



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 2: Products & Services Pricing and Market Basket
(Appendix E)

Proposal Submitted To:
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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.*

Infojini proposes a comprehensive, end-to-end digital accessibility compliance solution designed to help Participating Public Agencies (PPAs) achieve and sustain conformance with WCAG 2.1 AA, WCAG 2.2 AA, the Americans with Disabilities Act (ADA), and Section 508. Our approach emphasizes true, source-level remediation, independently validated testing, and long-term governance, rather than reliance on overlay-only tools.

Our proposed solution and services for this RFP include, but are not limited to:

- 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.).**

Infojini proposes to bid on all 7 Workstreams specified in the RFP. This includes but will not be limited to:

1. Workstream 1 – Accessibility Assessments & Audits

- Accessibility assessments and audits (websites, web applications, mobile apps)
- Document and PDF accessibility assessments
- Multimedia accessibility audits (video, audio)
- Automated, manual, and assistive-technology-based testing
- WCAG 2.1 AA / WCAG 2.2 AA gap analysis
- Validation and regression testing
- Risk prioritization and remediation recommendations

2. Workstream 2 – Ongoing Monitoring, Scanning & Analytics Platform

- Ongoing monitoring and automated scanning
- Portfolio-level compliance tracking
- Dashboards, analytics, and trend reporting
- Issue tracking, alerts, and notifications
- Configurable scan frequency and reporting cadence
- Integration with existing agency systems

3. Workstream 3 – Source-Level Remediation Support & Consulting

- True source-level remediation (no overlay-only approaches)
- Code remediation (HTML, CSS, JavaScript, CMS templates, SPAs)
- Remediation sprints and backlog reduction
- Collaboration with internal IT teams and third-party/COTS vendors
- Configuration guidance and workaround strategies
- Post-remediation validation and re-testing

4. Workstream 4 – Training, Education & Capacity Building

- Role-based accessibility training (developers, designers, content authors, QA, leadership)
- Live workshops, virtual sessions, and office hours
- On-demand training and learning materials
- Accessibility awareness and executive briefings
- Capacity building for long-term compliance sustainment

5. Workstream 5 – Policy, Governance & Program Management

- Accessibility policy and standards development
- Governance frameworks (roles, RACI, escalation paths)
- Accessibility maturity assessments
- Program roadmaps and advisory services
- Long-term compliance governance and reporting

6. Workstream 6 – Document & PDF Remediation

- PDF and electronic document remediation
- High-volume document remediation services
- Accessible document templates and style guides
- Quality validation using assistive technologies
- Training for document authors and publishers

7. Workstream 7 – Video, Audio & Multimedia Accessibility

- Video captioning (recorded and live)
- Audio transcription and audio description
- Sign-language interpretation (where required)
- Multimedia accessibility remediation
- Accessible media production workflows and guidance

Our proposed solution will be modular and scalable, enabling agencies to procure only the services and capabilities they require, while maintaining a consistent methodology and pricing framework across the cooperative contract.

- ***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.).***

Infojini can fully support Participating Public Agencies nationwide under this cooperative contract. We are headquartered in Columbia, Maryland, with 13 regional offices strategically located across the United States, enabling responsive service delivery across all major regions and time zones.

Infojini currently supports more than 350 active IT contracts for over 250 public-sector agencies nationwide, including state and local governments, educational institutions, and other public entities. This extensive public-sector footprint demonstrates Infojini’s proven ability to deliver compliant, scalable services across diverse regulatory, technical, and organizational environments.

Infojini has a flexible delivery model that blends remote engagement with on-site support when required by the Participating Public Agency. Infojini supports agencies across the continental United States, adhering to agency-specific scope, security, and operational requirements. In addition to our U.S.-based teams, we have a dedicated delivery team in India, enabling onshore, hybrid, or offshore delivery models as appropriate. This approach allows us to scale resources efficiently, optimize cost, and meet accelerated timelines, while maintaining full accountability, quality control, and compliance with all applicable agency policies and contractual obligations.

There are no material geographic limitations on Infojini’s ability to provide the services described in this RFP. Any scope-specific constraints, such as data residency, on-site presence, or security requirements, are addressed on a per-engagement basis in coordination with the Participating Public Agency.

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).**

Infojini's pricing for monitoring, scanning, and analytics platforms under Workstream 2 is designed to be simple, predictable, and scalable for Participating Public Agencies of all sizes. Agencies may procure only the monitoring and reporting capabilities they require and expand usage over time as their digital footprint or compliance needs grow.

