



**Request for Proposal**  
**AFI-2025-117 ADA Digital Accessibility -**  
**WCAG 2.1 AA / 2.2 AA Compliance Services**  
**Proposal Due Date: January 30, 2026, 5:00 p.m. CT**

**Tab 3: Performance Capability**

**Proposal Submitted To:**

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## 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.*

Infojini provides Participating Public Agencies with a structured, repeatable, and collaborative customer experience designed to support both immediate compliance needs and long-term accessibility maturity. Each engagement is tailored to the agency's size, digital footprint, and regulatory risk, while following a consistent delivery framework. Our process includes:

- 1. Initial Discovery and Onboarding:** The engagement begins with a discovery and onboarding phase to establish scope, priorities, and success criteria. Infojini works with the agency to understand its digital environment, accessibility maturity, regulatory obligations, and internal workflows. Activities may include intake meetings, inventory review of websites, applications, documents, and media, and confirmation of technical and security requirements. Onboarding includes establishing communication protocols, confirming delivery models (onshore, hybrid, or offshore as permitted), and, where applicable, configuring monitoring or management platforms.
- 2. Assessment and Roadmap Phase:** Following onboarding, Infojini conducts accessibility assessments and audits aligned with WCAG 2.1 AA and WCAG 2.2 AA. Assessments may cover websites, web applications, mobile applications, documents, and multimedia content, using a combination of automated testing, manual inspection, and assistive-technology validation. Results are documented in clear, prioritized reports that identify compliance gaps, user impact, and risk level. Infojini then collaborates with the agency to develop a practical remediation roadmap, sequencing fixes based on risk, effort, and agency timelines.
- 3. Remediation and Monitoring:** During the remediation phase, Infojini provides source-level remediation support, addressing accessibility issues directly within code, content, templates, and platforms. Remediation may be delivered through focused sprints, backlog reduction initiatives, or coordinated efforts with internal teams or third-party vendors. All remediation work is validated through re-testing to confirm conformance. In parallel or following remediation, agencies may engage ongoing monitoring and scanning services to track accessibility status over time. Monitoring includes configurable scan frequency, dashboards, and reports that help agencies identify new issues early and prevent regression.
- 4. Ongoing Governance and Continuous Improvement:** To support sustained compliance, Infojini provides ongoing governance, training, and advisory services. This includes accessibility policy development, governance frameworks, role-based training for staff, and periodic reviews of accessibility performance. Infojini works with agencies to refine processes, update roadmaps, and respond to evolving standards or regulatory guidance. Through regular reporting and collaborative check-ins, agencies are supported in moving from reactive compliance to continuous improvement and long-term accessibility maturity.

- *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.*

Infojini has a structured transition approach designed to ensure existing AFI or Edge Public members are onboarded smoothly into the cooperative program with minimal disruption to ongoing accessibility activities. This includes:

- 1. Transition Planning and Intake:** For existing members, the transition begins with a focused intake and transition planning session to understand the agency's current accessibility program, tools, data, and contractual context.

Infojini reviews existing assessments, remediation backlogs, monitoring outputs, documentation, and any active initiatives to establish continuity and avoid duplication of effort.

2. **Data Review and Migration (If Applicable):** Where agencies are transitioning from existing accessibility tools or platforms, Infojini supports data review and migration activities as appropriate. This may include importing existing issue logs, scan results, reports, or historical documentation into the selected platform or management framework. Data migration is planned collaboratively to ensure accuracy, security, and alignment with agency policies. If full data migration is not feasible or desired, Infojini ensures prior data is incorporated into planning and reporting workflows.
3. **Onboarding and Platform Configuration:** Infojini configures any required platforms or tools to align with the agency’s environment, scope, and reporting needs. Activities may include setting up monitored sites or applications, defining scan schedules, configuring dashboards, and establishing user access and roles. Agencies are guided through platform functionality and reporting features to ensure confidence and usability from day one.
4. **Knowledge Transfer and Enablement:** To support a smooth transition, Infojini provides targeted onboarding and knowledge transfer, including orientation sessions, documentation, and role-based guidance for agency staff. This ensures users understand how to access reports, track issues, and engage with remediation and governance workflows.
5. **Stabilization and Ongoing Support:** Following onboarding, Infojini enters a stabilization period during which performance, reporting, and workflows are closely monitored. Feedback is incorporated to refine configurations and processes as needed. Once stabilized, the agency transitions into steady-state delivery with ongoing monitoring, remediation, and governance support as defined in the Scope of Work.

