



ANTHRO-TECH HUMAN-CENTERED DESIGN SERVICES

ADA Digital Accessibility Consulting and Design

Tab 2: Products & Services Pricing

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1.1 Solution Offering & Coverage

Anthro-Tech will provide comprehensive digital accessibility consulting services across all seven workstreams defined in this RFP. We deliver specialized expertise in:

- Accessibility Assessments & Audits (Workstream 1)
- Program Roadmaps, Strategy & Ongoing Advisory (Workstream 2)
- Remediation Planning, Design & Implementation Support (Workstream 3)
- Training, Education & Capacity Building (Workstream 4)
- Policy, Governance & Program Management (Workstream 5)
- Document & PDF Accessibility Services (Workstream 6)
- Video, Audio & Multimedia Accessibility Consulting (Workstream 7)

Our integrated approach ensures that participating agencies receive end-to-end support for achieving and maintaining accessibility conformance across all digital properties. Our nationally distributed team can support agencies nationally, including US territories.

ACCESSIBILITY ASSESSMENTS & AUDITS

We conduct comprehensive accessibility evaluations to help you understand how well your digital experiences meet the Web Content Accessibility Guidelines (WCAG) 2.1 AA and where improvements are needed. Our approach blends automated testing tools, expert manual reviews, and assistive technology-based testing to uncover accessibility barriers that affect people with a wide range of disabilities.



Anthro-Tech's Digital Accessibility Evaluation Process

Our team uses screen readers such as NVDA, JAWS, and VoiceOver, keyboard-only navigation, and color contrast analysis to evaluate how users interact with your site in real-world scenarios. We test across mobile and desktop devices and use multiple browsers to ensure consistent and inclusive experiences for all users.

Our audits go beyond simple pass/fail checklists. We provide:

- Clear findings mapped to specific WCAG 2.1 AA success criteria
- Screenshots, code-level examples, and issue severity ratings
- Prioritized, actionable recommendations for remediation
- Guidance for developers, designers, and content contributors
- Annotations and explanations that build internal understanding and capacity

When requested, we also include WCAG 2.2 criteria and Section 508 alignment to support agencies seeking to meet higher accessibility standards or evolving compliance needs. Our findings help teams go beyond compliance to build a culture of inclusion, where accessibility is not just about fixing issues, but about proactively designing for everyone. Our experts are on hand for remediation teams to consult and we provide remediation validation services to confirm all identified issues have been successfully resolved.

PROGRAM ROADMAPS, STRATEGY & ONGOING ADVISORY

We support city, county, and state agencies in building more inclusive digital services. Our strategic consulting helps teams plan, coordinate, and mature accessibility practices across programs, departments, and systems. We partner with agencies to develop multi-phase accessibility roadmaps that prioritize digital properties, content types, and user journeys based on risk and impact. Our strategic advisory services include budget planning support, periodic progress reviews, and coaching for internal accessibility champions to help you plan, sequence, and manage accessibility initiatives over time.

Ongoing Advisory support often includes:

- **Accessibility maturity model and tracking tools:** Develop a framework to assess digital accessibility maturity across departments and track progress over time.
- **Statewide or agency-level accessibility roadmaps:** Create phased, actionable plans that align accessibility efforts with organizational goals, policies, and compliance requirements.

- **Practical guidance tools:** Design checklists and quick-reference guides to help staff create accessible content, documents, and digital products.
- **Department-level planning templates:** Provide standardized templates that help departments define their digital accessibility roles, responsibilities, and operational plans.
- **Expert coaching and strategic advice on key topics such as:**
 - Components of a sustainable, organization-wide accessibility program
 - Recommended roles and staffing to support accessibility goals
 - Required training for different staff roles and functions
 - What to standardize at the agency or enterprise level to support inclusive digital services
 - How to incorporate usability testing and feedback from people with disabilities
 - Consistent, scalable approaches for accessibility testing across content and applications

REMEDICATION PLANNING, DESIGN & IMPLEMENTATION SUPPORT

We develop clear, actionable remediation plans and provide expert guidance to help your development, user experience (UX), and content teams implement accessibility fixes effectively and efficiently. Our remediation plans account for agency remediation resources, accessibility issue severity, user impact, and level of effort to remediate. Our team is experienced with building compliance strategies that reduce compliance risk quickly and provide clear documentation of measurable improvements to accessibility compliance throughout remediation processes.

