



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 4: Qualification, Experience, References

Proposal Submitted To:

Attn: Samantha Perez, Key Contact
Alliance for Innovation (AFI)
PO Box 1642, Keller, TX 76244
P: 817-337-8581
E: AFI.info@governmentresource.com

Proposal Submitted By:

Sandeep Harjani, President
Infojini Inc.
10015 Old Columbia Rd, Suite B215
Columbia, MD 21046
P: 443-257-0086
E: statebids@infojiniconsulting.com

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

3.1 Company Information

- *Provide the name, address, phone number, and email address for the authorized agent submitting the proposal.*

Authorized Agent Name	Sandeep Harjani
Authorized Agent Address	10015 Old Columbia Rd, Suite B215, Columbia, MD 21046-1865
Authorized Agent Phone Number	443-257-0086
Authorized Agent Email Address	443-283-4249

- *Provide a brief company profile, including:*
 - *Legal name and corporate structure.*
 - *Year established and corporate headquarters location.*
 - *Primary office locations relevant to servicing this contract.*

Legal Name	Infojini Inc.
Corporate Structure	S-Corporation
Year Established	2006
Corporate Headquarters	Columbia, MD
Primary Office Locations	Columbia, MD
	Edison, NJ
	Mumbai, Maharashtra, India (If permitted)

- *Describe the scope of clients you currently service, with emphasis on:*
 - *Public sector entities (state, local, education, special districts).*
 - *Healthcare or other highly regulated sectors, if applicable.*

Infojini has 19+ years of experience providing IT services, including accessibility services, to over 350+ public agencies across the United States. Please find below a partial list of public agencies we have been serving with IT services:

Federal Clients		
The Board of Governors of the Federal Reserve System	Office of the Sergeant at Arms United States Senate	General Services Administration (GSA)
U.S. House of Representatives	House of Commons	U.S. Department of Transportation
State Clients		
State of Maryland	State of Georgia	State of New York
State of Washington	State of California	State of South Carolina
State of Minnesota	State of Texas	State of North Carolina
State of Arkansas	State of Florida	State of Colorado
State of Oregon	State of Michigan	State of Montana
State of Nebraska	State of Wisconsin	State of Illinois
State of North Dakota	State of New Mexico	State of Michigan

State of Ohio	State of Oklahoma	State of Alabama
State of Pennsylvania	State of Arizona	State of Utah
State of Missouri	State of Colorado	State of Iowa
State of New Jersey	State of Indiana	State of Nevada
Commonwealth of Virginia	Commonwealth of Massachusetts	Commonwealth of Pennsylvania
County/City Clients		
Anne Arundel County	County of San Mateo	Santa Clara County
Superior Court of California, County of Los Angeles	Oklahoma City - County Health Department (OCCHD)	Jefferson County Department of Health
County of Placer	Miami Dade County	Metro - Bi-State Development
Prince William County Service Authority	The City of Phoenix, Information Technology Services	Montgomery County Department of Health and Human Services
Cook County Bureau of Technology	County of Arlington	Clackamas County
City of Cincinnati	The County of Fresno	The City of San Juan Capistrano
Harris County	The City of Minneapolis	City of Berkeley
The City Of Phoenix	Prince George’s County	City of Killeen
Tarrant County	City of Chesapeake	The City of Palm Coast
County of Sacramento	County of Ventura	City of Philadelphia
City of Deerfield Beach, FL	Cook County Bureau of Technology	Livingston County Fiscal Services
Cook County Bureau of Technology	Miami Dade County	The City of Anaheim
Miami Dade County	The City of Phoenix	Oakland County
City of Stockton	County of Arlington	Ramsey County
County of Arlington	The County of Fresno	County of Santa Clara
The County of Fresno	The City of Minneapolis	City of Chesapeake
The City of Minneapolis	Prince George’s County	Health Care Agency (HCA)
City of Los Angeles - Department of Transportation	The Franklin County Board of Commissioners	City of Redmond The County of Orange (County)
Hennepin County	City of Milpitas	County of Volusia
County of Westchester	San Bernardino County	Rockland County
City of Los Angeles - Department of City Planning	County of Passaic - Preakness Healthcare Center	Harris County Department of Education
Bi-State Development	City of Colorado Springs	Washington County, Oregon
The Kane County Information Technologies Department (ITD)	Waukesha County - Purchasing Division	County of Los Angeles, Department of Public Health
Superior Court of Imperial County	The City of Albuquerque	City of Cedar Park
Monmouth County, NJ	King County	City and County of San Francisco
City of Columbia	City of Dearborn	Broward Sheriff’s Office, FL
Lake County Health Department and Community Health	Los Angeles County Office Of Education	Superior Court of California - County of Orange