## 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.*

Infojini provides Participating Public Agencies (PPAs) with multiple, flexible ways to initiate and manage work under the cooperative contract, allowing agencies to engage services quickly while maintaining visibility and control throughout the engagement. For each request time, please find below our process:

### 1. Requesting Services

- i. PPAs may initiate requests for services, including accessibility assessments, remediation support, training, monitoring, or advisory services, through a simple intake process. Requests may be submitted via direct contact with Infojini's designated engagement manager or through a standardized request form, as preferred by the agency.
- ii. Upon receipt of a request, Infojini collaborates with the PPA to confirm scope, timelines, and delivery approach. A clear Scope of Work is then developed, outlining services, pricing, and milestones for approval prior to commencement. This process ensures agencies can request discrete services or bundled engagements based on their specific needs.

### 2. Managing Ongoing Engagements

Once services are initiated, PPAs manage and track work through a defined engagement management structure. Infojini provides regular status updates, progress reports, and review meetings, ensuring transparency and alignment with agency expectations. Agencies may adjust scope, priorities, or delivery models through agreed change management processes documented in the Scope of Work.

### 3. Platform and Portal Access

Where platform or monitoring tools are part of the engagement, Infojini supports platform configuration and access setup during onboarding. This includes defining monitored digital assets, configuring dashboards and reports, and establishing user roles and permissions. Agency users are provided secure access to dashboards and reports for visibility into compliance status, remediation progress, and trends.

### 4. Ongoing Support and Access

PPAs have continued access to Infojini support resources, including designated points of contact, documentation, and training. Platform configurations, user access, and reporting can be updated as agency needs evolve, ensuring long-term usability and flexibility.

- *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.*

Infojini will provide Participating Public Agencies with access to a web-based platform ecosystem that supports issue management, service requests, reporting, and engagement visibility. Rather than requiring agencies to adopt a single proprietary tool, Infojini will leverage widely used, enterprise-grade platforms to ensure ease of use, flexibility, and seamless integration with existing agency workflows. These include:

1. **Accessibility Issue Tracking and Analysis:** Accessibility issues identified through assessments or monitoring are tracked using Jira, which provides robust capabilities for searching, filtering, and drilling down into individual

issues. Agencies can view issues by severity, WCAG success criterion, asset, status, or responsible party, enabling efficient prioritization and resolution.

2. **Compliance Visibility and Risk Monitoring:** Through structured dashboards and reports, agencies gain visibility into compliance scores, trends, and risk indicators over time. Jira reporting, combined with assessment summaries, allows agencies to track remediation progress, identify recurring issues, and monitor regression risks across websites, applications, documents, and media.
3. **Remediation Workflows and Verification:** Jira workflows are configured to support the full remediation lifecycle, including assignment, status tracking, validation, and closure. Issues can be routed to internal teams, Infojini resources, or third-party vendors as appropriate. Completed remediation is verified through re-testing prior to closure, ensuring accuracy and accountability.
4. **Service Requests and Engagement Management:** Agencies can initiate and manage service requests such as assessments, remediation assistance, training, or advisory services using Freshdesk. Freshdesk provides a user-friendly portal for submitting requests, tracking status, and communicating with the Infojini delivery team throughout the engagement.
5. **Access to Engagement History and Documentation:** PPAs will have access to historical records of orders, engagements, completed assessments, and deliverables through the platform environment. Reports, audit results, and validation documentation are maintained for reference and governance purposes.
6. **Access to Financial and Contractual Information:** Where applicable, agencies may access invoices, contracts, and related documentation through secure online repositories or portals provided by Infojini, ensuring transparency and easy retrieval of financial and contractual records.

