  - Visibility into compliance scores, trends, and risk indicators.
  - Workflows for assigning, tracking, and verifying remediation tasks.
  - Access to order history, engagement history, and completed assessments.
  - Access to invoices, contracts, and reports online.
- Describe your ability to integrate with or provide “punch-out” or single sign-on experiences from purchasing systems, portals, or intranets. Include your typical implementation timeline for these integrations.
- Describe any minimum engagement thresholds (e.g., minimum professional services hours, minimum subscription level) and how you accommodate small entities with limited budgets.

## 2.3 Monitoring, Changes & Issue Handling

- Describe your ability to monitor ongoing work, including:
  - Tracking open assessments, remediation items, and training activities.
  - Providing status updates and dashboards for both technical and non-technical stakeholders.
- Describe how you manage change requests, expansion to new sites/apps, or scope adjustments over the term of the contract.

## 2.4 Payment & Invoicing

- Describe your standard invoicing and payment terms, including any quick-pay or early-payment discounts.
- Identify the forms of payment you accept, including but not limited to:
  - Purchase orders.
  - Procurement cards.
  - Credit/debit cards and ACH.

- Identify any additional fees associated with specific payment methods (e.g., credit card convenience fees).

## **2.5 Service Delivery, Timelines & SLAs**

- Describe how you propose to deliver services nationally, including how you support agencies across time zones and with varying technical maturity.
- Describe your ability to scale for large portfolios (e.g., state-wide or multi-agency implementations) while also supporting smaller entities.
- Describe your standard and proposed Service Level Agreements (SLAs) for:
  - Response times for critical and non-critical issues.
  - Resolution/mitigation targets for critical accessibility problems.
  - Platform uptime/availability, maintenance windows, and incident communications.

## **2.6 Problem Escalation, Warranty & Support**

- Describe your problem escalation process, including escalation paths, communication expectations, and how you coordinate with agency staff to resolve issues.
- Describe your warranty and rework policies for services and deliverables (e.g., if remediation guidance is later found inadequate, how is it corrected and at what cost).
- Describe how you provide support resources such as knowledge bases, help centers, SDS/technical documentation for your platform, and care/usage instructions for your tools and processes.

## **2.7 Cooperative Administration & Reporting**

- Describe how your company will work with AFI and Edge Public to market and promote the awarded contract to eligible entities nationally. How will your team differentiate this contract from other cooperative or state contracts you may hold?
- Describe how customers can verify they are receiving the correct contract pricing and terms (e.g., contract IDs, portal indicators, contract-specific quotes).
- Describe your ability to provide quarterly sales and usage reports showing total gross dollar volume generated from this contract, including breakdowns by:
  - Participating agency.
  - State/region.
  - Major service categories or products.

## **EVALUATION SECTION 3: OFFEROR QUALIFICATIONS & EXPERIENCE**

*(Binder Tab 4)*

Please complete your response to the following. Responses in this section will be used primarily to evaluate Offeror Qualifications, Government Experience, and Relevant Expertise.

### **3.1 Company Information**

- Provide the name, address, phone number, and email address for the authorized agent submitting the proposal.
- Provide a brief company profile, including:
  - Legal name and corporate structure.
  - Year established and corporate headquarters location.
  - Primary office locations relevant to servicing this contract.
- Describe the scope of clients you currently service, with emphasis on:
  - Public sector entities (state, local, education, special districts).
  - Healthcare or other highly regulated sectors, if applicable.

### **3.2 Accessibility & Government Experience**

- Describe your company’s experience and expertise in digital accessibility, including:
  - Number of years providing accessibility services and/or platforms.
  - Experience with WCAG 2.x, Section 508, ADA Title II/III, and other relevant standards.
  - Experience working under or with DOJ consent decrees, settlement agreements, or formal remediation plans, if applicable.
- Describe your experience with cooperative or multi-agency contracts, including any relevant examples where you supported a program that scaled across many agencies or jurisdictions.
- Provide a high-level overview of your company’s financial stability and capacity to support a multi-year, national cooperative contract.

### **3.3 Capacity & Reach**

- Describe your capacity to provide the full scope of products and services described in this RFP to agencies throughout the United States.
- Indicate your ability to serve PPAS in the U.S. territories (e.g., Guam, U.S. Virgin Islands, Puerto Rico), including any limitations or special conditions.
- Describe any anticipated challenges in servicing agencies of varying sizes and technical capabilities, and how you address those challenges.

### **3.4 Key Personnel**

- Identify the key personnel who will lead and be engaged in the implementation and ongoing management of this contract, including:
  - Program/engagement lead.
  - Technical accessibility lead(s).
  - Customer success/relationship manager(s).
- Provide brief bios highlighting their experience with:
  - Public sector clients.
  - Digital accessibility programs and standards.
  - Large-scale, multi-entity implementations.

### **3.5 Diversity & Inclusion**

- Indicate whether your company is minority-owned, women-owned, or holds any other relevant certifications (MBE, WBE, DBE, etc.).

### 3.6 References & Independent Reviews

- Provide three (3) references from public sector clients for whom you have provided digital accessibility services and/or platforms of similar scope and complexity. For each, include:
  - Entity name and type.
  - Brief description of the engagement.
  - Contact name, title, email, and phone number.
- Provide three (3) references from similar public sector programs (letters of reference if available). In addition to your 3 references, AFI will also research your performance ratings on a third-party platform, Procurated (<https://home.procurated.com/>), that collects public sector reviews of suppliers. Your score will be considered in addition to the qualitative feedback provided by your references. If you are not yet listed on Procurated, we strongly encourage you to register on their site and to ask your past public sector customers to write reviews of their experiences in working with you.

