

Alliance for Innovation

AFI-2025-118

ADA Digital Accessibility

WCAG 2.1 AA / 2.2 AA

Consulting and Design

Proposal for

Workstreams 1-7

Tab 5



CONVERGE ACCESSIBILITY

NARROWING THE DIGITAL DIVIDE

- *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).*

Converge’s value is helping agencies make accessibility part of normal operations—so progress holds up across departments, vendors, and staff changes. Testing matters, but agencies move faster when governance, procurement, and reporting are set up in a simple, repeatable way. The sections below follow the Tab 5 checklist and include concrete examples of what agencies get.

Governance and operating model (what makes accessibility “stick”)

Converge offers practical governance frameworks and documentation that agencies can rely on daily. This includes clear roles and decision rights across IT, Communications, Procurement, and Legal/Risk; an effective cadence for steering decisions; and intake/triage practices that minimize rework and keep remediation focused on what impacts the public most. The goal is simple: accessibility becomes a managed business risk with a repeatable operating model—not a one-time project.

Procurement framework that reduces risk without blocking procurement

Converge supports agencies in implementing procurement practices that minimize accessibility risks while preventing the “procurement bottleneck” issue. Agencies often face a practical challenge: a fully accessible product isn’t always available for every

requirement. Our procurement strategy is built to enable consistent, defensible decisions, including practical due diligence, reviewing vendor documentation, and establishing contract language and expectations that suit a variety of procurements (from large enterprise platforms to smaller departmental purchases). This is why Converge works well across agencies of different sizes and maturity levels.

Reporting that supports accountability and good-faith progress

Converge helps agencies establish reporting that is meaningful for leadership, legal, and operational teams. This usually includes simple progress tracking that differentiates between: (1) issues managed by the agency (content and settings) and (2) issues handled by vendors (platform bugs and roadmap schedules). This setup supports quarter-by-quarter planning and enables agencies to demonstrate consistent progress without wasting time on difficult-to-maintain reports.

Training and enablement that reinforces governance and procurement

When agencies seek enablement support, Converge provides role-based training options that minimize repeat defects and assist staff in correctly implementing the agency's new processes. These options include on-demand training videos, such as a general awareness series and a content-creator/document-author series, affordable customization of those videos (which are text-to-speech and animated), role-based WCAG enablement through the *WebAlign*® subscription, and ongoing office hours and coaching to reduce rework during remediation and publishing. Converge focuses on practical role-based learning paths and reusable training modules rather than formal certifications, so agencies can build capacity without creating a new credentialing program to maintain.

A “big picture” view that keeps priorities straight (closing differentiator)

Converge helps agencies understand how the ADA Title II web rule and WCAG fit into a broader Title II compliance framework, including program access, effective communication, procurement, vendor management, and reasonable modifications. We also help them understand how often-overlooked requirements (like the new HHS Section 504 regulation) impact web technologies far outside healthcare and social services. This matters because many public entities also have overlapping obligations through funding and program operations that can impose WCAG-based requirements on web and mobile content on a different timeline than agencies expect. We publish timely, plain-language analysis of major regulatory developments and track emerging changes that may influence agency priorities. The practical benefit to agencies is clear: better prioritization and fewer wasted efforts. cycles, and a plan that aligns with how public entities actually deliver services.