



ANTHRO-TECH HUMAN-CENTERED DESIGN SERVICES

ADA Digital Accessibility Consulting and Design

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anthrotech

Tab 3: Performance Capability

2.1 Overall Customer Experience & Program Delivery

Agencies begin their accessibility journey with Anthro-Tech through an initial discovery and onboarding process designed to understand their unique digital ecosystem, compliance timeline, accessibility maturity, and organizational capacity. During this phase, we collaborate with stakeholders to identify priority digital properties and establish a shared understanding of project scope, goals, and success criteria. Here, we ensure the requested workstreams and support needed by the agency will support their timeline and capacity, and how we can best support them.

Depending on the agency's progress towards accessibility for their digital ecosystem, we then conduct comprehensive accessibility assessments and audits (Workstream 1) using a combination of automated tools, manual expert review, and assistive technology testing to establish a baseline of current accessibility conformance. If the agency has an existing assessment and audit, we will work with them to ensure it is comprehensive with a supplemental assessment.



Anthro-Tech's Digital Accessibility Evaluation Process

Following the assessment phase, we develop a tailored roadmap that sequences accessibility initiatives based on risk, impact, and organizational capacity (Workstream 2). This roadmap incorporates remediation planning, design guidance, and implementation support

(Workstream 3), training and capacity building for internal teams (Workstream 4), and policy and governance frameworks to sustain compliance over time (Workstream 5). When needed, we provide specialized consulting for document and PDF accessibility (Workstream 6) and multimedia content (Workstream 7).

Throughout the remediation and monitoring phase, we maintain close collaboration with agency development teams, providing ongoing consulting support to answer questions, validate fixes, and ensure that accessibility improvements meet WCAG 2.1 AA and 2.2 AA standards, depending on the agency's specific compliance requirements, and, where possible, emerging standards such as WCAG 3.0. We deliver detailed issue trackers, remediation guidance, and verification testing to confirm that identified accessibility barriers have been effectively resolved. As agencies move into ongoing governance and improvement, we provide strategic advisory services through periodic progress reviews, updated roadmaps, and coaching for internal accessibility champions. This phased approach ensures that agencies not only achieve compliance but also build internal capacity and sustainable processes to maintain accessible digital experiences as their platforms evolve. Our partnership mindset emphasizes transparency, proactive communication, and shared success throughout every stage of the engagement.

Anthro-Tech ensures smooth transition for agencies through a structured onboarding period designed to minimize disruption while establishing immediate operational continuity. Upon contract execution, we work directly with agency stakeholders to map existing workflows, document current accessibility practices, and identify critical systems requiring immediate attention. During the initial transition phase, our team works alongside agency staff to understand ongoing projects, review existing accessibility documentation, integrate with current content management and development processes, and establish joint communication channels that align with the agency's operational cadence. We conduct knowledge transfer sessions with agency technical teams to review their current tools and platforms, assess any in-progress accessibility initiatives, and ensure our consultants can operate effectively within the agency's existing infrastructure without requiring significant process changes. This transition approach allows agencies to maintain momentum on current projects while we establish the foundation for long-term accessibility improvements, ensuring that our consulting services integrate seamlessly with their ongoing operations rather than creating additional administrative burden during the early engagement period.

2.2 Orders, Engagements & Online Functions

ORDERS, ENGAGEMENTS

Anthro-Tech initiates each engagement through an intake process designed to understand the unique accessibility challenges and compliance goals of participating agencies. Upon receiving a request for assessments, remediation assistance, training, or advisory services, we schedule an intake meeting with agency stakeholders to discuss current digital properties, user populations, compliance requirements, and specific concerns or priorities. During this collaborative session, our accessibility experts actively listen to agency representatives to gather information about their technical environment, existing accessibility efforts, resource constraints, and desired outcomes. There is no minimum threshold for engagements. Following the intake meeting, we develop a customized service proposal that outlines recommended consulting services, project scope, deliverables, timelines, and pricing tailored to the agency's specific compliance needs and budgetary parameters. This proposal clearly articulates how our consulting approach will address the agency's identified challenges and help achieve their accessibility compliance objectives.