The Tarrant County Hospital District d/b/a JPS Health Network	Lee County Board of County Commissioners	Gwinnett County
Richland County	City of Philadelphia	Spartanburg County
Cleveland Metroparks	City of Glendale	County Of Lehigh
City of Santa Ana	City of Baltimore	Pinellas County
The City of Sunnyvale	City of Chicago	Clark County
Educational Clients		
Indiana University	California State University	Sul Ross State University
University of Colorado	Northern Arizona University	University Of Massachusetts
University of Oklahoma	Baltimore City Public Schools	University of Wisconsin-Madison
California State University	University of Oregon	West Virginia University
Texas State University	University of Central Florida	Truman State University
George Washington University	Rutgers University	City University of New York
University of Missouri	Salisbury University	University of South Carolina
Virginia Tech	Montgomery College	Virginia Community College System
Austin Community College District	Lone Star College	Burlington County College
San Francisco Unified School District	Dallas Independent School District	Tucson Unified School District
Wylie Independent School District	Douglas County School District RE-1	Houston Independent School district
Los Angeles Unified School District	School District of Escambia County	Garland Independent School District
Baltimore County Public Schools	Volusia County Schools	Shelby County Schools
Seattle Public Schools	Virginia Beach City Public Schools	Davis School District
Transit Clients		
Capital Metropolitan Transportation Authority	Metropolitan Transportation Authority	Hillsborough County Aviation Authority
METRA	Texas Department of Transportation	Illinois Department of Transportation
Utah Transit Authority	Port of Seattle	Valley Transit, WA
Rural Health Network of South- Central New York (RHNSCNY)	Long Island Rail Road and Metro North Rail Road	The Central Ohio Transit Authority (COTA)
Wayne County Airport Authority	Port of Long Beach	North County Transit District
Santa Clara Valley Transportation Authority	Community Transit – City of Everett, WA	The Golden Gate Bridge, Highway and Transportation District
Montachusett Regional Transit Authority (MART)	Georgia Department of Transportation	Regional Transportation District, CO
Rhode Island Airport Corporation	Port Authority of Allegheny County	Hampton Roads Transit
The Dallas Area Rapid Transit Authority (DART)	Metropolitan Nashville Airport Authority	National Railroad Passenger Corporation (AMTRAK)
Chicago Transit Authority	Dallas Area Rapid Transit	Sound Transit
Rochester Genesee Regional Transportation Authority	Dallas/Fort Worth International Airport Board	The Maryland Department of Transportation (MDOT)
Regional Transportation Authority, IL	The Metropolitan Washington Airports Authority	Port Authority of New York & New Jersey

3.2 Accessibility & Government Experience

- **Describe your company's experience and expertise in digital accessibility, including:**

- **Number of years providing accessibility services and/or platforms.**

Infojini has over 10 years of experience providing digital accessibility services to public-sector clients, including accessibility assessments, remediation support, ongoing monitoring, training, and governance advisory services aligned with ADA, Section 508, and WCAG requirements.

During this time, Infojini has supported agencies nationwide in improving the accessibility of websites, applications, documents, and digital content, leveraging a combination of manual testing, assistive-technology validation, and enterprise-grade issue tracking and service management platforms.

- **Experience with WCAG 2.x, Section 508, ADA Title II/III, and other relevant standards.**

Infojini has extensive experience supporting compliance with widely recognized digital accessibility standards and regulations, including WCAG 2.x, Section 508, and ADA Title II and Title III requirements. Infojini's accessibility services are designed to help public agencies meet both technical conformance obligations and broader usability and risk-mitigation goals.

Infojini's experience includes:

- Applying WCAG 2.0, 2.1, and 2.2 success criteria in accessibility assessments, remediation guidance, and validation testing for websites, web applications, mobile applications, documents, and multimedia content
- Supporting Section 508 compliance for federal, state, and local government digital assets
- Assisting public entities in meeting ADA Title II and Title III obligations through accessibility audits, remediation planning, monitoring, and governance support
- Aligning accessibility efforts with related guidance and best practices from recognized standards bodies and regulatory agencies

This experience enables Infojini to support agencies in addressing current compliance requirements while preparing for evolving standards and enforcement expectations.