We have experienced UX designers who can provide updated user interface and user experience design solutions, custom components, and design system improvements to bring agency design systems into WCAG 2.1 AA or better compliance. Our design consulting support includes code reviews, design recommendations, design mockups wireframes, or Figma component and pattern documentation, and ongoing collaboration through scheduled consulting hours to answer questions and provide technical and design direction throughout the remediation process.

TRAINING, EDUCATION & CAPACITY BUILDING

We offer standard and customized role-based training workshops tailored to your team's specific needs, equipping developers, designers, content creators, and leadership with the knowledge and skills to build and maintain accessible digital experiences. All of our trainings are based on WCAG 2.1 AA or better guidelines, delivered live by experienced Accessibility Specialist trainers, and include interactive activities for hands-on practice. Our Remediation

Workshops invite training participants to bring the documents they are working on to apply training directly to real work-in progress with the assistance of the Digital Accessibility Expert trainer. Popular accessibility courses we've provided to government agencies include:

- Web Accessibility
- Creating Accessible Multi-Media Communications
- Writing for the Web: Plain Language and Accessible Content
- Creating Accessible Documents 101: Source Documents and Fillable Forms in Office (Word, PowerPoint, and Excel)
- Remediation Workshop: Fixing Inaccessible PDFs (Beginner)
- Remediation Workshop: Fixing Inaccessible Fillable PDF Forms (Advanced)

Our team also creates custom trainings to meet agencies where they are along their accessibility maturity journey, create train-the-trainer programs to build internal accessibility expertise and advocates, and design custom training modules, activities, and supporting toolkits to use agency-specific content and accessibility challenges to train staff for real-world application.

POLICY, GOVERNANCE & PROGRAM MANAGEMENT

We help city and state agencies build agencywide accessibility compliance programs from the ground up. This includes creating frameworks that help agencies understand the digital assets they're responsible for and track progress toward compliance. Our governance consulting services support the full spectrum of accessibility program needs. We help agencies:

- Draft and refine accessibility policies, standards, and checklists
- Design governance frameworks with clearly defined roles and responsibilities
- Define oversight structures and escalation paths
- Establish accountability and compliance tracking mechanisms
- Facilitate cross-functional governance bodies and steering committees
- Conduct program-level maturity assessments and gap analyses
- Embed accessibility into procurement and contract requirements

We bring deep experience helping agencies embed accessibility into daily operations, not just as a compliance checkbox, but as an integrated organizational practice. Our services include staff coaching, tailored workshops, and policy development that build long-term internal capacity. We've helped agencies develop foundational governance frameworks that reflect

their operational realities and digital portfolios. Our approach equips teams with tools and processes to monitor progress, maintain accountability, and ensure accessibility is consistently prioritized over time.

Our recommendations are grounded in organizational behavior research and practical experience, not just theoretical frameworks. We design systems that align with existing workflows, roles, and business processes to ensure accessibility takes root across the organization. Typical deliverables include written accessibility policies and standards, governance charters, maturity assessments, implementation playbooks, and meeting facilitation materials.

DOCUMENT & PDF ACCESSIBILITY SERVICES

We provide comprehensive document accessibility services, including inventory audits, prioritization, consultation on which documents should be remediated or turned into more easily maintainable web formats, consultation and direct remediation of PDFs and source files to meet compliance standards, and development of accessible document templates for future use. Our document accessibility training workshops equip agency staff with the techniques needed to create, test, and maintain accessible documents in Microsoft Office and Adobe Acrobat, building internal capacity and reducing long-term reliance on external remediation.

VIDEO, AUDIO & MULTIMEDIA ACCESSIBILITY

We help agencies ensure their video, audio, and multimedia content is accessible to all users by aligning with WCAG 2.1 AA and Section 508 standards. Our services include advising on when and how to use captions, transcripts, audio descriptions, and sign language interpretation, based on content type, audience, and platform. We review existing media libraries to identify accessibility gaps and help agencies prioritize remediation efforts.