Once the agency reviews and approves the proposed scope of work, Anthro-Tech collaborates closely with the agency team to establish a detailed project schedule and execution plan. We work with designated agency contacts to coordinate project kickoff activities, identify key milestones, establish communication protocols, and define roles and responsibilities for both Anthro-Tech consultants and agency staff. Throughout the engagement, we maintain regular communication with the agency through scheduled status meetings, progress reports, and collaborative working sessions to ensure the project remains aligned with the approved schedule and delivers the expected outcomes. Our consultants coordinate directly with agency technical staff, content owners, and project managers to execute the agreed-upon services—whether conducting accessibility assessments, providing remediation guidance, delivering training, or offering strategic advisory support—while remaining flexible to accommodate evolving agency needs and priorities as the work progresses.

ONLINE FUNCTIONS

Anthro-Tech provides expert Accessibility consulting services supporting Accessibility Assessments & Audits (Workstream 1); Training, Education & Capacity Building (Workstream 4); and, Policy, Governance & Program Management (Workstream 5). We do not provide a web-based software platform, therefore, SSO/Integration capabilities do not apply.

Our team is well versed in available accessibility software tools, SEO analytics tools and strategy and can apply that expertise to integrate services with related accessibility efforts.

2.3 Monitoring, Changes & Issue Handling

Anthro-Tech provides comprehensive monitoring and tracking capabilities throughout every engagement. As part of our project management approach, we create regular status reports for agencies to update stakeholders and project sponsors on the status of assessments, remediation items, and training activities, ensuring both technical and non-technical stakeholders maintain visibility into project progress, milestones achieved, and any emerging risks or considerations.

We remain flexible and responsive to requests for changes in scope or timeline at any time during a project. When agencies need to expand to new sites or applications, adjust priorities based on emerging compliance deadlines, or modify engagement parameters, we work collaboratively to assess the impact, provide updated timelines and resource estimates, and incorporate changes into our ongoing work plan. Our agile project management methodology enables us to adapt quickly to evolving agency needs while maintaining transparency through updated documentation, revised deliverable schedules, and clear communication about any implications for budget, timeline, or resource allocation.

When clients request changes in scope we document decisions to confirm our shared understanding. If additional scope requiring additional budget is requested, we follow a similar process to our original task / purchase order development process by creating a proposal with clear cost estimate for review and approval by the client before proceeding.

Issues that arise during our engagements are identified early thorough our project management, quality assurance, and client feedback practices. Our Client Engagement Directors serve as a direct escalation point to our leadership team to resolve any issues that are not already managed or mitigated for by our project lead and delivery team. Clients have direct access to the Client Engagement Director who schedules monthly check-ins with project sponsors to gather feedback and provide strategic guidance to client initiatives.

2.4 Payment & Invoicing

Anthro-Tech follows industry-standard invoicing practices designed to accommodate the procurement needs of government agencies and public sector organizations. Our standard payment terms are Net 30 days from the date of invoice. Invoices are issued monthly and include detailed line items describing services rendered, labor hours, deliverables completed, and any applicable expenses as agreed upon in the task order or statement of work.

Invoices are provided electronically in PDF format and can be delivered via email, uploaded to agency procurement portals, or submitted through other methods as requested by the Participating Public Agency.

QUICK-PAY AND EARLY-PAYMENT DISCOUNTS

Anthro-Tech does not offer early payment discounts. However, we are committed to working with agencies to accommodate their specific billing cycles and payment schedules to ensure smooth administrative processes.

ACCEPTED FORMS OF PAYMENT

We accept the following standard forms of payment commonly used by government agencies:

ACH/Electronic Funds Transfer: Anthro-Tech encourages payment by ACH as our preferred method. ACH payments streamline the payment process, reduce administrative burden, and ensure prompt, secure transactions at no additional cost to the agency.

Credit/Debit Cards: We accept major credit and debit cards with additional fees.

A convenience fee of 3% applies to credit card transactions to cover processing costs. This fee does not apply to ACH payments.

Invoicing Flexibility

We understand that Participating Public Agencies have diverse accounting systems and billing requirements. Anthro-Tech is prepared to adapt our invoicing processes to meet agency-specific needs, including:

- Customized invoice formats or templates
- Integration with agency procurement or accounts payable systems

- Submission through online portals or e-procurement platforms
- Specific coding, reference numbers, or approval routing requirements
- Separate invoicing by department, project, or funding source as needed

Our goal is to make the payment and invoicing process as straightforward and efficient as possible for every agency we serve.