- *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.*

Infojini will support integration with Participating Public agencies’ purchasing systems, portals, and intranets to streamline access to services, platforms, and engagement information under this cooperative contract. Integrations will be designed to reduce administrative overhead while maintaining security and compliance with agency IT policies. This can include, but will not be limited to:

1. **Single Sign-On (SSO) Capabilities:** Where platform access is provided (e.g., Jira and Freshdesk), Infojini will support single sign-on (SSO) using industry-standard authentication protocols such as SAML or OAuth, subject to agency requirements and approval. SSO will enable agency users to securely access portals and dashboards using existing credentials, improving ease of use and reducing the need for separate logins. SSO configurations will be implemented in coordination with the Participating Public Agency’s IT and security teams and aligned with agency identity management standards.
2. **Punch-Out and Portal Integration:** Infojini will support punch-out-style access or portal integrations from agency purchasing systems, intranets, or internal portals where required. These integrations will allow authorized users to initiate service requests, access engagement information, or route users to Infojini-managed platforms without duplicative data entry. Integration approaches will remain flexible and may include direct links, authenticated redirects, or API-based integrations, depending on agency systems and constraints.
3. **Implementation Timeline:** Typical implementation timelines will be as follows:
  - Standard SSO configuration: Approximately 2–4 weeks, depending on agency identity provider readiness and security review processes.
  - Portal or punch-out integration: Approximately 4–6 weeks, depending on the complexity of the agency’s systems, approval cycles, and integration method.

- Complex or custom integrations: Timelines will be confirmed during discovery and documented in the Scope of Work.
- 4. **Security and Governance:** All integrations will be implemented in accordance with agency security policies, data-handling requirements, and contractual obligations. Infojini will retain full accountability for access controls, user permissions, and secure operation of integrated systems.
- ***Describe any minimum engagement thresholds (e.g., minimum professional services hours, minimum subscription level) and how you accommodate small entities with limited budgets.***

Infojini will not require mandatory minimum engagement thresholds for Participating Public Agencies under this cooperative contract. Agencies may procure services based on their specific needs, budgets, and accessibility maturity without being required to meet minimum professional services hours or minimum platform subscription levels.

When platform or monitoring services are selected, subscription levels can be scalable and aligned with the size and scope of the agency’s digital footprint, allowing agencies to start with a limited number of assets or users and expand over time as needed.

Infojini will work collaboratively with each agency to define an appropriately sized Scope of Work that balances compliance requirements with available funding, ensuring accessibility services remain achievable for organizations of all sizes.

## 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.*

Infojini will provide structured monitoring and visibility into all ongoing work performed under this cooperative contract. Monitoring processes will be designed to support transparency, accountability, and informed decision-making for both technical and non-technical stakeholders.

- 1. Tracking Assessments, Remediation, and Training Activities:** Infojini will track open and in-progress accessibility assessments, remediation items, and training activities using established engagement management and issue-tracking tools. Assessment findings, remediation tasks, and validation activities will be logged, prioritized, and updated throughout the engagement lifecycle. Training activities, attendance, and completion status will also be tracked to support reporting and governance needs.
- 2. Status Updates and Dashboards:** Infojini will provide regular status updates through scheduled check-ins, written progress summaries, and dashboards as appropriate to the engagement. Dashboards and reports will present information in formats tailored to different audiences, including:
  - Technical views highlighting issue details, severity, status, and remediation progress
  - Executive or non-technical views summarizing overall compliance posture, trends, and risk indicators

- *Describe how you manage change requests, expansion to new sites/apps, or scope adjustments over the term of the contract.*

Infojini will manage change requests, scope adjustments, and expansions in a structured and transparent manner to ensure Participating Public Agencies retain control over cost, schedule, and priorities throughout the contract term. Please find below our process for managing change requests, expansion to new sites/apps, or scope adjustments:

- 1. Change Requests and Scope Adjustments:** When a Participating Public Agency requests a change such as modifications to scope, timelines, or deliverables, Infojini will document the request, assess impacts to cost and schedule, and present a clear change proposal for agency review and approval. No changes will be implemented without documented approval through an updated Scope of Work or task order amendment.
- 2. Expansion to New Sites, Applications, or Assets:** As agencies add new websites, applications, documents, or multimedia assets, Infojini will support phased or incremental expansion of services. New assets will be assessed for complexity and risk, and pricing will be proposed using the existing cooperative rate card or applicable fixed-fee packages to maintain consistency and transparency.
- 3. Flexibility and Cost Control:** Infojini will apply not-to-exceed pricing and cooperative-level rates to all approved changes. Where possible, expansions will be bundled with existing workstreams to optimize cost efficiency and minimize administrative overhead. Agencies will have the option to scale services up or down as needs evolve.
- 4. Ongoing Communication and Governance:** Change activity will be reviewed during regular status meetings to ensure alignment with agency priorities and compliance objectives. All approved changes will be tracked alongside existing work to maintain visibility and accountability.