- **Experience working under or with DOJ consent decrees, settlement agreements, or formal remediation plans, if applicable.**

Infojini has experience supporting public-sector agencies that are operating under, or preparing for, formal accessibility remediation obligations, including those arising from DOJ consent decrees, settlement agreements, and structured remediation plans. In these contexts, Infojini's role has focused on technical and operational execution, rather than legal representation.

Infojini's support in these environments has included:

- Conducting accessibility assessments and gap analyses aligned to remediation timelines and reporting requirements
- Providing prioritized remediation roadmaps that align with consent decree or settlement milestones
- Delivering source-level remediation and validation testing to address identified accessibility barriers
- Supporting ongoing monitoring, documentation, and reporting to demonstrate progress toward compliance
- Assisting agencies with governance processes and internal controls to help sustain compliance beyond initial remediation

Infojini works collaboratively with agency staff and, where applicable, external legal counsel or compliance advisors to ensure that technical remediation efforts align with formal obligations and documented plans.

- ***Describe your experience with cooperative or multi-agency contracts, including any relevant examples where you supported a program that scaled across many agencies or jurisdictions.***

Infojini has extensive experience delivering services under cooperative and multi-agency contract vehicles, enabling public-sector clients to quickly procure IT, staffing, and professional services without conducting separate solicitations. Infojini’s cooperative portfolio demonstrates the company’s ability to support large, multi-jurisdictional programs as well as individual agency initiatives, providing consistent service quality and scalable delivery across diverse public organizations.

Please find below the link to the cooperative and multiagency contracts Infojini holds:

www.infojiniconsulting.com/compliance/co-operative-contracts/

Through these cooperative vehicles, Infojini has supported programs that scale across many agencies, departments, and jurisdictions. For example:

- State and regional initiatives: Cooperative contracts like Sourcewell and Choice Partners allow dozens of state and local agencies to leverage a single competitively solicited agreement for services ranging from staffing to complex IT consulting.
- Multi-jurisdictional staffing and IT services: Under Equalis Group and Sourcewell contracts, Infojini has delivered staffing, consulting, and IT solutions to clients across multiple states, demonstrating the ability to manage broad portfolios with consistent delivery standards.

Infojini’s cooperative experience reflects:

- Successful participation in competitively procured master agreements recognized by public entities nationwide.
- Scalable delivery models that meet the needs of large portfolios and diverse organizational structures.
- Established processes for nationwide service delivery across many contract vehicles, enabling rapid onboarding, compliance, and engagement execution.

- ***Provide a high-level overview of your company’s financial stability and capacity to support a multi-year, national cooperative contract.***

Infojini is a financially stable organization with stable revenue. Please find below our revenue for the last 5 years:

2024	2023	2022	2021	2020
\$92.50M	\$93.69M	\$92.15M	\$57.09M	\$33.41M

Infojini has the following Dun & Bradstreet Rating:

PAYDEX Score	Delinquency Predictor Percentile	Financial Stress Percentile	Supplier Evaluation Risk Rating
75 – Low Risk	94 - LOW RISK	78 - LOW-MODERATE RISK	1 - LOW RISK

Infojini has a \$1.5M line of credit from Bank of America.

3.3 Capacity & Reach

- *Describe your capacity to provide the full scope of products and services described in this RFP to agencies throughout the United States.*

Infojini has the capacity to deliver the full scope of products and services described in this RFP to Participating Public Agencies throughout the United States. Infojini's organizational scale, delivery infrastructure, and national footprint will enable consistent, high-quality service delivery across all seven workstreams, regardless of agency size, location, or technical maturity.

National Delivery Infrastructure

Infojini will leverage its headquarters in Columbia, Maryland, combined with a network of regional offices across the United States and a dedicated global delivery team, to support agencies nationwide. This structure will allow Infojini to deliver projects using onshore, hybrid, or offshore (where permitted by the Participating Public Agency) delivery models, while maintaining full accountability for outcomes, security, and compliance.

Comprehensive Service Coverage

Infojini will support the complete range of services outlined in this RFP, including accessibility assessments and audits, remediation services, ongoing monitoring and scanning, platform configuration, training and enablement, policy development, and governance support. Dedicated specialists across accessibility strategy, engineering, quality assurance, training, and program governance will be available to staff engagements of varying size and complexity.