2.5 Service Delivery, Timelines & SLAs

Anthro-Tech delivers accessibility services nationally through our distributed team of professionals located across the United States. Our geographic presence enables us to support agencies across time zones and provide real-time collaboration regardless of location. We have successfully partnered with public agencies of varying technical maturity levels and digital portfolio sizes, from small municipalities managing a single website to large state-wide implementations with complex multi-platform ecosystems. Our service delivery model adapts to each Participating Public Agency's unique circumstances, technical capabilities, and resource constraints, ensuring that agencies receive appropriately scaled support whether they require comprehensive enterprise-level implementations or targeted assistance for specific accessibility challenges.

We commit to responding to all client inquiries within 24 business hours. Critical issues and inquiries are escalated and responded to within 6 hours. We strategically prioritize accessibility issues to address what is the greatest impact to users of the public services our clients provide. Our service delivery balances structured accountability with the flexibility to address emerging needs and time-sensitive requirements as they arise, recognizing that accessibility challenges often require responsive, adaptive solutions rather than rigid procedural approaches.

Anthro-Tech views accessibility compliance not as a transactional service delivery but as a collaborative partnership with each agency we serve. We work alongside agency staff to build internal capacity, transfer knowledge, and establish sustainable practices that endure beyond individual projects. Our commitment to quality accessibility services means we prioritize true remediation at the source code level, provide transparent communication throughout every engagement, and remain responsive to the evolving needs of our public sector partners as regulations, technologies, and agency priorities change over time.

Note: Resolution/mitigation targets and platform uptime are criteria that do not apply to Anthro-Tech's proposed consulting services.

2.6 Problem Escalation, Warranty & Support

Anthro-Tech maintains a collaborative problem escalation approach that prioritizes transparent communication and partnership with agency staff throughout every engagement. We work alongside clients to identify emerging issues during project execution, adjusting our methodologies and priorities in real time to address changing project requirements, technical constraints, or shifting agency priorities. Our escalation process ensures clear communication expectations and coordinated resolution of issues with agency staff, with processes to connect technical teams, project managers, and executive leadership as needed to resolve challenges efficiently. Our project lead or client can escalate any feedback about our services to our Client Engagement Director for immediate attention and resolution from a member of Anthro-Tech's leadership team. We have established project management, quality assurance, and client feedback processes that ensure that we are monitoring client satisfaction and project success weekly throughout the engagement to proactively identify opportunities to improve outcomes for our clients.

We stand behind the quality of our deliverables to ensure client satisfaction throughout the project. When remediation guidance or implemented solutions require adjustment, whether due to evolving standards, changes in the digital environment, or refinements based on client feedback, we revise our work to achieve the intended accessibility outcomes and meet client expectations within the timeline and scope of each project. Our commitment extends beyond initial delivery: we verify that our solutions produce the required conformance results and remain responsive to any concerns that emerge during validation or post-implementation review.

To support ongoing client success, we provide comprehensive support resources including accessibility toolkits with checklists, job aides, and accessibility resources tailored to each client's specific services and tools. For training engagements and professional services, we develop customized resources that empower agency staff to independently maintain and improve the accessibility of their digital products over time. These materials include reference guides, step-by-step procedures, decision frameworks, and best practice recommendations aligned with each agency's technical environment, governance structure, and accessibility maturity level.

2.7 Cooperative Administration & Reporting

Anthro-Tech will actively collaborate with AFI and Edge Public to market and promote this contract to eligible entities nationwide. We will support promotional efforts through our social media channels, website, and direct outreach to public sector contacts where appropriate and aligned with AFI and Edge Public marketing strategies. Our team will clearly differentiate this AFI contract from other cooperative agreements by referencing the specific contract identifier in all proposals, quotes, and communications with prospective agencies, ensuring that participating entities recognize and access the unique pricing and terms negotiated under this Master Agreement.

To ensure transparency and enable customers to verify they are receiving the correct contract pricing and terms, Anthro-Tech will provide individualized proposals to each client that clearly identify the AFI contract number, itemize services with contract-specific pricing, and include detailed service descriptions aligned with the cooperative agreement. These proposals will explicitly reference this contract vehicle so agencies can confirm they are accessing the negotiated cooperative rates. Anthro-Tech will provide quarterly sales and usage reports to AFI showing total gross dollar volume generated from this contract, with breakdowns by participating agency, state/region, and major service categories. These reports will support AFI's oversight of the cooperative program and provide visibility into contract utilization patterns across the country.



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