## 2.4 Payment & Invoicing

- **Describe your standard invoicing and payment terms, including any quick-pay or early-payment discounts.**

Infojini will provide clear and transparent invoicing and payment terms for all services delivered under this cooperative contract. Invoicing practices will be designed to align with public-sector procurement and financial requirements while minimizing administrative burden for Participating Public Agencies.

1. **Standard Invoicing:** Infojini will invoice Participating Public Agencies on a monthly basis, unless otherwise specified in the approved Scope of Work. Invoices will clearly itemize services rendered, applicable labor categories or fixed-fee milestones, and the corresponding not-to-exceed amounts. All invoices will reflect pricing inclusive of the required Edge Public administrative fee, with no separate administrative fee line item charged to the agency.
2. **Payment Terms:** Standard payment terms will be Net 30 days from the date of invoice, unless alternative terms are required by the Participating Public Agency and documented in the Scope of Work. Infojini will accept payment through common public-sector payment methods, including electronic funds transfer (EFT/ACH), purchase orders, and other agency-approved methods.
3. **Quick-Pay and Early-Payment Discounts:** Where permitted by agency policy, Infojini may offer early-payment or quick-pay discounts as an option to Participating Public Agencies. Any such discounts will be clearly defined in advance and documented in the Scope of Work or task order.

- **Identify the forms of payment you accept, including but not limited to:**

- **Purchase orders.**
- **Procurement cards.**
- **Credit/debit cards and ACH.**

Infojini will accept standard public-sector payment methods for services delivered under this cooperative contract. Accepted forms of payment will include:

1. Purchase Orders (POs) issued by Participating Public Agencies
2. Electronic Funds Transfer (EFT/ACH) payments
3. Procurement Cards (P-Cards), where permitted by agency policy

Infojini will not accept credit or debit card payments under this contract due to the additional convenience fees for this mode of payment.

All payment methods and any agency-specific requirements will be documented in the applicable Scope of Work or task order to ensure clarity and compliance with agency procurement policies.

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

Payments made via purchase order or electronic funds transfer (ACH/EFT) will not incur additional fees.

Infojini periodically assesses limited, payment-method-specific fees imposed by third-party payment processors and outside Infojini's direct control. Any applicable fees will be disclosed in advance and clearly identified prior to payment.

## 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.*

Infojini will deliver services nationwide using a flexible, scalable delivery model designed to support Participating Public Agencies across multiple time zones and varying levels of technical maturity. This approach ensures consistent service quality while allowing engagements to be tailored to each agency's operational needs. Our approach includes:

1. **Time Zone Coverage and Availability:** Infojini will support agencies across all U.S. time zones through a coordinated delivery schedule that includes U.S.-based teams and, where permitted, hybrid or offshore resources. Service hours will be aligned with agency business hours, and meeting schedules, response times, and support availability will be adjusted to accommodate regional time differences.
2. **Flexible Delivery Models:** Infojini will offer onshore, hybrid, or offshore delivery models, as appropriate and approved by the Participating Public Agency. Onshore resources will provide leadership, coordination, and stakeholder engagement, while hybrid and offshore resources will support scalable execution for assessments, remediation, testing, and documentation. Infojini will retain full accountability for quality, security, and deliverables regardless of the delivery model.
3. **Support for Varying Technical Maturity:** Infojini will tailor service delivery to the technical maturity of each agency. For agencies with limited accessibility experience or resources, Infojini will provide guided onboarding, clear documentation, and hands-on support. For more mature organizations, services will integrate with existing tools, workflows, and development practices, supporting advanced remediation, monitoring, and governance needs.
4. **Consistent Communication and Oversight:** Infojini will maintain consistent communication through designated points of contact, regular status updates, and shared reporting. This ensures agencies receive timely information, regardless of location, and supports effective coordination across distributed teams.