Depending on the needs and requirements of each project under the contract, the platform pricing can be structured using straightforward, usage-based models, which may include:

- 1. Subscription Tiers Based on Digital Scope:** Pricing is typically aligned to the size of the agency's digital environment, such as the number of websites, pages, or applications being monitored. Tiered options are available for small, medium, and large agencies to ensure cost-effective adoption.
- 2. Monitoring Frequency and Scan Volume:** Pricing reflects how often automated scans are performed (for example, monthly or quarterly) and the overall volume of scans required. This allows agencies to balance compliance oversight with budget considerations.
- 3. User Access and Reporting Needs:** Where applicable, pricing may include access for agency staff to view dashboards, reports, and compliance status, with different access levels for technical users and executive or read-only users.
- 4. Flexible Deployment Options:** Platform pricing may vary depending on whether monitoring is delivered via a cloud-based service or integrated with agency-preferred tools, and may account for security or data-handling requirements specific to the agency.

All monitoring and platform pricing under Workstream 2 will be provided on a not-to-exceed basis, including the required Edge Public administrative fee and reflecting cooperative-level value. Final pricing and configuration are confirmed at the task order level to align with each Participating Public Agency's monitoring scope, reporting needs, and compliance objectives.

- **How do you price professional services (e.g., hourly rates, fixed-fee packages, implementation/onboarding, training, remediation services).**

Infojini prices professional services using a flexible, cooperative-friendly model that allows Participating Public Agencies (PPAs) to select the engagement structure that best fits their scope, timeline, and budget. Our professional services pricing is transparent, predictable, and structured to support agencies of varying sizes and technical maturity.

Our pricing model offers the following options for the Participating Public Agencies (PPAs):

- 1. Fully Burdened Hourly Rates (Not-to-Exceed):** Hourly pricing is provided by clearly defined labor categories and used for advisory services, staff augmentation, change requests, and engagements where scope may evolve over time. This model provides flexibility while maintaining cost control.
- 2. Fixed-Fee Service Packages (Not-to-Exceed):** Fixed-fee pricing is offered for well-defined services such as accessibility audits, remediation sprints, and training programs. For web and PDF accessibility services, we recommend a paid discovery session to analyze the scope and complexity of the task in detail. This will result in a helping us provide an informed quote for each task order.

3. **Implementation and Onboarding Services:** One-time, not-to-exceed fees may be applied for platform setup, configuration, onboarding, and initial assessment activities. These services ensure agencies are fully operational and positioned for ongoing compliance and monitoring.
4. **Remediation Services:** Remediation services may be priced as fixed-fee remediation sprints, time-and-materials engagements, or hybrid models, depending on the complexity and volume of issues identified. Pricing reflects true source-level remediation and includes validation and re-testing unless otherwise scoped.
5. **Training and Enablement Services:** Training services are priced per session, per program, or as bundled packages based on audience size, delivery format, and duration. Both standard and customized training options are available.

All professional services pricing under this cooperative contract is provided on a not-to-exceed basis, includes the applicable Edge Public administrative fee, and is confirmed through a mutually agreed Scope of Work prior to commencement. Volume-based and multi-engagement discounts may be applied at the task order level to ensure cooperative-level value.

- *Any volume-based or portfolio-based pricing models (e.g., agency portfolios, multi-year commitments, enterprise licenses).*

Infojini offers volume-based and portfolio-based pricing models designed to provide additional value to Participating Public Agencies that procure services at scale or over longer terms. These pricing models enable agencies to benefit from economies of scale while maintaining flexibility in how they consume services.

Some of our volume- and portfolio-based pricing options may include:

1. **Agency Portfolio Pricing:** Discounted pricing for agencies managing multiple websites, applications, documents, or digital properties under a single engagement or coordinated program. The portfolio pricing supports enterprise-level monitoring, assessment, and remediation efforts.
2. **Multi-Agency or Multi-Department Engagements:** Reduced rates for engagements that span multiple departments, programs, or affiliated entities within a single Participating Public Agency.
3. **Multi-Year Commitments:** Preferential pricing for agencies that commit to multi-year monitoring, governance, or advisory services, providing cost predictability and long-term compliance support.
4. **Enterprise or Program-Level Pricing:** Program-based pricing models that bundle assessments, remediation, monitoring, training, and governance services under a unified not-to-exceed framework for large or complex organizations.