We also support the development of sustainable, accessible media production workflows. This includes documenting standards, advising on captioning and description style guides, and providing training or templates to support internal teams. When third-party vendors are used, we help agencies select, evaluate, and manage media partners by developing procurement criteria and reviewing deliverables for quality and compliance. Typical deliverables include media accessibility audits, content inventories, workflow documentation, vendor evaluation checklists, accessible content development style guides, and sample specifications to support accessible media production at scale.

1.2 Pricing Structure

Anthro-Tech has flexible pricing structures to accommodate different project, procurement, and billing needs. We can offer fixed fee (deliverable based) services and hourly pricing models with not to exceed budgets. When we estimate a custom scope of work, we estimate the hours, roles, and duration needed to accomplish project goals. This allows us to adjust scope duration, staff experience levels, and other factors to achieve efficient, cost-effective pricing for each client.

Consulting

Anthro-Tech has a diverse team with expertise at all levels, from industry-leading experts with 10-25 years of experience to skilled entry-level professionals with verifiable accessibility certifications. We staff each project appropriately, ensuring the right mix of experience and specialization to meet client needs effectively. Our approach balances deep expertise with fresh perspectives, allowing us to provide innovative, high-quality solutions tailored to each engagement.

The table below summarizes our consulting hourly rates by experience level and example project roles of staff at each experience level.

Experience Level	Hourly Rate (\$)	Example Project Roles
Entry Level (0-2 years professional experience)	\$130.00	Accessibility Specialist
Junior (3-6 years professional experience)	\$148.50	Accessibility Specialist, UX Designer
Senior (7-10 years professional experience)	\$165.00	Accessibility Specialist, UX Designer, Project Lead, Project Manager, Organizational Change Manager
Expert (More than 10 years of professional experience)	\$205.00	Project Lead, Client Engagement Director

Accessible Document and PDF Remediation

We offer per page pricing with a high-volume discount for more than 500 pages:

For Generic Documents and Publications

Number of Pages	Simple Per Page Maximum Rate	Complex Per Page Maximum Rate
1 to 500	\$13.00	\$19.20
500 plus	\$10.80	\$16.00

For Complex Subject Matter Documents

(Such as Legal documents, STEM (science, technology, engineering, math) documents)

Number of Pages	Simple Per Page Maximum Rate	Complex Per Page Maximum Rate
1 to 500	\$16.60	\$23.00
500 plus	\$13.78	\$19.00

VOLUME-BASED AND PORTFOLIO PRICING

Anthro-Tech's project estimation process accounts for economies of scale to maximize value for agencies utilizing our services extensively. We develop custom pricing proposals that reflect economies of scale in project management, standardized deliverables, and coordinated service delivery. Some example engagements that may benefit include:

- Accessibility audits covering multiple digital properties: Agencies engaging us to assess or support multiple websites, applications, or digital properties within a single statement of work.

- **Multi-Year Commitments:** Agencies committing to ongoing support arrangements (e.g., annual accessibility assessments, quarterly training, or retainer-based advisory services) for terms of one or more years.
- **Enterprise and Statewide Programs:** For multi-agency, county-wide, or statewide scopes of work where multiple participating entities are served under a coordinated program structure.

Percentage-based discounts to hourly rates will not be offered through this AFI/Edge Public cooperative contract, as these prices are equal to the pricing we offer to individual public entities. Participating agencies can be assured they are receiving best-available pricing without the need for individual negotiations.

PLATFORM AND SOFTWARE TOOLS PRICING

Anthro-Tech's service delivery model focuses on expert professional consulting services rather than proprietary software platforms. We utilize industry-standard automated testing tools (such as axe DevTools, WAVE, and assistive technologies) as part of our assessment methodology, but we do not charge separately for platform or software licensing. All tools and testing technologies necessary to deliver our services are included in our hourly consulting rates.

For agencies seeking ongoing monitoring capabilities, we can recommend and provide implementation support for third-party accessibility monitoring platforms. In these cases, we facilitate direct licensing between the agency and the platform provider at the provider's standard cooperative contract pricing, and we provide implementation, configuration, and training services at our standard hourly rates.