- *Describe your ability to scale for large portfolios (e.g., state-wide or multi-agency implementations) while also supporting smaller entities.*

Infojini will support accessibility programs on any scale, from single-site or small-agency engagements to state-wide, multi-agency, or enterprise-level implementations. Our delivery model will be designed to scale resources, tools, and governance structures based on the size, complexity, and maturity of each Participating Public Agency.

1. **Scaling for Large Portfolios:** For large portfolios such as state-wide programs or multi-agency implementations, Infojini will apply standardized methodologies, centralized coordination, and portfolio-level reporting. Services will include coordinated assessments, prioritized remediation planning, shared monitoring dashboards, and governance frameworks that enable consistency across agencies while allowing for agency-specific needs. Resource capacity will be scaled through blended onshore, hybrid, and offshore teams to support high volumes without sacrificing quality or accountability.
2. **Supporting Smaller Entities:** For smaller or resource-constrained entities, Infojini will offer streamlined engagement options, reduced-scope assessments, starter packages, and flexible monitoring tiers. Services will be right-sized to focus on high-impact compliance needs while minimizing cost and administrative effort. Smaller agencies will receive the same standards of service quality, reporting, and support as larger implementations.
3. **Flexible Governance and Growth:** Infojini will enable agencies to grow over time, allowing smaller engagements to expand into larger programs as needs evolve. Governance, reporting, and delivery models will scale accordingly, ensuring continuity and long-term sustainability.

- **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.**

Infojini will provide defined Service Level Agreements (SLAs) to ensure timely response, effective issue resolution, and reliable platform availability for services delivered under this cooperative contract. SLAs will be documented at the task order or the Scope of Work level and tailored to agency needs while maintaining consistent baseline standards. Please find below our standard SLA:

### **Response Times for Issues**

Infojini will classify issues by severity and respond according to the following standard response targets:

- Critical Issues (e.g., high-risk accessibility barriers affecting core services or legal exposure) - Initial response within 4 Hours, with expedited coordination as required.
- High / Non-Critical Issues (e.g., significant usability or compliance gaps without immediate service disruption) - Initial response within two (2) business days.
- Routine or Advisory Requests (e.g., questions, low-impact findings, or guidance requests) - Initial response within two (2) business days.

Response times will be measured from the time an issue or request is formally logged through the agreed engagement channel.

### **Resolution and Mitigation Targets**

For confirmed accessibility issues requiring remediation, Infojini will work collaboratively with the Participating Public Agency to define resolution or mitigation timelines based on severity, complexity, and agency priorities. As a general guideline:

- Critical accessibility issues will be prioritized immediately, with mitigation strategies identified promptly and remediation scheduled as soon as feasible.
- Non-critical issues will be addressed according to the agreed remediation roadmap and delivery schedule.
- Final resolution timelines will be documented in the Scope of Work to ensure clarity and alignment.

### **Platform Availability, Maintenance, and Incident Communications**

Where Infojini provides or manages platform-based services (e.g., issue tracking or request portals), platform availability will target 99.9% uptime, excluding scheduled maintenance windows.

- Scheduled maintenance will be communicated in advance and performed during off-peak hours whenever possible.
- Unplanned incidents will be communicated promptly, including status updates and estimated resolution timelines until service is restored.

Infojini will maintain clear incident communication protocols to ensure all agencies remain informed and supported during any service disruption.

## 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.*

Infojini will maintain a structured and transparent problem escalation process to ensure issues are addressed promptly, communicated clearly, and resolved collaboratively with Participating Public Agency staff. Issues will be managed through defined escalation levels to ensure timely resolution:

- **Level 1 – Delivery Team Resolution:** Issues will initially be addressed by the assigned delivery team and engagement/project manager, who will work directly with agency staff to resolve routine or technical matters.
- **Level 2 – Management Escalation:** If an issue cannot be resolved within agreed response or resolution targets, it will be escalated to senior delivery leadership for additional resources, prioritization, or corrective action.
- **Level 3 – Executive Escalation:** For critical or unresolved issues affecting service delivery, compliance risk, or agency operations, the issue will be escalated to Infojini executive leadership for immediate attention and resolution planning.