All volume- and portfolio-based pricing is structured on a not-to-exceed basis, includes the required Edge Public administrative fee, and is finalized through a mutually agreed Scope of Work. These models are designed to ensure cooperative-level savings while allowing agencies to scale services up or down as needs evolve.

- **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).*

Through the AFI/Edge Public cooperative contract, Infojini will offer contract-specific discounts across multiple service categories to ensure Participating Public Agencies receive cooperative-level pricing and added value. The discounts will be applied at the task order level based on scope, volume, and engagement duration.

Some of the available discounts by service type may include:

1. **Accessibility Assessments and Audits:** Reduced pricing for agencies procuring multiple assessments, portfolio-wide audits, or repeat assessments over time. Discounts may also apply when assessments are bundled with remediation or monitoring services.
2. **Remediation Services:** Discounted rates for remediation sprints, backlog reduction initiatives, or large-volume remediation efforts. Agencies engaging Infojini for both assessment and remediation services may receive bundled pricing advantages.
3. **Training and Capacity Building:** Discounted pricing for agencies scheduling multiple training sessions, enrolling multiple roles, or procuring training as part of a broader accessibility program. Cooperative pricing may also apply to recurring or program-wide training initiatives.
4. **Platform Subscriptions and Monitoring Services:** Preferential pricing for multi-site monitoring, portfolio-level subscriptions, or multi-year monitoring commitments. Discounts may also apply when monitoring services are combined with governance or advisory support.

All discounts offered under this cooperative contract are provided on a not-to-exceed basis, include the required Edge Public administrative fee, and are designed to be equal to or better than pricing offered to comparable public-sector customers. Final discount eligibility and application will be confirmed through the agency-specific Scope of Work.

o ***Discounts based on volume, term length, or aggregated cooperative usage.***

Infojini will offer additional cooperative-level discounts based on engagement volume, contract term length, and aggregated usage across the AFI/Edge Public cooperative. These discounts are designed to reward scale, encourage long-term compliance planning, and maximize value for Participating Public Agencies.

Some of the discount options include:

1. **Volume-Based Discounts:** Reduced pricing for agencies procuring services across multiple digital properties, large numbers of documents, or enterprise-scale remediation and monitoring efforts.
2. **Term-Length Discounts:** Preferential pricing for multi-year engagements, including ongoing monitoring, governance support, or advisory retainers, providing budget predictability and sustained compliance support.
3. **Aggregated Cooperative Usage Discounts:** Discounted pricing that reflects cumulative usage across multiple agencies or departments participating under the AFI/Edge Public cooperative contract, enabling agencies to benefit from collective purchasing power.

All volume, term, and aggregation-based discounts are applied on a not-to-exceed basis, including the required Edge Public administrative fee, and are confirmed through the agency-specific Scope of Work. These pricing models ensure that participating agencies receive measurable cooperative savings while retaining flexibility to scale services as needs evolve.

• ***Identify any services or modules that are not eligible for discounts, if applicable, and explain why.***

While Infojini offers cooperative-level discounts across most services, certain services may not be eligible for additional discounts due to their specialized nature, fixed third-party costs, or regulatory constraints. These may include:

1. **Third-Party Pass-Through Costs:** Services that involve fixed costs from third-party providers—such as licensed software, hosting services, or specialized tools required by the Participating Public Agency—are typically priced at cost and are not subject to further discounting.

2. **Highly Specialized or One-Off Services:** Engagements requiring highly specialized expertise, expedited delivery tied to legal or regulatory deadlines, or unique agency-specific requirements may be priced at established not-to-exceed rates without additional discounts.
3. **External Compliance or Certification Fees:** Fees imposed by external organizations or vendors, where pricing is outside of Infojini’s control, are not eligible for discounts.

In all cases, Infojini clearly identifies any non-discountable items during scoping and works with the Participating Public Agency to ensure transparency and overall value. Even where specific components are not discount-eligible, Infojini strives to optimize pricing across the broader engagement to maintain cooperative-level savings.

- *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.*

Infojini confirms that the pricing proposed under the AFI/Edge Public cooperative contract is equal to or better than the pricing offered to individual public-sector entities or other cooperative purchasing programs with comparable or lower volume. Pricing under this contract reflects the anticipated scale, visibility, and aggregated demand enabled through the AFI and Edge Public cooperative model.