1.3 Changes, Additions & Warranties

Anthro-Tech remains responsive to evolving agency needs throughout the contract term. When agencies request new services, scope adjustments, or timeline modifications, we work collaboratively to incorporate these changes while maintaining the competitive, cooperative-level pricing established under this contract. Our approach to pricing new or expanded services ensures transparency and consistency. Any new service offerings introduced during the contract term will be priced using the same hourly rate structure outlined in Section 1.2, ensuring agencies continue to benefit from cooperative contract pricing. We develop scope

adjustments and timeline modifications through collaborative discussions with agency stakeholders, ensuring alignment with budget constraints and project priorities. Before implementing any changes, we provide detailed scope-of-work documentation and cost estimates for agency review and approval.

We recognize that agencies operate within constrained budgets and compressed timelines. We balance delivering high-quality accessibility consulting with the practical realities facing public sector organizations by appropriately staffing projects with the right mix of senior expertise and skilled professionals, prioritizing work based on risk and impact to maximize value within available resources, and offering flexible engagement models that allow agencies to scale support up or down as needs evolve.

Any new or expanded service offerings available from Anthro-Tech that are introduced during the contract term will be priced at levels consistent with our cooperative pricing model. New services will be submitted to AFI and Edge Public for review and approval before being offered to participating agencies.

Our quality commitment includes verification that all identified accessibility issues in our assessments are accurate and reproducible, remediation recommendations that effectively address the identified barriers when implemented correctly, and deliverables that meet professional standards for clarity, completeness, and usability. All deliverables (reports, remediation plans, policy documents, training materials) are warranted to meet professional standards for clarity, completeness, and usability. If a deliverable does not meet these standards, we will revise and resubmit at no charge within 10 business days of notification.

We strive to ensure agencies are satisfied with the quality of our work and the collaborative relationship we build throughout each engagement. While we do not offer formal opt-out guarantees, we maintain open communication channels and encourage agencies to raise concerns early so we can address them proactively. We commit to working collaboratively with agencies to resolve any concerns about service quality or deliverable accuracy. If an agency is not satisfied with our work product, we will:

1. Meet within 5 business days to understand specific concerns
2. Develop a remediation plan to address identified gaps
3. Implement corrections to our work product

1.4 Cooperative & Administrative Fee

Anthro-Tech confirms our understanding and acceptance of the administrative fee structure outlined in this RFP. We agree to pay Edge Public an administrative fee of five percent (5%) of the total purchase amount (excluding taxes, refunds, and returns) for all sales made to the Lead Contracting Agency and Participating Public/Non-Profit Agencies under the Master Agreement.

The administrative fee has been accounted for in our pricing structure and is incorporated into the rates and fees presented in Section 1.2 above. The fee is not passed on to agencies. Our pricing remains competitive and represents best-value cooperative pricing for participating agencies.

1.5 Additional Information

Anthro-Tech's service delivery model is designed to accommodate the diverse needs of participating agencies regardless of size, budget, or technical maturity. We recognize that a small city with limited resources faces different challenges than a state-level agency managing enterprise-wide accessibility programs. Our pricing and engagement approach reflects this reality.

We offer flexible engagement options to support agencies at different stages of their accessibility journey. Small agencies can begin with focused assessment and training engagements while larger entities may engage us for comprehensive multi-year roadmap and implementation support. We accommodate budget constraints through phased approaches that allow agencies to start small and expand services as funding becomes available. No minimum purchase requirements apply under this contract.

Payment flexibility is a priority for our public sector clients. We accept purchase orders, credit cards, and ACH payments. We work within agency procurement cycles and can structure deliverable-based milestones that align with fiscal year funding availability. Our standard payment terms are Net 30 from invoice date.

For agencies new to accessibility compliance, we can provide rapid-start assessment packages that deliver immediate visibility into compliance status and prioritized remediation recommendations within 30 days of engagement. These initial assessments serve as a

foundation for longer-term advisory relationships and help agencies secure internal support and funding for sustained accessibility programs.

All Anthro-Tech consulting services include knowledge transfer as a core component. We do not create agency dependency on external consultants. Instead, we build internal capacity through hands-on collaboration, documentation, and training that enables agency staff to maintain and expand accessibility practices independently over time.



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