## EVALUATION SECTION 4: OFFEROR VALUE-ADDED FEATURES & INNOVATION

*(Binder Tab 5)*

Please use this section to describe any additional features, advantages, and benefits of your solution and organization that you believe will provide extra value to AFI, Edge Public, and participating agencies.

You may wish to address, as applicable:

- Unique training and enablement programs (e.g., on-demand learning, certification programs, role-based pathways for developers/content authors).
- Tools, templates, or frameworks for policies, procedures, and governance that help agencies institutionalize accessibility.
- Innovative features of your platform or service (e.g., advanced analytics, AI-assisted testing or remediation, integrations with assistive technologies, dashboards tailored to executives, legal, IT).
- Community engagement or collaboration with disability advocacy groups or people with lived experience of disability, and how that informs your product and service design.
- Roadmap items and planned innovations that may benefit agencies during the term of this contract (e.g., support for emerging standards, new testing modalities).
- Any no-cost or low-cost added services (e.g., participation in webinars, conference presentations, advisory councils, peer-to-peer communities of practice).

## USE OF INFORMATION AND DOCUMENTS

AFI and its representatives, including officials, employees, and agents, reserve the right to copy and utilize the Offeror's proposal and accompanying documents for purposes related to analysis, evaluation, and contract

award decisions. All proposals submitted will become the property of AFI. Following contract award, AFI may be required to permit the inspection and copying of these documents and may use them in connection with any contracts that result from this solicitation. The Offeror is responsible for obtaining necessary authorizations for such use, ensuring compliance with trademark and copyright laws.

### **SUBMISSION OF PROPRIETARY INFORMATION**

Trade secrets or proprietary information submitted as part of this procurement shall be exempt from public disclosure under the applicable state Freedom of Information Act. However, the Offeror must explicitly invoke these protections at the time of submission, clearly identifying the data or materials to be protected and stating the reason for such protection. Offerors should submit proprietary information on the Proprietary Information Form and clearly mark the relevant sections. The entire proposal may not be designated as proprietary, nor may proposed pricing be classified as such. This information must be redacted from the rest of the proposal and submitted via the Confidential Information upload section.

### **MANDATORY PROVISIONS**

This Request for Proposals includes mandatory provisions, which are identified using the words "shall" or "must," indicating specific obligations of the Offeror.

### **PROPOSAL FORMAT AND CONTENT**

Proposals must address all elements of the Statement of Need and Evaluation Criteria, providing clear and concise responses. The proposal must be submitted electronically in PDF format , and Excel documents following the structured format outlined in the RFP. Offerors may bid on individual items and not necessarily the whole catalog. Failure to adhere to this format may result in a lower evaluation score or rejection as nonresponsive.

### **ORAL PRESENTATIONS, DISCUSSIONS, AND PRODUCT DEMONSTRATIONS**

Top-ranked Offerors may be invited for oral presentations or product demonstrations. AFI will schedule these sessions as needed but is not obligated to conduct them. Offerors will not be reimbursed for presentation-related costs.

### **WITHDRAWAL OF PROPOSALS**

A submitted proposal may only be withdrawn by a written request to the AFI three days before the proposal opening. If AFI fails to issue a Notice of Intent to Award or make an award within one hundred twenty (120) days after the proposal due date, any Offeror may request withdrawal of its proposal by written notice.

### **FEDERAL FUNDING COMPLIANCE AND EDGAR CERTIFICATIONS**

This contract may be used by PPAS , including educational institutions, which are recipients of federal funds. As such, the awarded Offeror(s) must comply with applicable provisions of the Education Department General Administrative Regulations (EDGAR) and the Uniform Administrative Requirements, Cost Principles, and Audit

Requirements for Federal Awards (2 CFR Part 200) when federal funds are used to make purchases under this agreement.

**Required EDGAR Certifications:**

Offerors must complete and submit the EDGAR Compliance and Certification Form (see Appendix C) as part of their proposal. The certifications include, but are not limited to, the following:

- Contract Work Hours and Safety Standards Act (40 U.S.C. 3701–3708)
- Clean Air Act (42 U.S.C. 7401–7671q) and Federal Water Pollution Control Act (33 U.S.C. 1251–1387)
- Debarment and Suspension (Executive Orders 12549 and 12689)
- Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)
- Procurement of Recovered Materials (2 CFR 200.322)

**Equal Employment Opportunity:**

In accordance with Executive Order 11246, as amended by Executive Order 11375, and as supplemented by regulations at 41 CFR part 60, all Offerors must agree not to discriminate against any employee or applicant for employment on the basis of race, color, religion, sex, or national origin.

**Domestic Preference for Procurements (2 CFR 200.322):**

Where applicable, Offerors must provide a preference for the purchase, acquisition, or use of goods, products, or materials produced in the United States.

**Required Documentation:**

Offerors must retain and make available for audit the following documentation:

- All procurement records demonstrating compliance with competitive procurement procedures
- Certifications and records as required by EDGAR
- Documentation of compliance with cost principles and allowable use of federal funds

**Flow Down Clause:**

Offerors must agree that all contracts, subcontracts, and purchase orders issued under this agreement will incorporate all applicable EDGAR and Uniform Guidance requirements to ensure continued compliance when federal funds are used.