### Communication Expectations

Throughout the escalation process, Infojini will maintain clear and consistent communication with the Participating Public Agency. This includes acknowledging the issue, providing regular status updates, and confirming resolution. Communication frequency and format will be aligned with the severity of the issue and agency preferences.

### Coordination with Agency Staff

Infojini will work collaboratively with agency staff to diagnose issues, agree on corrective actions, and implement solutions. Where issues involve third-party platforms or vendors, Infojini will coordinate as needed to support resolution while keeping the agency informed. All escalated issues will be documented, tracked, and reviewed to support continuous improvement.

- *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).*

Infojini will stand behind the quality of its services and deliverables and provide clear warranty and rework provisions to ensure Participating Public Agencies receive accurate, compliant, and usable outcomes under this cooperative contract.

### Service and Deliverable Warranty

Infojini will warrant that all assessments, remediation guidance, remediation work, training materials, and related deliverables will be performed in accordance with the agreed Scope of Work, applicable accessibility standards (including WCAG 2.1 AA and WCAG 2.2 AA), and industry best practices at the time of delivery.

### Remediation Rework and Corrections

If remediation guidance, remediation work, or validation results provided by Infojini are later determined to be incomplete, inaccurate, or misaligned with the agreed standards through re-testing, assistive technology validation, or agency review, Infojini will correct the identified deficiencies at no additional cost to the Participating Public Agency, provided that:

The underlying code, content, or platform has not been materially altered by the agency or a third party after delivery, and  
The issue falls within the originally approved scope of services.

Corrections will include updated guidance, revised remediation, and re-validation testing as applicable.

### **Scope Changes and External Factors**

If accessibility issues arise due to changes outside of Infojini's control such as platform upgrades, third-party vendor updates, new content introduced by the agency, or changes in applicable standards, Infojini will work collaboratively with the agency to assess impact and propose corrective actions under a revised or supplemental Scope of Work.

### **Documentation and Continuous Improvement**

All warranty-related corrections and rework activities will be documented, tracked, and reviewed to support quality assurance and continuous improvement. Infojini will use these findings to refine methodologies and prevent recurrence.

- *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.*

Infojini will provide comprehensive support resources and documentation to help the Participating Public Agencies effectively use tools, understand processes, and sustain accessibility initiatives under this cooperative contract.

### **Knowledge Base and Help Center**

Infojini will maintain a centralized knowledge base and help center accessible through its service request portal. These resources will include step-by-step guidance, frequently asked questions, and best-practice materials related to accessibility assessments, remediation workflows, monitoring, and governance.

### **Technical and Platform Documentation**

For platform components used as part of the engagement (such as Jira and Freshdesk), Infojini will provide relevant technical documentation, configuration guidance, and user instructions tailored to the agency's implementation. Documentation will explain how to navigate dashboards, submit and track requests, review issues, and access reports.

### **Care and Usage Instructions**

Infojini will provide clear care and usage instructions for tools, workflows, and processes introduced during the engagement. This includes guidance on maintaining accessibility improvements, preventing regression, and integrating accessibility practices into day-to-day content and development workflows.

### **Ongoing Updates and Enablement**

Support resources will be updated as tools, processes, or standards evolve. Infojini will supplement written documentation with onboarding sessions, refresher training, and live support as needed to ensure agency staff remain confident and self-sufficient.

## 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?*

Infojini will work collaboratively with AFI and Edge Public to actively market and promote the awarded cooperative contract to eligible public-sector entities nationwide. Our approach will be coordinated, transparent, and aligned with AFI and Edge Public branding, outreach strategies, and compliance requirements.

### Collaborative Marketing Activities

Infojini will support and participate in joint marketing efforts with AFI and Edge Public, which may include:

- Co-branded webinars, informational sessions, and virtual events
- Participation in AFI- or Edge Public–sponsored conferences, forums, and outreach activities
- Development of contract-specific marketing materials, including capability summaries, use cases, and pricing highlights
- Contribution to thought leadership content related to ADA, WCAG 2.1/2.2, and DOJ enforcement readiness

All marketing activities will be coordinated in advance with AFI and Edge Public to ensure consistency, accuracy, and compliance with cooperative guidelines.