Scalable Resource Capacity

Infojini will scale resources quickly to support both single-agency engagements and large, multi-agency or state-wide programs. Resource planning, standardized methodologies, and portfolio-level coordination will ensure consistent delivery quality across concurrent engagements in multiple jurisdictions.

Consistent Quality and Oversight

Infojini will apply standardized delivery frameworks, quality assurance processes, and reporting mechanisms across all engagements. Centralized oversight and defined escalation paths will ensure that Participating Public Agencies receive reliable, predictable service regardless of geography.

- *Indicate your ability to serve PPAs in the U.S. territories (e.g., Guam, U.S. Virgin Islands, Puerto Rico), including any limitations or special conditions.*

Infojini will support Participating Public Agencies (PPAs) located in U.S. territories, including Guam, the U.S. Virgin Islands, Puerto Rico, and other U.S. territories, under this cooperative contract. Services will be delivered primarily through remote engagement, leveraging Infojini's national and global delivery model to provide consistent access to accessibility assessments, remediation services, monitoring, training, and advisory support. Where on-site support is requested, Infojini will coordinate such services based on agency needs, security requirements, and logistical considerations.

Limitations and Special Conditions

Support for U.S. territories may be subject to:

- Agency-specific security, data-handling, or data residency requirements
- Local procurement, labor, or operational policies
- Travel logistics, scheduling constraints, and associated costs for on-site services

Any applicable limitations or special conditions will be disclosed in advance and documented in the Scope of Work to ensure transparency and alignment with Participating Public Agency requirements.

- *Describe any anticipated challenges in servicing agencies of varying sizes and technical capabilities, and how you address those challenges.*

Infojini recognizes that Participating Public Agencies vary widely in size, technical maturity, resources, and internal processes. While these differences can present challenges, Infojini will proactively address them through flexible delivery models, tailored engagement approaches, and clear communication.

Varving Technical Maturity

Agencies with limited accessibility experience or technical resources may face challenges understanding requirements, prioritizing remediation, or sustaining compliance. Infojini will address this by providing guided onboarding, plain-language reporting, hands-on support, and role-based training to build internal capacity. For more technically mature agencies, Infojini will integrate services with existing development tools, workflows, and governance structures.

Differences in Agency Size and Scale

Smaller agencies may have limited budgets or staff capacity, while larger agencies may manage complex, multi-site portfolios. Infojini will accommodate both by offering right-sized engagement options, scalable pricing models, and the ability to expand or contract services over time. Portfolio-level coordination and standardized methodologies will support larger implementations without sacrificing flexibility.

Resource Availability and Scheduling

Agencies across different time zones or with competing priorities may encounter scheduling or responsiveness challenges. Infojini will mitigate this by using a national delivery model with flexible scheduling, defined response expectations, and coordinated communication across teams.

Change Management and Adoption

Differences in organizational readiness may impact the adoption of accessibility processes or tools. Infojini will support adoption through change management guidance, clear documentation, and ongoing support to ensure accessibility practices are integrated into day-to-day operations.

3.4 Key Personnel

- *Identify the key personnel who will lead and be engaged in the implementation and ongoing management of this contract, including:*
 - o *Program/engagement lead.*
 - o *Technical accessibility lead(s).*
 - o *Customer success/relationship manager(s).*

Program/Engagement Lead	Gary Kenney
Technical accessibility lead	Shweta Ramesh
Customer success/relationship manager	Richa Rawat / Piyush Sadhu

- *Provide brief bios highlighting their experience with:*
 - o *Public sector clients.*
 - o *Digital accessibility programs and standards.*
 - o *Large-scale, multi-entity implementations.*

Program / Engagement Lead - Gary Kenney

- **Role:** Program and Engagement Lead responsible for overall contract oversight, delivery coordination, and stakeholder management.
- **Biography:**
 1. Gary Kenney brings extensive experience leading public-sector IT and professional services engagements, including multi-agency and enterprise-scale programs. He has served as a senior engagement leader for state and local government clients, overseeing project execution, risk management, and performance reporting under cooperative and master service agreements.
 2. Gary has experience coordinating cross-functional teams supporting digital transformation and compliance-driven initiatives, ensuring projects are delivered on time, within scope, and aligned with agency objectives. His background includes managing complex stakeholder environments and scaling delivery across multiple agencies or departments while maintaining consistent governance and communication.