To ensure most-favored customer pricing is maintained throughout the contract term, Infojini applies the following practices:

1. **Cooperative Benchmarking:** Pricing for this contract is benchmarked against Infojini’s existing public-sector contracts and comparable cooperative agreements to ensure competitive, market-aligned rates.
2. **Standardized Rate Governance:** Fully burdened labor rates and fixed-fee service packages are governed centrally to prevent inconsistent or preferential pricing outside of the cooperative framework.
3. **Scope-Based Pricing Controls:** All engagements are scoped through a defined Scope of Work, ensuring pricing consistency for agencies with similar requirements while allowing appropriate adjustments for complexity or urgency.
4. **Ongoing Price Review:** Pricing is periodically reviewed in coordination with AFI and Edge Public to confirm continued cooperative-level value and alignment with market conditions.

Through these controls, Infojini ensures Participating Public Agencies receive pricing that reflects the full benefits of cooperative purchasing while preserving transparency, fairness, and long-term value across the contract.

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.*

Infojini recognizes that digital accessibility standards, technologies, and agency needs will continue to evolve over the term of this cooperative contract. Any new products, modules, or services introduced during the contract term will be incorporated in a manner that preserves competitive, cooperative-level pricing for Participating Public Agencies. Any new offerings can be priced and incorporated using one or a combination of the following principles:

1. **Cooperative Price Parity:** Pricing for new products or services will be equal to or better than pricing offered to comparable public-sector customers or other cooperative programs with similar or lower volume.
2. **Transparent Pricing Structure:** New offerings will be presented using consistent pricing models (e.g., not-to-exceed hourly rates, fixed-fee packages, or subscription tiers) to ensure clarity and ease of evaluation by agencies.
3. **AFI and Edge Public Coordination:** Where required, pricing and scope for new offerings will be reviewed and coordinated with AFI and Edge Public prior to inclusion under the Master Agreement.
4. **Optional Adoption by Agencies:** New products or services will be made available as optional additions, allowing agencies to adopt enhancements based on their individual needs, budgets, and compliance priorities.
5. **Formal Contract Incorporation:** New offerings will be incorporated through agreed amendments, updated pricing schedules, or task order mechanisms to ensure continued compliance with cooperative procurement requirements.

Through this approach, Infojini ensures that Participating Public Agencies benefit from innovation and expanded capabilities while maintaining pricing fairness, transparency, and cooperative value throughout the life of the contract.

- *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.*

Infojini provides service warranties and performance assurances designed to promote quality, reliability, and client confidence, while allowing flexibility to accommodate the varied environments and requirements of Participating Public Agencies (PPAs). This includes:

1. **Performance and Availability Commitments:** Infojini provides or manages platform-based services, performance and availability commitments that are aligned with the applicable Service Level Agreements (SLAs). Platform availability targets and response times are clearly defined at the engagement or task-order level based on the selected deployment model and agency requirements. These commitments are monitored and reported to ensure consistent service delivery.
2. **Remediation Quality and Rework Policy:** Infojini warrants the quality of its remediation services. If remediation work performed by Infojini is later determined, through validation testing or assistive-technology review, to be incomplete or not aligned with the agreed WCAG or regulatory requirements, Infojini will correct the identified issues at no additional cost, provided the underlying code, content, or platform has not been materially altered by the agency or a third party.
3. **Satisfaction and Opt-Out Provisions:** Infojini will work collaboratively with Participating Public Agencies to ensure satisfaction throughout the engagement. If an agency determines that services are not meeting agreed expectations, Infojini will engage promptly to resolve concerns through scope adjustment, corrective action, or remediation. Where applicable, agencies may elect to discontinue optional or recurring services in accordance with the terms of the task order or Scope of Work, without penalty for services not yet performed.

- *Describe any additional pricing proposals you wish to offer (e.g., pilot pricing, starter packages for small entities, enterprise bundles).*

To support the diverse needs and budgets of Participating Public Agencies, Infojini offers optional pricing approaches that lower barriers to entry, encourage early adoption, and support enterprise-scale accessibility programs. Our additional pricing proposals may include:

1. **Pilot and Proof-of-Value Engagements:** Reduced-scope, fixed-fee pilot engagements that allow agencies to evaluate Infojini’s assessment, remediation, or monitoring services prior to broader adoption. Pilot pricing is designed to demonstrate value while minimizing upfront investment.
2. **Starter Packages for Small or Resource-Constrained Agencies:** Predefined starter packages that bundle essential services such as baseline accessibility assessments, limited remediation, and introductory training, at a reduced not-to-exceed price. These packages are well-suited for small, rural, or first-time accessibility programs.
3. **Enterprise and Program-Level Bundles:** Bundled pricing for large agencies or multi-department programs that combine assessments, remediation, monitoring, training, and governance services under a single, coordinated pricing framework.
4. **Accelerated Compliance Support:** Optional pricing models for agencies facing urgent regulatory or enforcement timelines, enabling rapid assessments and prioritized remediation within compressed schedules.