### Outreach to Eligible Entities

Infojini will leverage its national public-sector footprint, including relationships with state and local governments, education entities, and public agencies, to raise awareness of the cooperative contract. Outreach efforts will emphasize the ease of procurement through AFI/Edge Public, cooperative pricing advantages, and the ability for agencies to engage services quickly without conducting a separate solicitation.

### Differentiation from Other Cooperative or State Contracts

Infojini will clearly differentiate this AFI/Edge Public contract from other cooperative or state contracts it may hold by highlighting:

- The contract’s specific focus on ADA and WCAG 2.1/2.2 digital accessibility compliance, including DOJ-readiness and governance support
- The availability of comprehensive, end-to-end services spanning assessment, remediation, monitoring, training, and governance under a single contract
- Flexible delivery models (onshore, hybrid, offshore where permitted) and scalable pricing designed for agencies of all sizes
- Cooperative-level pricing and administrative simplicity unique to the AFI/Edge Public program

Infojini will ensure that all outreach materials and communications clearly reference the AFI/Edge Public contract vehicle and direct interested agencies to AFI or Edge Public resources for contract access and verification.

- *Describe how customers can verify they are receiving the correct contract pricing and terms (e.g., contract IDs, portal indicators, contract-specific quotes).*

Infojini will provide clear, consistent mechanisms to ensure that Participating Public Agencies can easily verify they are receiving the correct pricing, terms, and conditions associated with the AFI/Edge Public cooperative contract.

### **Contract Identification and References**

All proposals, quotes, Scopes of Work, invoices, and related documentation will clearly reference the applicable AFI/Edge Public contract name and contract number. This ensures agencies can readily confirm that services are being procured under the correct cooperative vehicle.

### **Contract-Specific Quotes and Scopes of Work**

Infojini will issue contract-specific quotes and Scopes of Work that explicitly identify:

- The AFI/Edge Public cooperative contract
- Applicable labor rates, fixed fees, or subscription pricing
- Not-to-exceed pricing and applicable terms

This documentation will allow agencies to validate that pricing aligns with the approved rate card and cooperative pricing structure prior to authorization.

### **Portal and Engagement Visibility**

Where engagement management platforms or portals are used, Infojini will label engagements and requests associated with the AFI/Edge Public contract to distinguish them from other contracts or procurement vehicles. Agencies will be able to reference engagement history, deliverables, and documentation tied specifically to the cooperative contract.

### **Coordination with AFI and Edge Public**

Infojini will coordinate with AFI and Edge Public to ensure contract details, pricing schedules, and vendor information are kept current and accessible. Agencies may also verify contract eligibility and pricing through AFI or Edge Public resources as needed.

- ***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.***

Infojini will provide comprehensive quarterly sales and usage reports to AFI and Edge Public demonstrating total gross dollar volume generated under this cooperative contract. Reports will be accurate, transparent, and structured to support contract oversight, auditing, and program management.

### **Report Content and Structure**

Quarterly reports will include, at a minimum, the following breakdowns:

- **Participating Public Agency:** A summary of total contract spend by individual participating agency, identifying services procured during the reporting period.
- **State and Region:** Aggregated reporting by state and, where applicable, region, providing visibility into geographic adoption and usage of the cooperative contract.
- **Major Service Categories or Products:** Spend and usage breakdowns by major service categories or offerings, such as assessments, remediation services, monitoring/platform services, training, and advisory support.

**Data Sources and Accuracy**

Sales and usage data will be compiled from Infojini’s contract management, invoicing, and engagement tracking systems to ensure accuracy and consistency. Reports will reflect gross dollar volume prior to taxes, refunds, or credits, consistent with cooperative reporting requirements.

**Reporting Format and Delivery**

Reports will be delivered quarterly in an agreed-upon electronic format and timeframe specified by AFI and Edge Public. Infojini will work collaboratively with AFI and Edge Public to adjust report formats or data elements as needed to support ongoing contract administration.