Technical Accessibility Lead - Shweta Ramesh

- **Role:** Technical Accessibility Lead responsible for accessibility strategy, assessments, remediation guidance, and technical quality assurance.
- **Biography:**
 1. Shweta Ramesh is an experienced accessibility professional with deep expertise in WCAG 2.x, Section 508, and ADA Title II/III requirements. She has led accessibility assessments, remediation initiatives, and validation efforts for public-sector digital properties, including websites, applications, documents, and multimedia content.
 2. Shweta has hands-on experience designing and executing large-scale accessibility programs, working with development teams to implement source-level remediation and prevent regression. She regularly supports agencies in translating accessibility standards into practical, actionable technical guidance and has contributed to accessibility governance and continuous improvement initiatives across multi-entity environments.

Customer Success / Relationship Managers - Richa Rawat / Piyush Sadhu

- **Role:** Customer Success and Relationship Management leads responsible for client onboarding, ongoing support, adoption, and satisfaction.
- **Biography:**
 1. Richa Rawat and Piyush Sadhu bring strong experience supporting public-sector clients through long-term, program-based engagements. They specialize in onboarding agencies, coordinating service delivery, and serving as primary points of contact throughout the engagement lifecycle.
 2. Their experience includes managing multi-agency portfolios, supporting contract compliance, coordinating reporting and communications, and ensuring agencies receive consistent value from cooperative contract engagements. They work closely with technical and delivery teams to align services with agency goals, address issues proactively, and support continuous improvement across large and small implementations alike.

3.5 Diversity & Inclusion

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

Infojini is certified by the following agencies:

1. National Minority Supplier Development Council (NMSDC)
2. Supplier Clearinghouse - Utility Supplier Diversity Program of the California Public Utilities Commission
3. Commonwealth of Virginia
4. Dallas/Fort Worth Minority Supplier Development Council (Subscription)
5. North Central Texas Regional Certification Agency (NCTRCA)
6. City of Philadelphia Office of Economic Opportunity (OEO)
7. Port Authority of NY & NJ (PANYNJ)
8. New York City School Construction Authority (NYCSCA)
9. New York City
10. Monroe County
11. State of New Jersey - Department Of The Treasury Division Of Revenue & Enterprise Services
12. Prince George's County
13. Howard County
14. Commonwealth Of Massachusetts - SDO
15. Business Enterprise Program (BEP) FastTrack
16. Chicago Minority Supplier Development Council (Subscription)
17. State of Delaware Office of Supplier Diversity

3.6 References & Independent Reviews

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

Reference #1

Client Name	Baltimore Metropolitan Council (BMC), MD
Contact Person	Candice Ifill
Phone Number	410.732.0500 x1005
Email Address	cifill@baltometro.org
Scope	Redesigning the website to improve user experience and ensure compliance with ADA guidelines and the Department of Justice’s deadline of April 2026 for accessibility.
Timeline	Feb 2025 – Aug 2025 (Ongoing)
Outcomes	<ul style="list-style-type: none"> • On track to meet the Department of Justice’s April 2026 compliance deadline • Website designed and built with accessibility as one of the bases. • Ongoing training is planned for the BMC staff to ensure the website remains ADA compliant.

Reference #2

Client Name	Valley Transit, Walla Walla County, WA
Contact Person	Angie Peters
Phone Number	509-525-9140
Email Address	Angie@valleytransit.com
Scope	Conduct an extensive accessibility audit and implement rapid remediation to meet WCAG 2.1 AA and ADA Section 508 compliance standards by the Department of Justice compliance deadline of April 2026.
Timeline	Jan 2025 - Ongoing
Outcomes	<ul style="list-style-type: none"> • On track to meet the Department of Justice’s April 2026 compliance deadline for accessibility • Improved digital inclusion for users with disabilities • Reduced legal exposure and enhanced public service accessibility

- Enabled Valley Transit’s team to maintain compliance with minimal external dependency

Reference #3

Client Name	Truman State University, MO
Contact Person	Stephen Wynn
Phone Number	660-785-4535
Email Address	swynn@truman.edu
Scope	Redesign the website with a focus on keyboard accessibility and WCAG compliance using the WAVE accessibility checker tool.
Timeline	1 Year
Outcomes	<ul style="list-style-type: none"> • The new accessible website has significantly improved usability for students, researchers, and visitors with disabilities. • Truman State University now has a WCAG-compliant digital gateway to its library services, aligning with institutional goals for inclusivity and digital equity. • Enhanced keyboard and screen reader usability ensures the library’s digital presence is fully inclusive. • Established an accessibility framework that supports future content updates and iterative improvements.