All additional pricing proposals are optional, provided on a not-to-exceed basis, will include the required Edge Public administrative fee, and will be finalized through an agency-specific Scope of Work. These options are intended to increase flexibility and access while maintaining cooperative-level value and transparency.

1.4 Cooperative & Administrative Fee

- ***Confirm your understanding and agreement of the administrative fee structure outlined in this RFP.***

Infojini confirms its understanding of and agreement with the administrative fee structure outlined in RFP AFI-2025-117, as amended by Addendum No. 1. Infojini acknowledges that an administrative fee of five percent (5%) of the total purchase amount, excluding taxes, refunds, and returns, is payable to Edge Public for all sales made under the resulting Master Agreement.

Infojini further confirms that the administrative fee is fully embedded in all proposed pricing submitted under this cooperative contract and will not be charged as a separate line item to Participating Public Agencies.

- ***Explain how the administrative fee is accounted for in your pricing and how you will ensure that net pricing to agencies remains competitive.***

Infojini accounts for the Edge Public administrative fee by embedding the required five percent (5%) fee directly into all proposed rates and fixed-fee pricing under this cooperative contract. The administrative fee is not presented as a separate or additive charge to Participating Public Agencies.

To ensure that net pricing to agencies remains competitive, Infojini applies the following practices:

1. **Cooperative Price Benchmarking:** Proposed pricing is benchmarked against Infojini's existing public-sector contracts and comparable cooperative agreements to ensure that net pricing remains equal to or better than market alternatives, even with the administrative fee included.
2. **Efficient Delivery Models:** Flexible onshore, hybrid, and offshore delivery options are used (where permitted by the Participating Public Agency) to optimize cost efficiency without compromising service quality or accountability.
3. **Bundled and Volume-Based Pricing:** Where appropriate, services are bundled or priced at the portfolio level to reduce per-unit costs and pass savings directly to agencies.
4. **Transparent Scoping and Not-to-Exceed Pricing:** All engagements are governed by clearly defined Scopes of Work with not-to-exceed pricing, ensuring agencies maintain cost control and predictability.

Through this approach, Infojini ensures that Participating Public Agencies receive competitive, cooperative-level pricing while fully complying with the administrative fee requirements of the AFI/Edge Public program.

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.*

Infojini proposes the following pricing for AFI’s ADA Digital Accessibility - WCAG 2.1 AA_ 2.2 AA Compliance Services:

Labor Category	Responsibilities	NTE Onshore Rates	NTE Offshore Rates
Project Manager	Manages day-to-day delivery, schedules, scope, risks, and reporting.	\$150	\$60
Principal Accessibility Consultant	Provides senior ADA/WCAG advisory and enforcement-readiness support.	\$200	\$75
Senior Accessibility Architect	Leads accessibility audits and defines WCAG 2.1/2.2 remediation strategies.	\$200	\$75
Senior Accessibility Specialist	Performs manual audits, validation testing, and accessibility reporting.	\$200	\$75
Senior Analyst	Configures monitoring, dashboards, analytics, and compliance reporting.	\$150	\$60
Senior Front-End Accessibility Engineer	Leads complex source-level remediation across frameworks and CMS platforms.	\$200	\$75
Front-End Developer (Accessibility)	Implements accessibility remediation in HTML, CSS, and JavaScript.	\$150	\$60
Accessibility QA Lead	Defines test strategy and oversees validation and regression testing.	\$150	\$60
Accessibility Tester	Conducts screen reader, keyboard-only, and mobile accessibility testing.	\$125	\$50
Training & Enablement Lead	Designs role-based accessibility training programs and learning paths.	\$200	\$75
Accessibility Governance Consultant	Develops accessibility policies, standards, and governance frameworks.	\$250	\$80
Document Accessibility Specialist	Performs PDF and Office document remediation and quality validation.	\$150	\$60
Multimedia Accessibility Specialist	Validates captioning, audio description, and multimedia accessibility compliance.	\$150	\$60